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Not applicable

Smart Ticketing Back-Office System

Merseytravel

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-020862

Procurement identifier (OCID): ocds-h6vhtk-034ca0

Published 29 July 2022, 4:23pm

Section I: Contracting authority/entity

I.1) Name and addresses

Merseytravel

1 Mann Island

Liverpool

L3 1BP

Contact

Procurement

Email

tender@liverpoolcityregion-ca.gov.uk

Telephone

+44 0

Country

United Kingdom

Region code

UKD7 - Merseyside

Internet address(es)

Main address

<http://www.merseytravel.gov.uk/>

Buyer's address

<http://www.merseytravel.gov.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Smart Ticketing Back-Office System

Reference number

DN618255

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Merseytravel is looking to procure a supplier to provide AMS-HOPS and CMS back-office systems to maintain and develop their Smart Ticketing platform.

The AMS-HOPS (HOPS) is the core ITSO component which will act as the key conduit between all other elements of the ITSO System. It is crucial that the system provides a reliable means of generating, hosting and exchanging data with various ITSO and non-ITSO components, whilst at the same time ensuring that there is full transparency of the activities undertaken through user accessible views into the HOPS and high-quality reporting and data outputs.

The Customer and Card Management System (CMS) will sit at the heart of the Merseytravel Smart Ticketing platform, enabling scheme participants to manage customers, tickets and travel tokens (ITSO and non-ITSO) in order to provide appropriate services to concessionary and commercial customers.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2022/S 000-017914](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Instead of

Date

11 August 2022

Local time

11:00am

Read

Date

18 August 2022

Local time

11:00am