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Planning

# Framework 2: ITSO Electronic Ticket Machines, Support Equipment and Related Services

South West Smart Applications Limited

F01: Prior information notice
Prior information only
Notice identifier: 2022/S 000-023455
Procurement identifier (OCID): ocds-h6vhtk-036208
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# Section I: Contracting authority

## I.1) Name and addresses

South West Smart Applications Limited

2nd Floor, Cobourg House, 32 Mayflower Street

Plymouth

PL1 1QX

### Contact

Andrew Seedhouse

### Email

Andrew.Seedhouse@talktosam.co.uk

### Telephone

+44 7807043222

**Country**

United Kingdom

**Region code**

UKK41 - Plymouth

**Companies House**

07205882

**Internet address(es)**

Main address

HTTPS://TALKTOSAM.CO.UK

## I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://www.talktosam.co.uk/nmph/

Additional information can be obtained from the above-mentioned address

## I.4) Type of the contracting authority

Body governed by public law

## I.5) Main activity

Other activity

Smart and integrated ticketing solutions and wider applications for transportation networks

# Section II: Object

## II.1) Scope of the procurement

### II.1.1) Title

Framework 2: ITSO Electronic Ticket Machines, Support Equipment and Related Services

Reference number

SAM 002: NMPH Framework 2

### II.1.2) Main CPV code

- 34980000 - Transport tickets

### II.1.3) Type of contract

Supplies

### II.1.4) Short description

Smart Applications Management Limited (SAM) is the trading name of South West Smart Applications Limited, a Membership based central purchasing body, which owns and runs the National Mobilities Procurement Hub for its Members.

This Framework is seeking the provision of ITSO Electronic Ticket Machines (ETMs) for passenger transport services, and their ancillary equipment.

The ETMs are important in enabling a passenger to board and pay for transport, via multiple methods including ITSO Smart Cards, Contactless EMV, Tap-On Tap-Off (ToTo), Account Based Ticketing (ABT), Electronic Tokens, Multi-format Barcodes (including QR Codes), Cash, Stored Value Payment Cards and similar methods.

ETMs come in a range of sizes and types from large single fixed ETMs on Bus, to Handheld ETMs, as well as component based systems involving a fixed ETM completed by additional Tap Off Readers throughout a vehicle. ETMs can also be configured to withstand outside working in exposed conditions.

ETMs can be supported by a range of support software and licences to provide additional services to the customer. These can include areas such as a dynamic back office system, real time vehicle location, SIRI feeds for Real Time Passenger Information display systems, Automatic Vehicle Location, Driver Messaging, Dynamic Seat Reservation, Schedule

Adherence, Traffic Light Priority Control, and Multiple Payment Systems to name but a few.

This Framework is seeking to host a number of ETM types, sizes, configurations as well as support equipment, services and licences to enable the Users of the Framework to have a wide choice of supply options.

This Framework is seeking to host a number of ETM Suppliers for passenger transport services, who are committed to partnership working and the application of ITSO, EMV, ABT, Barcode and other forms of electronic ticketing for passengers.

This Framework will be available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport.

It will also be available for use by any bus/rail/tram/ferry operator in the UK. More detail of who the Framework is for, is outlined in Section VI.

## II.1.5) Estimated total value

Value excluding VAT: £20,000,000

## II.1.6) Information about lots

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 3

# II.2) Description

## II.2.1) Title

ITSO Fixed Electronic Ticket Machines, Support Equipment and Related Services

Lot No

1

## II.2.2) Additional CPV code(s)

- 34980000 - Transport tickets

## II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

Main site or place of performance

Any area covered by a SAM Member within England, Wales, Scotland, Northern Ireland.

## II.2.4) Description of the procurement

This Framework Lot is seeking the provision of Fixed ITSO Electronic Ticket Machines (ETMs) for passenger transport services, and their ancillary equipment.

Fixed ETMs are important in enabling a passenger to board and pay for transport, via multiple methods including ITSO Smart Cards, Contactless EMV, Tap-On Tap-Off (ToTo), ABT, Electronic Tokens, Multi-format Barcodes (including QR Codes), Cash, Stored Value Payment Cards and similar methods.

Fixed ETMs can come in a range of sizes and types from large single fixed ETMs on baseplates, to smaller split ETMs with no baseplates, as well as component based systems involving a fixed ETM complemented by additional Tap Off Readers or other equipment throughout a vehicle.

Fixed ETMs are usually used in safe, dry environments such as on-bus or in an office, but may be interchangeable with other vehicles where the same baseplates (where relevant) are used.

Fixed ETMs can be supported by a range of support software and licences to provide additional services to the customer. These can include areas such as a dynamic back office system, real time vehicle location, SIRI feeds for Real Time Passenger Information display systems, Support for Account Based Ticketing (ABT) Systems, Automatic Vehicle Location, BODs Compliance, Driver Messaging, Dynamic Seat Reservation, Schedule Adherence, Traffic Light Priority Control, and Multiple Payment Systems to name but a few.

This Framework Lot is seeking to host a number of Fixed ETM types, sizes, configurations as well as support equipment, services and licences to enable the Users of the Framework to have a wide choice of supply options.

This Framework Lot is seeking to host a number of ETM Suppliers for passenger transport services, who are committed to partnership working and the application of ITSO, EMV, ABT, Barcode and other forms of electronic ticketing for passengers.

This Framework Lot will be available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities

in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport.

It will also be available for use by any bus/rail/tram/ferry operator in the UK. More detail of who the Framework is for, is outlined in Section VI.

## II.2) Description

### II.2.1) Title

ITSO Handheld Electronic Ticket Machines, Support Equipment and Related Services

Lot No

2

### II.2.2) Additional CPV code(s)

- 34980000 - Transport tickets

### II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Any area covered by a SAM Member within England, Wales, Scotland, Northern Ireland.

### II.2.4) Description of the procurement

This Framework Lot is seeking the provision of Handheld ITSO Electronic Ticket Machines (ETMs) for passenger transport services, and their ancillary equipment.

Handheld ETMs are important in enabling a passenger to board and pay for transport. They may support a range of validation methods including, but not exclusive: ITSO Smart Cards, Contactless EMV, Tap-On Tap-Off (ToTo), Electronic Tokens, ABT, Multi-format Barcodes (including QR Codes), Cash, Stored Value Payment Cards and similar methods.

Handheld ETMs can come in a range of sizes and types and may be complemented by additional equipment such as separate printers or Tap Off Readers throughout a vehicle or elsewhere.

Handheld ETMs may be used in safe, dry environments such as on-bus or in an office, but equally they are used outside of a vehicle and are therefore exposed to the UK weather. As such variants of Handhelds (or the provision of protective covers) capable of withstanding different operating environments are expected within this Lot.

Handheld ETMs can be supported by a range of support software and licences to provide additional services to the customer. These may include, but are not limited to areas such as: a dynamic back office system, real time vehicle location, SIRI feeds for Real Time Passenger Information display systems, BODs Compliance, Support for Account Based Ticketing (ABT) Systems, Automatic Vehicle Location, Driver Messaging, Dynamic Seat Reservation, Schedule Adherence, Traffic Light Priority Control, and Multiple Payment Systems to name but a few.

This Framework Lot is seeking to host a number of Handheld ETM types, sizes, configurations as well as support equipment, services and licences to enable the Users of the Framework to have a wide choice of supply options.

This Framework Lot is seeking to host a number of Handheld ETM Suppliers for passenger transport services, who are committed to partnership working and the application of ITSO, EMV, ABT, Barcode and other forms of electronic ticketing for passengers.

This Framework Lot will be available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport.

It will also be available for use by any bus/rail/tram/ferry operator in the UK. More detail of who the Framework is for, is outlined in Section VI.

## II.2) Description

### II.2.1) Title

ITSO Electronic Ticket Machines, Support Equipment and Related Services for an Exposed Environment

Lot No

3

### II.2.2) Additional CPV code(s)

- 34980000 - Transport tickets

## II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Any area covered by a SAM Member within England, Wales, Scotland, Northern Ireland.

## II.2.4) Description of the procurement

This Framework is seeking the provision of Electronic Ticket Machines (ETMs) for passenger transport services, and their ancillary equipment capable of use in an exposed weather environment, such as a Ferry Jetty.

ETMs (fixed, handheld and variations thereof) capable of withstanding exposed weather conditions are important in enabling a passenger to board and pay for transport. They may support a range of validation methods including, but not exclusive: ITSO Smart Cards, Contactless EMV, Tap-On Tap-Off (ToTo), Electronic Tokens, ABT, Multi-format Barcodes (including QR Codes), Cash, Stored Value Payment Cards and similar methods. They may also be capable of integrating with a 3rd party Leisure Ticketing software provider to read a 3rd party Barcode/QR code as well as send and receive messages to such 3rd party software.

ETMs capable of withstanding exposed weather conditions can come in a range of sizes and types and may be complemented by additional variants such as pole mounted ETMs for speedy ferry passenger validation.

ETMs capable of withstanding exposed weather conditions will regularly be used in adverse weather conditions, including saltwater. As such, these ETMs must be capable of withstanding different operating environments as expected within this Lot.

ETMs capable of withstanding exposed weather conditions may be supported by a range of support software and licences to provide additional services to the customer. These may include, but are not limited to areas such as: a dynamic back office system, real time vehicle location, SIRI feeds for Real Time Passenger Information display systems, BODs Compliance, Support for Account Based Ticketing (ABT) Systems, Automatic Vehicle Location, Driver Messaging, Dynamic Seat Reservation, Schedule Adherence, Traffic Light Priority Control, Integration with 3rd Party Systems, and Multiple Payment Systems to name but a few.

This Framework Lot is seeking to host a number of ETM types capable of withstanding exposed weather conditions, with differing sizes, configurations as well as support equipment, services and licences to enable the Users of the Framework to have a wide

choice of supply options.

This Framework Lot is seeking to host a number of Suppliers of ETMs capable of withstanding exposed weather conditions for passenger transport services, who are committed to partnership working and the application of ITSO, EMV, ABT, Barcode and other forms of electronic ticketing for passengers.

This Framework Lot will be available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport.

It will also be available for use by any bus/rail/tram/ferry operator in the UK. More detail of who the Framework is for, is outlined in Section VI.

## II.3) Estimated date of publication of contract notice

8 September 2022

# Section IV. Procedure

## IV.1) Description

### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

# Section VI. Complementary information

## VI.3) Additional information

The National Mobilities Procurement Hub (NMPH) is a national resource for all UK based Public Sector Bodies, with a Transport responsibility or interest; as well as for all bus, rail, tram and ferry operators in the UK.

For the avoidance of doubt, the Framework has been developed for the following public sector organisations as a minimum:

Scottish Local Authorities, including:

Aberdeen City Council

Aberdeenshire Council

Angus Council

Argyll and Bute Council

City of Edinburgh Council

Clackmannanshire Council

Comhairle nan Eilean Siar

Dumfries and Galloway Council

Dundee City Council

East Ayrshire Council

East Dunbartonshire Council

East Lothian Council

East Renfrewshire Council

Falkirk Council

Fife Council

Glasgow City Council

Inverclyde Council

Midlothian Council

North Ayrshire Council

North Lanarkshire Council

Orkney Islands Council

Perth and Kinross Council

Renfrewshire Council

Scottish Borders Council

Shetland Islands Council

South Ayrshire Council

South Lanarkshire Council

Stirling Council

The Highland Council

The Moray Council

West Dunbartonshire Council

West Lothian Council

Scottish Government & Executive Agencies

Scottish Government

Transport Scotland

Scottish Regional Transport Partnerships, including:

Shetland Transport Partnership (ZetTrans)

Highlands and Islands Transport Partnership (HITRANS)

North-East of Scotland Transport Partnership (NESTRANS)

Tayside and Central Scotland Transport Partnership (TACTRAN)

South-East of Scotland Transport Partnership (SESTRAN)

Strathclyde Partnership for Transport (SPT)

South-West of Scotland Transport Partnership (Swestrans)

Unitary Authorities in Wales, including:

Blaenau Gwent County Borough Council

Bridgend County Borough Council

Caerphilly County Borough Council

Cardiff Council

Carmarthenshire County Council

Ceredigion County Council

Conwy County Borough Council

Denbighshire County Council

Flintshire County Council

Gwynedd Council

Isle of Anglesey County Council

Merthyr Tydfil County Borough Council

Monmouthshire County Council

Neath Port Talbot County Borough Council

Newport City Council

Pembrokeshire County Council

Powys County Council

Rhondda Cynon Taf County Borough Council

City and County of Swansea

The Vale of Glamorgan County Borough Council

Torfaen County Borough Council

Wrexham County Borough Council

Welsh Government & Executive Agencies

Welsh Government

Transport for Wales

Welsh Transport Partnerships

South East Wales Transport Commission

North Wales Transport Commission

Metropolitan District Councils in England, including:

Barnsley Borough Council

Birmingham City Council

Bolton Borough Council

Bradford City Council

Bury Borough Council

Calderdale Borough Council

Coventry City Council

Doncaster Borough Council

Dudley Borough Council

Gateshead Borough Council

Kirklees Borough Council

Knowsley Borough Council

Leeds City Council

Liverpool City Council

Manchester City Council

North Tyneside Borough Council

Newcastle Upon Tyne City Council

Oldham Borough Council

Rochdale Borough Council

Rotherham Borough Council

South Tyneside Borough Council

Salford City Council

Sandwell Borough Council

Sefton Borough Council

Sheffield City Council

Solihull Borough Council

St Helens Borough Council

Stockport Borough Council

Sunderland City Council

Tameside Borough Council

Trafford Borough Council

Wakefield City Council

Walsall Borough Council

Wigan Borough Council

Wirral Borough Council

Wolverhampton City Council

Unitary Authorities in England, including:

Bath and North East Somerset Council

Bedford Borough Council

Blackburn with Darwen Borough Council

Blackpool Council

Bournemouth, Christchurch and Poole Council

Bracknell Forest Borough Council

Brighton and Hove City Council

Bristol City Council

Buckinghamshire Council

Central Bedfordshire Council

Cheshire East Council

Cheshire West and Chester Council

Cornwall Council

Durham County Council

Darlington Borough Council

Derby City Council

Dorset Council

East Riding of Yorkshire Council

Halton Borough Council

Hartlepool Borough Council

Herefordshire Council

Isle of Wight Council

Hull City Council

Leicester City Council

Luton Borough Council

Medway Council

Middlesbrough Borough Council

Milton Keynes Council

North East Lincolnshire Council

North Lincolnshire Council

North Northamptonshire Council

North Somerset Council

Northumberland County Council

Nottingham City Council

Peterborough City Council

Plymouth City Council

Portsmouth City Council

Reading Borough Council

Redcar and Cleveland Borough Council

Rutland County Council

Shropshire Council

Slough Borough Council

Southampton City Council

Southend-on-Sea Borough Council

South Gloucestershire Council

Stockton-on-Tees Borough Council

Stoke-on-Trent City Council

Swindon Borough Council

Telford and Wrekin Borough Council

Thurrock Council

Torbay Council

Warrington Borough Council

West Berkshire Council

West Northamptonshire Council

Wiltshire Council

Windsor and Maidenhead Borough Council

Wokingham Borough Council

City of York Council

County Councils in England

Cambridgeshire County Council

Cumbria County Council

Derbyshire County Council

Devon County Council

East Sussex County Council

Essex County Council

Gloucestershire County Council

Hampshire County Council

Hertfordshire County Council

Kent County Council

Lancashire County Council

Leicestershire County Council

Lincolnshire County Council

Norfolk County Council

North Yorkshire County Council

Nottinghamshire County Council

Oxfordshire County Council

Somerset County Council

Staffordshire County Council

Suffolk County Council

Surrey County Council

Warwickshire County Council

West Sussex County Council

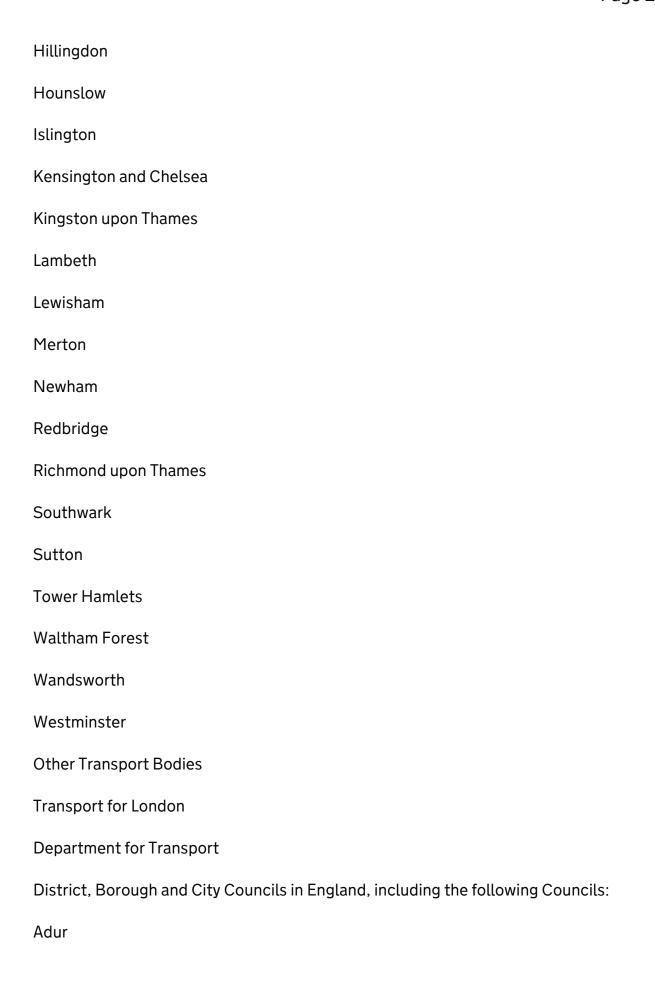Worcestershire County Council

Combined Authorities in England

Cambridgeshire and Peterborough Combined Authority

Greater Manchester Combined Authority

Liverpool City Region Combined Authority

North East Combined Authority

North of Tyne Combined Authority

South Yorkshire Combined Authority

Tees Valley Combined Authority

West Midlands Combined Authority

West of England Combined Authority

West Yorkshire Combined Authority

London Borough Councils, including the following Councils:

Barking and Dagenham

Barnet

Bexley

Brent

Bromley

Camden

Croydon

Ealing

Enfield

Greenwich

Hackney

Hammersmith and Fulham

Haringey

Harrow

Havering

Hillingdon

Hounslow

Islington

Kensington and Chelsea

Kingston upon Thames

Lambeth

Lewisham

Merton

Newham

Redbridge

Richmond upon Thames

Southwark

Sutton

Tower Hamlets

Waltham Forest

Wandsworth

Westminster

Other Transport Bodies

Transport for London

Department for Transport

District, Borough and City Councils in England, including the following Councils:

Adur

Allerdale

Amber Valley

Arun

Ashfield

Ashford

Babergh

Barrow-in-Furness

Basildon

Basingstoke & Deane

Bassetlaw

Blaby

Bolsover

Boston

Braintree

Breckland

Brentwood

Broadland

Bromsgrove

Broxbourne

Broxtowe

Burnley

Cambridge

Cannock Chase

Canterbury

Carlisle

Castle Point

Charnwood

Chelmsford

Cheltenham

Cherwell

Chesterfield

Chichester

Chorley

Colchester

Copeland

Cotswold

Craven

Crawley

Dacorum

Dartford

Derbyshire Dales

Dover

East Cambridgeshire

East Devon

East Hampshire

East Hertfordshire

East Lindsey

East Staffordshire

East Suffolk

Eastbourne

Eastleigh

Eden

Elmbridge

Epping Forest

Epsom & Ewell

Erewash

Exeter

Fareham

Fenland

Folkestone and Hythe

Forest of Dean

Fylde

Gedling

Gloucester

Gosport

Gravesham

Great Yarmouth

Guildford

Hambleton

Harborough

Harlow

Harrogate

Hart

Hastings

Havant

Hertsmere

High Peak

Hinckley and Bosworth

Horsham

Huntingdonshire

Hyndburn

Ipswich

Kings Lynn & West Norfolk

Lancaster

Lewes

Lichfield

Lincoln

Maidstone

Maldon

Malvern Hills

Mansfield

Melton

Mendip

Mid Devon

Mid Suffolk

Mid Sussex

Mole Valley

North Devon

North East Derbyshire

North Hertfordshire

North Kesteven

North Norfolk

North West Leicestershire

North Warwickshire

New Forest

Newark & Sherwood

Newcastle-Under-Lyme

Norwich

Nuneaton & Bedworth

Oadby & Wigston

Oxford

Pendle

Preston

Redditch

Reigate & Banstead

Ribble Valley

Richmondshire

Rochford

Rossendale

Rother

Rugby

Runnymede

Rushcliffe

Rushmoor

Ryedale

Somerset West and Taunton

South Cambridgeshire

South Derbyshire

South Hams

South Holland

South Kesteven

South Lakeland

South Norfolk

South Oxfordshire

South Ribble

South Somerset

South Staffordshire

Scarborough

Sedgemoor

Selby

Sevenoaks

Spelthorne

St Albans

Stafford

Staffordshire Moorlands

Stevenage

Stratford on Avon

Stroud

Surrey Heath

Swale

Tamworth

Tandridge

Teignbridge

Tendring

Test Valley

Tewkesbury

Thanet

Three Rivers

Tonbridge & Malling

Torridge

Tunbridge Wells

Uttlesford

Vale of White Horse

Warwick

Watford

Waverley

Wealden

Welwyn Hatfield

West Devon

West Lancashire

West Lindsey

West Oxfordshire

West Suffolk

Winchester

Woking

Worcester

Worthing

Wychavon

Wyre

Wyre Forest

Councils in Northern Ireland, including:

Antrim and Newtownabbey Borough Council

Ards and North Down Borough Council

Armagh City, Banbridge and Craigavon Borough Council

Belfast City Council

Causeway Coast and Glens Borough Council

Derry City and Strabane District Council

Fermanagh and Omagh District Council - Enniskillen Office

Lisburn and Castlereagh City Council

Mid and East Antrim Borough Council

Mid Ulster District Council - Dungannon

Newry, Mourne and Down District Council

Transport Bodies in Northern Ireland

Translink

And any other Public Sector body in the UK with an interest in Transport, or any UK transport operator.

Any organisation must be a Member of SAM at the time that they wish to Call-Off from the Framework. See www.talktosam.co.uk for more details.