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Planning

Transport & Mobility Managed Service (TMMS) and Associated Services

LONDON COUNCILS

F01: Prior information notice

Reducing time limits for receipt of tenders

Notice identifier: 2024/S 000-024711

Procurement identifier (OCID): ocds-h6vhtk-048824

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Section I: Contracting authority

I.1) Name and addresses

LONDON COUNCILS

59 1/2 Southwark Street

LONDON

SE10AL

Contact

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Email

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Telephone

+44 2034517

Country

United Kingdom

Region code

UK144 - Lewisham and Southwark

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.londoncouncils.gov.uk/>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.londoncouncils.gov.uk/who-we-are/about-us/tenders-and-expressions-interest>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.londoncouncils.gov.uk/who-we-are/about-us/tenders-and-expressions-interest>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

Local Authority Joint Committee

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Transport & Mobility Managed Service (TMMS) and Associated Services

II.1.2) Main CPV code

- 30162000 - Smart cards

II.1.3) Type of contract

Supplies

II.1.4) Short description

London Councils requirement tender shall be divided in to 4 lots:

Lot 1 Card Management System (CMS) or Customer Relationship Management system (CRM) IT Solution

Lot 2 Managed Service (Portal & card production)

Lot 3 Data Matching, Cleansing & Management Services

Lot 4 Integrated Transport Smartcard Organisation (ITSO) Back Office & Host Operator or Processing System (HOPS) Managed Service

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Card Management System (CMS) or Customer Relationship Management system (CRM) IT Solution

Lot No

1

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Card Management System (CMS) or Customer Relationship Management system (CRM) IT Solution

London Councils is responsible for the delivery of the Concessionary Transport Schemes, which includes a statutory duty to issue and manage ITSO smartcards/ smart media and the technical infrastructure to support operator ticketing systems. Smartcard / smart media technology. The Council's contract for a HOPS, CRM, online customer portal and card management bureau is due to end in October 2025 and must be replaced. The new solution should be cost effective and ensure the continuity and future development of smart card ticketing in London over the next five years.

Specifically the London Councils is looking to purchase the following services:

- Data Transfer / Transition to a new system;
- Customer Relationship Management or Case Management software system;
- Online portal for ordering Smart Card / Media for use by general public and or Transport Staff;
- Commercial Smart Card / Smart Media;
- Data Analytics;
- Production of Smart Cards / Media;
- Distribution of Smart Cards / Media;
- Smart Card / Media support through a back-office system (HOPS);
- Contact centre;

- Secure Smart Card / Media data exchange(ISAM);
- Hosting Services;
- Maintenance and Support as appropriate for the all the above services;
- PCI DSS compliant payment mechanism;
- System integration of all of the above services including utilising API's to connect to other local authority systems

II.2) Description

II.2.1) Title

Managed Service (Contact Centre, Portal & Card Production)

Lot No

2

II.2.2) Additional CPV code(s)

- 30162000 - Smart cards

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Managed Service (Contact Centre, Portal & Card Production)

The production of cards from validated data through personalisation to their dispatch by post. The service is to be compliant with the relevant ECNTS and ITSO specification and usually requires personalisation and encoding on Oyster pre encoded cards, some cards (less than 1%) may be issued as Oyster only. The contractor will be required to hold in stock pre-encoded Oyster cards.

To personalise and/or produce smart, magnetic strip or other cards for London Councils and other authorities. This may include cards for the London Taxicard scheme which are currently magnetic strip and require personalisation. The contractor must offer a tariff for card purchase, bespoke card encoding, personalisation, application processing, data capture and validation, card management and customer interface.

II.2) Description

II.2.1) Title

Data Matching, Cleansing & Management Services

Lot No

3

II.2.2) Additional CPV code(s)

- 72316000 - Data analysis services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Data Matching, Cleansing & Management Services

Data cleansing and verification services for concessionary travel.

II.2) Description

II.2.1) Title

Integrated Transport Smartcard Organisation (ITSO) Back Office & Host Operator or Processing System (HOPS) Managed Service

Lot No

4

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The capture and verification/validation of all applicant data, card data and compliant with the relevant ENCTS, ITSO, Oyster specifications and data protection legislation requirements.

II.3) Estimated date of publication of contract notice

30 September 2024

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: No

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Councils

London

Country

United Kingdom