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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): ocids-h6vhtk-048824

Published 6 August 2024, 3:55pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

LONDON COUNCILS

59 1/2 Southwark Street

LONDON

SE10AL

#### **Contact**

Kalpini Dave

#### **Email**

[Kalpini.Dave@londoncouncils.gov.uk](mailto:Kalpini.Dave@londoncouncils.gov.uk)

#### **Telephone**

+44 2034517

**Country**

United Kingdom

**Region code**

UKI44 - 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

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## **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

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

London Councils

London

Country

United Kingdom