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Tender

## **Framework 4: ITSO and Wider Transport Ticketing & Payment Consultancy Support Framework**

South West Smart Applications Ltd

F02: Contract notice

Notice identifier: 2022/S 000-025914

Procurement identifier (OCID): ocds-h6vhtk-03620a

Published 15 September 2022, 12:11pm

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

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

South West Smart Applications Ltd

2nd Floor, Cobourg House, 32 Mayflower Street

PLYMOUTH

PL11QX

#### **Contact**

Andrew Seedhouse

#### **Email**

[andrew.seedhouse@talktosam.co.uk](mailto:andrew.seedhouse@talktosam.co.uk)

#### **Telephone**

+44 7807043222

#### **Country**

United Kingdom

**Region code**

UKK41 - Plymouth

**Companies House**

07205882

**Internet address(es)**

Main address

<https://www.talktosam.co.uk>

Buyer's address

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

**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

Tenders or requests to participate must be submitted electronically via

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

**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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Framework 4: ITSO and Wider Transport Ticketing & Payment Consultancy Support Framework

Reference number

SAM 004: NMPH Framework 4

#### **II.1.2) Main CPV code**

- 72220000 - Systems and technical consultancy services

#### **II.1.3) Type of contract**

Services

#### **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 Consultancy Support Services for ITSO and Wider Transport Ticketing including Payment systems.

The ITSO and Wider Transport Ticketing & Payment Consultancy Support Framework (Lot 1) is for the provision of Consultants capable of meeting a range of Core ITSO and Wider Transport Ticketing & Payment support requirements.

Framework Lot 2 is for the provision of entry to an Experts Panel of Niche Specialisms based on detailed specialist requirements in the Transport Ticketing and Payment field.

Framework Lot 3 is for the provision of Consultants capable of meeting a range of Core Concessionary Travel & Payment support requirements.

Framework Lot 4 is for the inclusion of entry to a fixed fee Short Term Experts List (STEL), where Consultants agree to a fixed rate for short term work (Max 10 days), enabling SAM Members to undertake a Direct Award for any Consultant on the Lot 4 Experts List to complete their work. Lot 4 places are conditional on suppliers winning a place on Lots 1, 2 or 3 or a combination of them.

This Framework is seeking to host a number of Consultant Suppliers for ITSO and wider passenger transport and payment services, who are committed to partnership working, including with other consultants.

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: £4,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 4

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

SAM may award one Lot or any combination of Lots 1, 2 and 3 to suppliers. Lot 4 places will only be awarded to suppliers who have also gained a place on at least one other Lot.

### **II.2) Description**

#### **II.2.1) Title**

ITSO and Wider Transport Ticketing & Revenue Consultancy Support

Lot No

1

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

- 72220000 - Systems and technical consultancy services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

This Framework Lot 1 is seeking the provision of Consultancy Support Services for ITSO and Wider Transport Ticketing including Payment systems.

It covers a wide range of expert smart ticketing and revenue services from technical development to governance, and project project management to critical friend.

It enables Suppliers to offer multiple staff across multiple grades to meet a Members need.

This Framework is seeking to host a number of Consultant Suppliers under Lot 1, who are committed to partnership working, including with other consultants.

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.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

1 year plus 1 year

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

### **II.2) Description**

#### **II.2.1) Title**

Experts Panel of Niche Specialisms

Lot No

2

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

- 72220000 - Systems and technical consultancy services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

This Framework Lot 2 is aimed at small value (less than £30k) commissions across a number of topics where SAM Members may need to seek stand alone, niche specialist advice and support.

A range of specialisms will be defined, and there will be up to 5 supplier slots available under each specialism. Tenderers will be able to bid for one primary specialism, one secondary specialism and one tertiary specialism.

The specialisms will covers a wide range of expert smart ticketing and revenue services.

This Framework is seeking to host a number of Consultant Suppliers under Lot 2, who are committed to partnership working, including with other consultants.

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.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

1 year plus 1 year

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

## **II.2) Description**

### **II.2.1) Title**

Concessionary Travel Consultancy Services

Lot No

3

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

- 72221000 - Business analysis consultancy services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

This Framework Lot 3 is seeking the provision of Consultancy Support Services in the delivery of concessionary travel schemes for SAM Members.

It covers a wide range of expert concessionary travel ticketing and revenue services from scheme development to average fare setting, to financial processing and operator payment.

It enables Suppliers to offer multiple staff across multiple grades to meet a Members need.

This Framework is seeking to host a number of Consultant Suppliers under Lot 3, who are committed to partnership working, including with other consultants.

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.2.5) Award criteria**



Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

1 year plus 1 year

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

## **II.2) Description**

### **II.2.1) Title**

Fixed Fee Short Term Experts List

Lot No

4

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

- 72220000 - Systems and technical consultancy services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

This Framework Lot 4 is for the inclusion of entry to a Short Term Experts List (STEL) based on short term support for a standard fixed fee.

The STEL requires Suppliers to agree to a standard fixed rate for short term work across a range of defined areas. The rates will be the same for all Consultant Suppliers.

Any SAM Member will then be able to call off any Consultant they wish from the STEL for a maximum contract award of 10 days, and no more than 2 STEL call offs from the same Supplier within a calendar year.

The STEL Lot 4 is only available for short term use, with Lots 1, 2 and 3 available to support longer call offs either via direct award or further competition.

This Framework is seeking to host a number of Consultant Suppliers under Lot 4, who are committed to partnership working, including with other consultants.

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.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Because of the specialist nature of the technology and interface requirements, the Framework Agreement may be renewed for up to 2 additional 12 month periods - making

a maximum Framework length of 70 months.

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

Description of options

An agreement term may be extended from a standard 48 month term, by up to 2 x 12 month periods, making the maximum term available 72 months.

**II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

**II.2.14) Additional information**

A copy of the ITT with all bidding information can be obtained by request, by emailing: [procurement@nationalmobilitiesprocurementhub.co.uk](mailto:procurement@nationalmobilitiesprocurementhub.co.uk)

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

A Selection Questionnaire is included in the ITT that details conditions.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-023457](#)

**IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

26 October 2022

Local time

12:00pm

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

26 October 2022

Local time

12:01pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **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 and rail 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

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

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

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

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

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

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

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

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 their Order from the Framework is signed.

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

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

South West Smart Applications Ltd

2nd Floor, Cobourg House, 32 Mayflower Street

Plymouth

PL1 1QX

Email

[procurement@nationalmobilitiesprocurementhub.co.uk](mailto:procurement@nationalmobilitiesprocurementhub.co.uk)

Country

United Kingdom

Internet address

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