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Tender

Framework 3: ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services

South West Smart Applications Limited

F02: Contract notice

Notice identifier: 2022/S 000-025916

Procurement identifier (OCID): ocids-h6vhtk-036209

Published 15 September 2022, 12:11pm

Section I: Contracting authority

I.1) Name and addresses

South West Smart Applications Limited

2nd Floor, Cobourg House, 32 Mayflower Street

PLYMOUTH

PL11QX

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>

Buyer's address

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

I.3) Communication

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Framework 3: ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services

Reference number

SAM 003: NMPH Framework 3

II.1.2) Main CPV code

- 30200000 - Computer equipment and supplies
 - TA36 - For 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 Card Bureau Services, Blank ITSO Smartcards, and ITSO Card Printing and Encoding Equipment for concessionary and commercial passenger transport services, and their ancillary equipment.

The ITSO Card Bureau Services requirement (Lot 1) is for the provision of Bureau Services covering a range of CMD types and volumes - including bulk printing. Capable of linking to multiple CMS and ITSO HOPS, the Bureaus will provide a range of Card Printing & Encoding Services as well as support services such as the provision of data entry to the CMS; Customer Letter printing, Card fixing to letters, Distribution to individual addresses as well as centralised fulfilment.

The ITSO Blank Card Supply requirement (Lot 2) is for the provision of Blank ITSO Smartcards across a range of CMD types and volumes.

The ITSO Card Printing and Encoding Equipment requirement (Lot 3) is for the provision of local ITSO Card Printing and Encoding Equipment linked to a customers own CMS and HOPS, supported by a range of support software and licences to provide additional services to the customer.

This Framework is seeking to host a number of ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services Suppliers, as well as support equipment, and services where they add value to enable the Users of the Framework to have a wide choice of supply options.

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

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: £10,000,000

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: 3

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 to suppliers.

II.2) Description

II.2.1) Title

ITSO Card Bureau Services

Lot No

1

II.2.2) Additional CPV code(s)

- 79800000 - Printing and related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Provision of the Card Bureau Service must be within the UK, or be fully compliant with UK GDPR and Data Protection Act 2018 requirements.

II.2.4) Description of the procurement

This ITSO Card Bureau Services requirement (Lot 1) is for the provision of Bureau Services.

It will cover a range of CMD types and volumes - including bulk printing.

The Bureau must be able to link to multiple CMS and ITSO HOPS providers to provide an end-to-end service.

The Bureau must be able to provide a range of Card Printing & Encoding Services.

The Bureau must be able to provide a range of Card support services, including but not limited to: the provision of data entry to the CMS; Customer Letter printing; Card fixing to letters; Addition of 3rd party material to envelopes, and the distribution to individual addresses as well as centralised fulfilment.

This Framework Lot is seeking to host a number of ITSO Card Bureau Service Suppliers, with relevant support equipment and additional services where they add value, 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 for ITSO passenger transport services, who are committed to partnership working, including with other Suppliers.

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

II.2) Description

II.2.1) Title

Blank ITSO Smartcard Supply

Lot No

2

II.2.2) Additional CPV code(s)

- 30162000 - Smart cards

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 Blank ITSO Smartcard Supply requirement (Lot 2) is for the provision of blank ITSO Smartcards.

The Lot will cover the provision of a range of CMD types, and be flexible enough to cover a wide range of scale based options.

This Framework Lot is seeking to host a number of Blank ITSO Smartcard Suppliers, with any additional services where they add value, 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 Blank ITSO Smartcard Suppliers for ITSO passenger transport services, who are committed to partnership working, including with other Suppliers.

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.

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II.2) Description

II.2.1) Title

ITSO Card Printing and Encoding Equipment

Lot No

3

II.2.2) Additional CPV code(s)

- 30232600 - Encoders
 - TA36 - For transport tickets

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

The expectation is that the ITSO Card Printing and Encoding Equipment will reside within the offices of the SAM Member who undertakes the Framework Call Off, or their nominated agents office.

II.2.4) Description of the procurement

This ITSO Card Printing and Encoding Equipment requirement (Lot 3) is for the provision of locally based equipment to enable ITSO Smartcards to be printed and encoded within a SAM Members own office, or that of their agent.

This Framework Lot will require the equipment to be capable of printing full colour on both sides of a card, and be able to encode the full range of ITSO products on a card, as well as additional product and card applications.

Suppliers will need to be able to integrate with a range of customer CMS systems to receive and process customer data, such as concessionary travel data, as well as being able to integrate with multiple ITSO HOPS systems to pass on the created card information.

This Framework Lot is seeking to host a number of ITSO Card Printing and Encoding Equipment Suppliers, with the necessary support peripherals and consumables, as well as any additional services where they add value, 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 ITSO Card Printing and Encoding Equipment Suppliers, who are committed to partnership working, including with other Suppliers.

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.

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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 which details the 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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 10

In the case of framework agreements, provide justification for any duration exceeding 4 years:

The specialist nature of the Equipment and Services being sought.

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-023456](#)

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

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Smart Applications Management

2nd Floor, Cobourg House, 32 Mayflower Street

Plymouth

PL1 1QX

Email

procurement@nationalmobilitiesprocurementhub.co.uk

Country

United Kingdom

Internet address

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