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Tender

Smart Ticketing System for the Mersey Ferries

Merseytravel

F02: Contract notice

Notice identifier: 2022/S 000-026296

Procurement identifier (OCID): ocds-h6vhtk-0369c9

Published 20 September 2022, 8:29pm

Section I: Contracting authority

I.1) Name and addresses

Merseytravel

1 Mann Island

Liverpool

L3 1BP

Contact

Procurement Team

Email

tender@liverpoolcityregion-ca.gov.uk

Country

United Kingdom

Region code

UKD7 - Merseyside

Internet address(es)

Main address

<http://www.liverpoolcityregion-ca.gov.uk>

Buyer's address

<http://www.liverpoolcityregion-ca.gov.uk>

I.3) Communication

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

www.the-chest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.org.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Public Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Smart Ticketing System for the Mersey Ferries

Reference number

DN620706

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Merseytravel and the Liverpool City Region Combined Authority (LCRCA) are looking to procure a Tickets, Online and Point of Sale Solution for the Mersey Ferries.

We are looking to appoint a provider for 3 years with the option to extend on a 24-month rolling basis thereafter up to a maximum of a further 4 years.

The new booking platform is at the heart of the requirement. It requires a central back office EPOS system which will manage all aspects of the product sales in real time, delivered simultaneously through multiple sales channels including online via

- a). the Mersey Ferries website;
- b). through the systems POS at Sales Desks such as at Ferry Terminals;
- c). through LCRCA call centres and office locations;
- d). through Self Service Kiosks at core locations;
- e). through OTA's and Channel Managers; and
- f). via local Partner sales portals.

II.1.5) Estimated total value

Value excluding VAT: £490,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

Merseytravel and the Liverpool City Region Combined Authority (LCRCA) are looking to procure a Tickets, Online and Point of Sale Solution for the Mersey Ferries.

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The new booking platform is at the heart of the requirement. It requires a central back office EPOS system which will manage all aspects of the product sales in real time, delivered simultaneously through multiple sales channels including online via

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- d). through Self Service Kiosks at core locations;
- e). through OTA's and Channel Managers; and
- f). via local Partner sales portals.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

We are looking to appoint a provider for 3 years (36 months) with the option to extend on a 24-month rolling basis thereafter up to a maximum of a further 4 years. The maximum duration of the contract including extensions would be 84 months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

The tender documents are available on The Chest (www.the-chest.org.uk) under reference DN620706. The tender process will take place online via the same portal.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

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: No

IV.2) Administrative information

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

Date

20 October 2022

Local time

11:00am

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

20 October 2022

Local time

11:00am

Place

The Chest (www.the-chest.org.uk)

Information about authorised persons and opening procedure

The tender will be opened via a member of the LCRCA / Merseytravel procurement team via The Chest.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The procurement process will start approx. 6-12 months before the end of the contract.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Review procedures are as set out in the Public Contract Regulations 2015.

Proceedings under the Public Contract Regulations 2015 are time limited and any such proceedings must be brought in the High Court of England and Wales.