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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](mailto: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](http://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](http://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

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## **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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- 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](http://www.the-chest.org.uk)) under reference DN620706. The tender process will take place online via the same portal.

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## **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

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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: 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](http://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.

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## **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.