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Tender

ITSO Zonocard Ticketing Solution

Strathclyde Partnership for Transport

F02: Contract notice

Notice identifier: 2021/S 000-029172

Procurement identifier (OCID): ocds-h6vhtk-02f963

Published 23 November 2021, 4:25pm

Section I: Contracting authority

I.1) Name and addresses

Strathclyde Partnership for Transport

131 St Vincent Street

Glasgow

G2 5JF

Contact

Kenny Govan

Email

procurement@spt.co.uk

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

www.spt.co.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10382

I.3) Communication

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ITSO Zonocard Ticketing Solution

Reference number

21-193

II.1.2) Main CPV code

- 72212100 - Industry specific software development services

II.1.3) Type of contract

Services

II.1.4) Short description

SPT administers the ZoneCard ticketing arrangement on behalf of the participating operators. ZoneCard is currently a paper ticket, allowing travel on bus, rail, Subway and ferry across the west of Scotland. SPT is seeking an established supplier with a proven ITSO platform to deliver the following:

Development, testing and deployment of a range of ITSO ticket products (including but not limited to season tickets and carnets) to be accepted on multiple modes and by multiple operators.

Ongoing services to maintain the availability of the ITSO ticket products.

Liaison with operators and their suppliers through the development, testing and deployment stages.

Ticket validity to be based on a geographic Zonal structure (estimated seven zones in total).

Online retail and fulfilment service (including RTD) for the above range of ZoneCard ITSO products.

Retail at operators' existing physical POSTs (such as ticket vending machines).

Mobile app for operator ticket inspection and validation.

Comprehensive ITSO/HOPS service as Product Owner and connecting to 3rd party services as required.

Reporting from HOPS.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

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

CMS and Web Portal

Lot No

2

II.2.2) Additional CPV code(s)

- 30162000 - Smart cards
- 22459000 - Tickets
- 48100000 - Industry specific software package
- 48211000 - Platform interconnectivity software package
- 48219000 - Miscellaneous networking software package
- 48219100 - Gateway software package
- 48400000 - Business transaction and personal business software package
- 48480000 - Sales, marketing and business intelligence software package
- 72212100 - Industry specific software development services

- 71311200 - Transport systems consultancy services
- 72316000 - Data analysis services
- 72317000 - Data storage services
- 72413000 - World wide web (www) site design services
- 72415000 - World wide web (www) site operation host services

II.2.3) Place of performance

NUTS codes

- UKM8 - West Central Scotland

Main site or place of performance

Glasgow

II.2.4) Description of the procurement

Within this procurement, Strathclyde Partnership for Transport are looking for seamless integration between customer facing, staff facing and back office systems for the delivery of the smart and mobile ticketing, along with the wider ZoneCard services.

By awarding a single contract for CMS and Web Portal Services, with unequivocal stable and efficient two way integration with the AMS-HOPS and Part 11 Service based on fully open and transparent APIs, the aim is to focus on new ZoneCard opportunities.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 30

Price - Weighting: 70

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

Contract may be extended up to 24 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) Description

II.2.1) Title

AMS, HOPS and Part 11

Lot No

1

II.2.2) Additional CPV code(s)

- 30162000 - Smart cards
- 22459000 - Tickets
- 48100000 - Industry specific software package
- 48211000 - Platform interconnectivity software package
- 48219000 - Miscellaneous networking software package
- 48219100 - Gateway software package
- 48400000 - Business transaction and personal business software package
- 48480000 - Sales, marketing and business intelligence software package

- 72212100 - Industry specific software development services
- 71311200 - Transport systems consultancy services
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II.2.3) Place of performance

NUTS codes

- UKM8 - West Central Scotland

Main site or place of performance

Glasgow

II.2.4) Description of the procurement

Within this procurement, Strathclyde Partnership for Transport are looking for seamless integration between customer facing, staff facing and back office systems for the delivery of the smart and mobile ticketing, along with the wider ZoneCard services.

By awarding a single contract for AMS-HOPS, and Part 11 services, with unequivocal stable and efficient two way integration with the SPT CMS and Bureau based on fully open and transparent APIs, the aim is to focus on new ZoneCard opportunities.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 30

Price - Weighting: 70

II.2.6) Estimated value

Value excluding VAT: £1,000,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Contract may be extended by a further 24 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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

SPT will use Dun and Bradstreet's DBAi financial reporting system to assess the financial stability of bidders. Bidders must confirm within their response to Question 4B.4 in the SPD, the value of their D&B Failure Score.

In the event that the bidder does not have a Dun and Bradstreet rating or they consider that the rating has been adversely affected by factors which they can offer mitigating evidence for, SPT will use financial ratios to evaluate a bidder's financial status. Bidders must confirm within their response to Question 4B.4 of the SPD, the value of the 3 financial ratios listed as taken from their own Accounts.

The bidder confirms they already have or can commit to obtain, prior to the commencement of the contract, the insurance cover indicated below:

Professional Risk Indemnity: GBP 2m per claim without limit to the number of claims

Employer's (Compulsory) Liability: GBP 5m per claim without limit to the number of claims

Public Liability: GBP 5m per claim without limit to the number of claims

Minimum level(s) of standards possibly required

Bidders with a Failure Score of 51 or above on the DBAi system will be deemed to have evidenced satisfactory financial stability.

Where Financial ratios are used:

1 Profitability – this is taken as profit after tax but before dividends and minority interests. If a company makes a profit then it is a pass for this ratio;

2 Liquidity – this value is calculated as current assets less stock and work in progress, divided by current liabilities. If the answer is greater than or equal to one then it is a pass for this ratio;

3 Gearing – this value is calculated as the total external secured borrowing (short term and long term) divided by shareholder funds expressed as a percentage. If the answer is less than or equal to 100% it is considered a pass for this ratio.

Where 2 out of the 3 ratios cannot be met, we may then take account of other factors when assessing financial viability and the risk to the organisation, providing that the Bidder can submit acceptable evidence to substantiate any of the mitigating criteria

III.1.3) Technical and professional ability

List and brief description of selection criteria

Bidders should provide at least two separate previous examples of where they have developed and implemented the Services as described within the Specification. Strathclyde Partnership for Transport will contact the organisations you have noted upon your evidence to discuss how you have worked with them and improved their ticketing offer.

Minimum level(s) of standards possibly required

Note that Bidders who are ONLY bidding for Lot 1 - Zonecard ITSO AMS-HOPS and Part 11 Solution, should provide at least two examples of evidence relating to this and this alone.

Those bidding ONLY for Lot 2 - Zonecard CMS Web Portal and App Solution should only provide evidence of at least two examples relating to this service and only this service.

Those organisations intending to bid for BOTH Lots are required to provide evidence of at least two examples relating to their experience of developing and implementing BOTH services.

Failure to satisfactorily evidence experience of any or both services may result in your bid being rejected, either for both or single Lots.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As described within the Specification for each Lot

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: [2020/S 245-609028](#)

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

Date

14 January 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

Tender must be valid until: 13 May 2022

IV.2.7) Conditions for opening of tenders

Date

14 January 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Bidders will be required within their SPD submission to detail how they plan to move to net zero carbon across their organisation and within their logistics and supply chain.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 20071. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

SPT is committed to the promotion of community benefits. Bidders are asked to identify what community benefits they propose to deliver under this contract.

The estimated value and duration of this contract will attract a minimum of 100 Community Benefits points to be delivered by the successful contractor. Bidders offering the minimum points value will receive a score of 75 at this question. Bidders offering in excess of this value will be scored 100.

(SC Ref:674663)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sherriff and Justice of the Peace Court

Sheriff Clerk's Office, PO Box 23, 1 Carlton Place

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Telephone

+44 1414298888

Country

United Kingdom