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Tender

Transport & Mobility Managed Service (TMMS) and Associated Services

London Councils

F02: Contract notice

Notice identifier: 2024/S 000-034899

Procurement identifier (OCID): ocds-h6vhtk-04b1f4

Published 28 October 2024, 3:42pm

Section I: Contracting authority

I.1) Name and addresses

London Councils

4th Floor, 12 Arthur Street

London

EC4R 9AB

Contact

Mrs Kalpini Dave

Email

Kalpini.Dave@londoncouncils.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.londoncouncils.gov.uk

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

www.proactisplaza.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.proactisplaza.com

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Transport & Mobility Managed Service (TMMS) and Associated Services

Reference number

DN2681

II.1.2) Main CPV code

- 30162000 - Smart cards

II.1.3) Type of contract

Supplies

II.1.4) Short description

London Councils requirement tender shall be divided in to 4 lots:

Lot 1 Card Management System (CMS) or Customer Relationship Management system (CRM) IT Solution and Portal

Lot 2 Managed Service Integrated Transport Smartcard Organisation (ITSO) Back Office & Host Operator or Processing System (HOPS) Managed Service

Lot 3 Data Matching, Cleansing & Management Services

Lot 4 Health Emergency Badge

II.1.5) Estimated total value

Value excluding VAT: £16,000,000

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

Card Management System (CMS) or Customer Relationship Management system (CRM)
IT Solution & Portal

Lot No

1

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

London Councils is responsible for the delivery of the Concessionary Transport Schemes, which includes a statutory duty to issue and manage ITSO smartcards/ smart media and the technical infrastructure to support operator ticketing systems. Smartcard / smart media technology. The Council's contract for online customer portal and card management bureau is due to end in October 2025 and must be replaced. The new solution should be cost effective and ensure the continuity and future development of smart card ticketing in London over the next five years.

Specifically the London Councils is looking to purchase the following services:

- Data Transfer / Transition to a new system;
- Customer Relationship Management or Case Management software system;
- Online portal for ordering Smart Card / Media for use by general public and or Transport Staff;
- Data Analytics;

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £8,000,000

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

End date

6 April 2035

This contract is subject to renewal

Yes

Description of renewals

The initial term of the contract is five years from April 2025 to April 2030. Thereafter five extensions, of 12 monthly increments, are allowed taking the end date to April 2035.

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

Managed Service, Contact Centre, Card Production, ITSO & HOPS

Lot No

2

II.2.2) Additional CPV code(s)

- 30162000 - Smart cards

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The production of cards from validated data through personalisation to their dispatch by post. The service is to be compliant with the relevant ECNTS and ITSO specification and usually requires personalisation and encoding on Oyster pre encoded cards, some cards (less than 1%) may be issued as Oyster only. The contractor will be required to hold in stock pre-encoded Oyster cards.

To personalise and/or produce smart, magnetic strip or other cards for London Councils and other authorities. This may include cards for the London Taxicard scheme which are currently magnetic strip and require personalisation. The contractor must offer a tariff for card purchase, bespoke card encoding, personalisation, application processing, data capture and validation, card management and customer interface.

- Commercial Smart Card / Smart Media;
- Production of Smart Cards / Media;
- Distribution of Smart Cards/Media;
- Smart Card / Media support through a back-office system (HOPS);
- Contact centre;
- Secure Smart Card / Media data exchange(ISAM);
- Hosting Services;
- Maintenance and Support as appropriate for the all the above services;
- PCI DSS compliant payment mechanism;
- System integration of all of the above services including utilising API's to connect to other local authority systems

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £7,000,000

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

End date

6 April 2035

This contract is subject to renewal

Yes

Description of renewals

The initial term of the contract is five years from April 2025 to April 2030. Thereafter five extensions, of 12 monthly increments, are allowed taking the end date to April 2035.

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

Data Matching, Cleansing & Management Services

Lot No

3

II.2.2) Additional CPV code(s)

- 72316000 - Data analysis services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Data Matching, Cleansing & Management Services

Data cleansing and verification services for concessionary travel.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £230,000

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

End date

6 April 2035

This contract is subject to renewal

Yes

Description of renewals

The initial term of the contract is five years from April 2025 to April 2030. Thereafter five extensions, of 12 monthly increments, are allowed taking the end date to April 2035.

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

Health Emergency Badge (HEB) CMS & Card Production

Lot No

4

II.2.2) Additional CPV code(s)

- 30162000 - Smart cards

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The HEB is for health professionals involved in the delivery of primary urgent healthcare to patients in their place of residence'

LC intends to rebrand this service to bring it in line with current day practices and to allow a more efficient process for applicants, boroughs and LC officers to manage the scheme with autonomy and accountability.

The CMS must have the capability for LC officers to manage and process applications electronically and provide specific management reports to support the system functionality.

The CMS will allow health professionals to apply for, pay, track and manage their applications on the system efficiently and effectively.

The CMS will have a secure access portal for local authorities to access certain defined badge and HPO user details within their borough.

II.2.5) Award criteria

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

documents

II.2.6) Estimated value

Value excluding VAT: £800,000

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

End date

6 April 2035

This contract is subject to renewal

Yes

Description of renewals

The initial term of the contract is five years from April 2025 to April 2030. Thereafter five extensions, of 12 monthly increments, are allowed taking the end date to April 2035.

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

Date

9 December 2024

Local time

2:00pm

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

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

Royal Court of Justice

Strand

London

WC2A2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Court of Justice

Strand

London

WC2A2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for review procedures

The contracting authority will operate a minimum 10 calendar day

standstill period at the point information on the award of the contract is

communicated to tenderers to provide time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

Unsuccessful tenderers shall be notified by the contracting authority as soon as possible after the decision is made as to the reasons why they were unsuccessful. The Public Contracts Regulations 2015 provide that aggrieved parties who have been harmed, or are at risk of harm, by breach of the rules are to take action in the High Court (England, Wales and Northern Ireland).

VI.4.4) Service from which information about the review procedure may be obtained

Royal Court of Justice

Strand

London

WC2A2LL

Country

United Kingdom