

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/049659-2025>

Planning

RTPI Content Management Systems, Ticket Vending Machines, Electronic Ticket Machines, Accessible Rail Information and Support Units, and Transport and Data Managed Services

SMART APPLICATIONS MANAGEMENT LIMITED

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-049659

Procurement identifier (OCID): ocds-h6vhtk-058a27

Published 18 August 2025, 7:31pm

Scope

Reference

SAM 007: NMPH Framework 7

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 RTPI Content Management Systems, Ticket Vending Machines, Electronic Ticket Machines, Accessible Rail Information and Support Units, and Transport and Data Managed Services. These five Lots form the focal point for

any modern Ticketing & Information Scheme in managing customer information, journey planning, physical sales, revenue, and a range of customer facing managed services.

Lot 1: RTPI Content Management Systems (CMS)

The RTPI CMS Lot provides a supplier-agnostic Content Management System for Real Time Passenger Information, integrating with standards like GTFS, SIRI, BODS, and RSS. It must distribute real-time schedules and multimedia content to Passenger Information Displays, managed through a secure web portal with layout control, multilingual messaging, and access management. The system must be scalable, cloud-hosted, GDPR-compliant, and include monitoring, fault management, and reporting. Delivery requires commissioning, testing, migration, and maintenance, with defined backup, PID interfacing, and documentation. Suppliers must follow formal project management, deliver training, and meet strict KPIs for availability, updates, and transparency.

Lot 2: Ticket Vending Machines

The Ticket Vending Machine (TVM) Lot focuses on providing modern, reliable, and accessible equipment aligned with operational and customer needs. The requirements highlight durability, accessibility compliance, and integration with transport systems, while ensuring wide payment options such as contactless, mobile, and cash for inclusivity. Priority has been given to cybersecurity, remote monitoring, and easy maintenance to reduce downtime and costs.

The machines also support long-term goals of sustainability, scalability, and future-proofing, using energy-efficient, recyclable components and allowing upgrades for new products or payments. User experience is central, with clear interfaces, multilingual support, and accessibility for disabled passengers. Overall, the process delivers robust, user-friendly, and cost-effective TVMs that will remain a reliable backbone of the transport network.

Lot 3: Electronic Ticket Machines

The ETM Lot covers the supply, installation, and maintenance of Electronic Ticket Machines for public transport. Machines must support ITSO smartcards, EMV contactless, mobile ticketing (QR, barcode, NFC), and cash, while integrating with back-office systems for revenue and data exchange in line with ITSO, PCI-DSS, and BODS. They should be reliable, user-friendly, process transactions quickly, adapt to future needs, and link with Intelligent Transport Systems for real-time information and vehicle tracking.

Suppliers must ensure strong project delivery from design and testing to deployment and lifecycle support, including staff training, spares, and repairs. Defined SLAs cover uptime, fault resolution, and updates. Security requires encryption, key management, and

compliance with financial and data protection standards. Ongoing monitoring, reporting, and proactive updates are expected to maintain performance and meet evolving passenger needs.

Lot 4: Accessible Rail Information And Support Units

Accessible Rail Information and Support Units play a vital role in ensuring that all passengers, including those with disabilities or additional needs, can travel with confidence and independence. These units provide clear, consistent, and user-friendly information about train times, routes, facilities, and accessibility features both online and at stations. These units will also offer facilities through which passengers can ask for assistance with practical help like boarding support, guidance through stations, and access to mobility aids. By combining reliable information with on-the-ground assistance, Accessible Rail Information and Support Units break down barriers to travel, promote inclusivity, and make public transport a safe and welcoming option for everyone.

Lot 5: Transport And Data Managed Services

The Transport and Data Managed Services Lot within the Framework provide public sector and operator purchasers with a range of secure, reliable, and scalable 'managed' solutions for handling the movement and management of critical transport and data information and services. By using managed services, purchasers benefit from expert monitoring, proactive issue resolution, and optimised infrastructure without the burden of managing complex systems in-house, all while maintaining compliance, security, and performance standards.

This Lot has 7 Parts:

Lot 5 - Part 1. Journey Planning Managed Service

Lot 5 - Part 2. Consultancy Support Managed Service

Lot 5 - Part 3. Operational Data Evaluation Managed Service

Lot 5 - Part 4. Entitlement Travel Managed Service

Lot 5 - Part 5. Operator Support Managed Service

Lot 5 - Part 6. Scholars Travel Managed Service

Lot 5 - Part 7. Commercial Travel Managed Service

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2033
- 8 years

Options

The right to additional purchases while the contract is valid.

Each Framework Lot is based around a core offering, which is defined and enables the Suppliers to be compared against each other to determine the Most Advantageous Tenderer. The Framework also allows Suppliers to provide Options for the Purchaser which are related to the core Lot offerings and complement a wider offer.

Main procurement category

Goods

Contract locations

- UK - United Kingdom
- GG - Guernsey
- IM - Isle of Man
- JE - Jersey

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1. RTPI Content Management Systems (CMS)

Description

The RTPI CMS Lot within the Framework focuses on the provision, installation, and maintenance of a Content Management System for Real Time Passenger Information (RTPI) services. The solution must be supplier-agnostic, compatible with industry standards, and capable of integrating with various data sources such as GTFS, SIRI, BODS, and RSS. Core functions include generating and distributing content, ranging from real-time transport schedules to multimedia advertising across Passenger Information Displays (PIDs). The system must support sophisticated management features via a web-based portal, enabling authorised users to customise layouts, control content, manage access rights, and handle multilingual messaging. Technical requirements also emphasise scalability, open interfaces, cloud hosting, and robust security aligned with GDPR and industry best practices. The CMS must incorporate monitoring, fault management, and reporting tools to ensure continuous service quality.

Delivery and operational requirements demand processes for commissioning, testing, migration, and ongoing maintenance. This includes defined backup and recovery

standards, structured PID interfacing using the RTiG CMS to PID Interface Protocol, and clear documentation practices. Testing phases encompass integration, factory, user acceptance, and site acceptance tests, alongside a silent running period to verify system stability. The supplier must adopt formal project management methods, provide comprehensive training, and meet strict service levels and KPIs. Ongoing operations require high levels of system availability, regular capacity planning, software updates, and continuous audit trails. The Fault Management System must allow for proactive monitoring, logging, and resolution of issues, while ensuring operational transparency through monthly reporting and maintenance reviews.

Lot value (estimated)

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 30230000 - Computer-related equipment
- 48000000 - Software package and information systems
- 60140000 - Non-scheduled passenger transport

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 2. Ticket Vending Machines

Description

The Ticket Vending Machine (TVM) Lot within the Framework is centered on ensuring modern, reliable, and accessible equipment that aligns with operational and customer service goals. The document outlines the technical requirements, emphasizing durability, compliance with accessibility standards, and integration with existing transport systems. A key outcome is the selection of machines that support a wide range of payment options, including contactless cards, mobile payments, and traditional cash handling, which ensures inclusivity for all passenger demographics. Additionally, the procurement process has prioritized machines with strong cybersecurity features, remote monitoring capabilities, and straightforward maintenance processes to minimize downtime and operating costs.

Another important outcome is the alignment of the TVMs with long-term strategic objectives such as sustainability, scalability, and future-proofing. The chosen machines will need to meet environmental standards, with energy-efficient components and recyclable materials, while also offering flexibility for future upgrades such as new ticketing products or additional payment methods. User experience is a central consideration, with interfaces designed for clarity, multilingual support, and accessible features for passengers with disabilities. Overall, the procurement process has delivered outcomes that balance technical robustness, customer usability, and value for money, ensuring that the TVMs can serve as a reliable backbone of the transport network for years to come.

Lot value (estimated)

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 30231000 - Computer screens and consoles
- 34940000 - Railway equipment
- 34980000 - Transport tickets
- 48000000 - Software package and information systems

- 60140000 - Non-scheduled passenger transport

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 3. Electronic Ticket Machines

Description

This Framework Lot is seeking the provision of Fixed ITSO Electronic Ticket Machines (ETMs) for passenger transport services, and their ancillary equipment.

Fixed ETMs are important in enabling a passenger to board and pay for transport, via multiple methods including ITSO Smart Cards, Contactless EMV, Tap-On Tap-Off (ToTo), ABT,

Electronic Tokens, Multi-format Barcodes (including QR Codes), Cash, Stored Value Payment Cards and similar methods.

Fixed ETMs can come in a range of sizes and types from large single fixed ETMs on baseplates, to smaller split ETMs with no baseplates, as well as component based systems involving a fixed ETM complemented by additional Tap Off Readers or other equipment throughout a vehicle.

Fixed ETMs are usually used in safe, dry environments such as on-bus or in an office, but may be interchangeable with other vehicles where the same baseplates (where relevant) are used.

Fixed ETMs can be supported by a range of support software and licences to provide additional services to the customer. These can include areas such as a dynamic back office system, real time vehicle location, SIRI feeds for Real Time Passenger Information display systems, Support for Account Based Ticketing (ABT) Systems, Automatic Vehicle Location, BODs Compliance, Driver Messaging, Dynamic Seat Reservation, Schedule Adherence,

Traffic Light Priority Control, and Multiple Payment Systems to name but a few.

This Framework Lot is seeking to host a number of Fixed ETM types, sizes, configurations as well as support equipment, services and licences 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 ETM Suppliers for passenger transport services, who are committed to partnership working and the application of ITSO, EMV, ABT,

Barcode and other forms of electronic ticketing for passengers.

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.

Lot value (estimated)

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 34980000 - Transport tickets

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 4. Accessible Rail Information And Support Units

Description

Accessible Rail Information and Support Units play a vital role in ensuring that all passengers, including those with disabilities or additional needs, can travel with confidence and independence. These units provide clear, consistent, and user-friendly information about train times, routes, facilities, and accessibility features both online and at stations. These units will also offer facilities through which passengers can ask for assistance with practical help like boarding support, guidance through stations, and access to mobility aids. By combining reliable information with on-the-ground assistance, Accessible Rail Information and Support Units break down barriers to travel, promote inclusivity, and make public transport a safe and welcoming option for everyone.

Lot value (estimated)

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 30231100 - Computer terminals
- 30231200 - Consoles
- 30231300 - Display screens
- 30231310 - Flat panel displays
- 30231320 - Touch screen monitors
- 34940000 - Railway equipment
- 48000000 - Software package and information systems

- 60210000 - Public transport services by railways

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 5. Transport and Data Managed Services

Description

The Transport and Data Managed Services Lot within the Framework provide public sector and operator purchasers with a range of secure, reliable, and scalable 'managed' solutions for handling the movement and management of critical transport and data information and services. By using managed services, purchasers benefit from expert monitoring, proactive issue resolution, and optimised infrastructure without the burden of managing complex systems in-house, all while maintaining compliance, security, and performance standards.

This Lot has 7 Parts:

Lot 5 - Part 1. Journey Planning Managed Service

Lot 5 - Part 2. Consultancy Support Managed Service

Lot 5 - Part 3. Operational Data Evaluation Managed Service

Lot 5 - Part 4. Entitlement Travel Managed Service

Lot 5 - Part 5. Operator Support Managed Service

Lot 5 - Part 6. Scholars Travel Managed Service

Lot 5 - Part 7. Commercial Travel Managed Service

Lot value (estimated)

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 34980000 - Transport tickets
- 48000000 - Software package and information systems
- 60140000 - Non-scheduled passenger transport
- 72200000 - Software programming and consultancy services

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

30 November 2033

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

3%

Further information about fees

Smart Applications Management (SAM) charges fees to Suppliers when a Member of SAM or SAM itself uses the Framework. Fees are detailed within the Pricing Matrix of each Tender Lot to enable Tenderers to factor in such charges when setting their Framework prices, with a maximum percentage fee of 3%.

Contracting authorities that may use the framework

Scottish Local Authorities

Scottish Government & Executive Agencies

Transport Scotland

Scottish Regional Transport Partnerships

Unitary Authorities in Wales

Welsh Government & Executive Agencies

Transport for Wales

Welsh Transport Partnerships

Wales Transport Commissions

Metropolitan District Councils in England

Unitary Authorities in England

County Councils in England

Mayoral Authorities in England

Combined Authorities in England

City Regions in England

London Borough Councils

Other Transport Bodies

Transport for London

Department for Transport

District Borough and City Councils

Councils in Northern Ireland

All Transport Bodies in Northern Ireland

Translink

Any other Public Sector body in the UK with an interest in Transport or any UK transport operator

All Rail TOCs in the UK

Rail Delivery Group acting through ATOC Ltd and working in conjunction with partners

Any Member of SAM at the time they wish to Call-Off from the Framework. See www.talktosam.co.uk.

Also see Documents Section

Participation

Legal and financial capacity conditions of participation

Lot 1. RTPI Content Management Systems (CMS)

Lot 2. Ticket Vending Machines

Lot 3. Electronic Ticket Machines

Lot 4. Accessible Rail Information And Support Units

Lot 5. Transport and Data Managed Services

As detailed within the Procurement Specific Questionnaire (PSQ)

Technical ability conditions of participation

Lot 1. RTPI Content Management Systems (CMS)

Lot 2. Ticket Vending Machines

Lot 3. Electronic Ticket Machines

Lot 4. Accessible Rail Information And Support Units

Lot 5. Transport and Data Managed Services

As detailed within the Technical Requirements document of each Lot within the ITT.

Particular suitability

Lot 1. RTPI Content Management Systems (CMS)

Lot 2. Ticket Vending Machines

Lot 3. Electronic Ticket Machines

Lot 4. Accessible Rail Information And Support Units

Lot 5. Transport and Data Managed Services

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 September 2025

Enquiry deadline

26 September 2025, 12:00pm

Tender submission deadline

6 October 2025, 12:00pm

Languages that may be used for submission

English

Award decision date (estimated)

7 November 2025

Award criteria

Name	Description	Type	Weighting
Quality	Each Framework Lot will be assessed based on responses to the Quality/Technical Proforma which is included within the main Tender document. The grading details of the Quality Assessment will also be included within the Tender, with total percentage value for Quality identified on a per Lot basis. When a Purchaser from the Framework undertakes a Supplier Assessment, they will have the option to apply a weighting approach to the Framework Quality Assessment scores.	Quality	50%

Name	Description	Type	Weighting
Price including Ongoing Costs	Each Framework Lot contains a Pricing Proforma which is included within the main Tender document. These will be used by a Purchaser to identify the unit price for individual item(s) / services they wish to procure as well as ongoing software and maintenance costs (as applicable). The structure of the Pricing Proforma(s) is to enable a fair like-for-like comparison between Suppliers by the Purchaser, reducing the need for a Further-Competition. When a Purchaser from the Framework undertakes a Supplier Assessment, they will have the option to apply a weighting approach to the Framework Pricing Scores.	Price	40%

Name	Description	Type	Weighting
Social Value	Each Framework Lot will be assessed based on responses to the Social Value Proforma which is included within the main Tender document. The grading details of the Social Value Assessment will also be included within the Tender, with total percentage value for Social Value identified on a per Lot basis. When a Purchaser from the Framework undertakes a Supplier Assessment, they will have the option to apply a weighting approach to the Social Value Scores.	Quality	10%

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[Eligible Organisations for the SAM Framework.pdf](#)

The attached file summarises the main organisations and bodies who would be eligible to use the Framework to call-off Orders. The list is not exclusive.

Contracting authority

SMART APPLICATIONS MANAGEMENT LIMITED

- Companies House: 07205882
- Public Procurement Organisation Number: PXRH-2169-YCGM

Floor 2, Cobourg House

Plymouth

PL11QX

United Kingdom

Contact name: Dr Andrew Seedhouse

Telephone: +447807043222

Email: Procurement@nationalmobilitiesprocurementhub.co.uk

Website: <http://WWW.TALKTOSAM.CO.UK>

Region: UKK41 - Plymouth

Organisation type: Public authority - sub-central government

Other organisations

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

ATKINSRÉALIS UK LIMITED

Summary of their role in this procurement: Possible Technical Assessor

- Companies House: 00688424
- Public Procurement Organisation Number: PLLV-1772-YDYN

Woodcote Grove, Ashley Road

Surrey

KT18 5BW

United Kingdom

Email: ukwinwork@atkinsrealis.com

Website: <http://www.atkinsrealis.com>

Region: UKJ26 - East Surrey

TIM RIVETT CONSULTING LTD

Summary of their role in this procurement: Possible Technical Assessor

- Companies House: 10092263
- Public Procurement Organisation Number: PPXR-9114-NVLH

36 Fields End Oxspring

Sheffield

S36 8WH

United Kingdom

Email: tim@timrivett.co.uk

Website: <http://www.timrivett.co.uk>

Region: UKE31 - Barnsley, Doncaster and Rotherham

Rail Delivery Group Limited (and all known affiliates)

Summary of their role in this procurement: Possible Technical Assessor

- Companies House: 08176197
- Public Procurement Organisation Number: PMXW-9895-MJXN

First Floor North

London

EC4V 3DS

United Kingdom

Email: Sunil.Chauhan@raildeliverygroup.com

Region: UKI31 - Camden and City of London

INNOVATIOUS LIMITED

Summary of their role in this procurement: Possible Technical Assessor

- Companies House: 09766662
- Public Procurement Organisation Number: PCBD-6415-QXNT

First Floor, Jebesen House

Ruislip

HA4 7BD

United Kingdom

Email: procurement@innovatious.uk

Website: <http://www.innovatious.uk>

Region: UKI74 - Harrow and Hillingdon

SYSTRA LIMITED

Summary of their role in this procurement: Possible Technical Assessor

- Companies House: 03383212
- Public Procurement Organisation Number: PDCT-9245-NWYG

3rd Floor, 1 Carey Lane

London

EC2V 8AE

United Kingdom

Email: tenders_uk@systra.com

Website: <http://www.systra.com>

Region: UKI31 - Camden and City of London

Contact organisation

Contact SMART APPLICATIONS MANAGEMENT LIMITED for any enquiries.