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Planning

NoWcard Concessionary Travel System (Managed Service)

Lancashire County Council
BLACKPOOL COUNCIL
Blackburn With Darwen Borough Council
Cumberland Council
Westmorland and Furness Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061964

Procurement identifier (OCID): ocds-h6vhtk-05a385 ([view related notices](#))

Published 3 October 2025, 8:36am

Scope

Reference

JB/ICT/LCC/26/R1177

Description

NoWcard is a transport smart card pass, most commonly for the elderly or disabled, available for use in Cumberland, Westmorland & Furness, Lancashire County Council (LCC), Blackburn with Darwen and Blackpool administrative areas. It is administered by LCC on behalf of all NoWcard members with the smart card recording journey details and verifies eligibility for the concessionary travel.

LCC wish to engage a managed service provider to supply and maintain an ITSO

(Integrated Transport Smartcard Organisation) compliant NoWcard system, which is composed of the following components;

1. Asset Management System - Host Operator Processing System (AMS - HOPS)
2. ITSO Secure Application Module (ISAM) management
3. Cardholder and Card Management System (CMS) - English National Concessionary Travel Scheme (ENCTS) and Commercial Schemes
4. On-line application (web portal) - integration of ENCTS and existing commercial CMS
5. Print and Dispatch

Total value (estimated)

- £1,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2030
- Possible extension to 30 June 2031
- 5 years

Main procurement category

Goods

CPV classifications

- 48100000 - Industry specific software package

Contract locations

- UKD1 - Cumbria
- UKD4 - Lancashire

Engagement

Engagement deadline

30 October 2025

Engagement process description

The early market engagement process is detailed within the Request for Information (RFI). Copies of the RFI documentation will be available at <https://www.lancashire.gov.uk/business/tenders-and-procurement/tenders/>. Interested bidders are recommended to revisit this link regularly for updates on questions and answers that LCC have received.

Interested parties should complete the RFI returnable form and send to digitalprocurement@lancashire.gov.uk on or before the 30th October 2025.

Lancashire County Council (LCC) intend to run the early market engagement via a desktop review, however LCC reserves the right to invited interest parties to a follow-up discussion to better understand their RFI response.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

5 January 2026

Contracting authorities

Lancashire County Council

- Public Procurement Organisation Number: PBBJ-2179-TNXM

PO Box 100, County Hall

Preston

PR1 0LD

United Kingdom

Email: digitalprocurement@lancashire.gov.uk

Website: <https://www.lancashire.gov.uk/business/tenders-and-procurement/>

Region: UKD45 - Mid Lancashire

Organisation type: Public authority - sub-central government

BLACKPOOL COUNCIL

- Public Procurement Organisation Number: PHHB-5249-RZVD

PO Box 11, Town Hall

Blackpool

FY1 1NB

United Kingdom

Email: FTSprocurementnotices@blackpool.gov.uk

Website: <https://www.blackpool.gov.uk>

Region: UKD42 - Blackpool

Organisation type: Public authority - sub-central government

Blackburn With Darwen Borough Council

- Public Procurement Organisation Number: PYGR-1856-CVXM

Town Hall, King William Street

Blackburn

BB1 7DY

United Kingdom

Email: procurement@blackburn.gov.uk

Region: UKD41 - Blackburn with Darwen

Organisation type: Public authority - sub-central government

Cumberland Council

- Public Procurement Organisation Number: PJGX-9191-DYLV

Cumbria House, 107-117 Botchergate

Carlisle

CA1 1RD

United Kingdom

Email: peopleprocurement@cumbria.gov.uk

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government

Westmorland and Furness Council

- Public Procurement Organisation Number: PYYD-1758-YNVR

South Lakeland House

Kendal

LA9 4DQ

United Kingdom

Email: Procurement.Mailbox.WAF@Cumbria.gov.uk

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government

Other organisation

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

SOCIAL VALUE PORTAL LTD

Summary of their role in this procurement: Evaluation and ongoing contract management support for the social value deliverables under the future contract

- Companies House: 09197997
- Public Procurement Organisation Number: PQHH-4489-TLZM

Tintagel House

London

SE1 7TY

United Kingdom

Email: sales@socialvalueportal.com

Region: UKI45 - Lambeth

Contact organisation

Contact Lancashire County Council for any enquiries.