

United Kingdom-London: Application service providers
OJ S 147/2015 01/08/2015
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: ATOC Limited
Postal address: 200 Aldersgate Street
Town: London
Postal code: EC1A 4HD
Country: United Kingdom
For the attention of: David Grachvogel
E-mail: david.grachvogel@atoc.org
Telephone: +44 2078418099

Additional information can be obtained from:

Official name: ATOC Limited
Postal address: 200 Aldersgate Street
Town: London
Postal code: EC1A 4HD
Country: United Kingdom
For the attention of: David Grachvogel
E-mail: david.grachvogel@atoc.org
Telephone: +44 2078418099

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from:

Official name: ATOC Limited
Postal address: 200 Aldersgate Street
Town: London
Postal code: EC1A 4HD
Country: United Kingdom
For the attention of: David Grachvogel
E-mail: david.grachvogel@atoc.org
Telephone: +44 2078418099

Tenders or requests to participate must be submitted:

Official name: ATOC Limited
Postal address: 200 Aldersgate Street
Town: London
Postal code: EC1A 4HD
Country: United Kingdom
For the attention of: David Grachvogel
E-mail: david.grachvogel@atoc.org
Telephone: +44 2078418099

I.2. Main activity

Railway services

I.3. Contract award on behalf of other contracting entities

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting entity

Digital Railcard App.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

Main site or place of performance: Nationwide.

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

ATOC Limited is the trade association owned by each of the franchised train operating companies (TOCs) in Great Britain through which the TOCs work together to find shared business solutions for passenger's benefit and generate efficiencies to provide value for money for passengers.

ATOC manages the online Railcard service (accessed through www.railcard.co.uk). There are 5 national Railcards available to purchase through the ATOC online portal. These being: 16-25 Railcard, Senior Railcard, Family and Friends Railcard, 2 Together Railcard and Disabled Persons Railcard. All except the Disabled Persons Railcard are also available for purchase at train stations. Railcards purchased online are available in 1 or 3 year validities as plastic media delivered through the post.

ATOC, on behalf of the TOCs, now wishes to expand the fulfilment options available for national Railcards and to provide customers with a mobile app to act as the electronic wallet for Digital Railcards.

The service shall consist of the following underlying services: design, development and delivery of the application, application maintenance and support, service management hosting and infrastructure management.

ATOC wishes to procure a new managed service (the 'Service') as described in this notice. The Service will be required to develop a mobile device App that will download and securely store digital Railcards sold through the customer's account on the online Railcard portal. It will also provide access to the mobile versions of the Railcard customer portal for purchase and management of customer accounts. The digital Railcard must adhere to Rail Settlement Plan (RSP) (ticket issuing approval standards), mobile ticketing standards and provide a full range of 'after sales' services including cancelling a Railcard when a device is lost or stolen or transferring to a new device. Details of RSP's general issuing approvals standards and accreditation process can be accessed via the RSP Accreditation website www.rspaccreditation.org Information concerning the RSP mobile ticket standards is available on request.

In the financial year 2014-2015 a total of 2 870 162 Railcards were sold — 1 577 117 of these being sold online and 1 293 045 being sold at stations. These Railcard sales are broken down as follows: 16-25 Railcard 634 883 online and 524 246 at stations; Senior Railcard 518 097 online and 514 360 at stations; Family and Friends Railcard 179 324 online and 167 818 at

stations; 2 Together Railcard 129 828 online and 86 621 at stations; and Disabled Persons Railcard 114 985 online via post and telesales.

II.1.6. CPV code(s)

72416000 Application service providers, 72212000 Programming services of application software, 72500000 Computer-related services

II.1.7. Information about the Government Procurement Agreement (GPA)

II.1.8. Information about lots

II.1.9. Information about variants

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: yes

Description of options: ATOC shall have the right to extend the term of any contract awarded by up to a further 2-12 month periods.

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 36 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: The supplier's systems and procedures deployed under the contract must comply with all relevant standards including:

UIC standards relating to ticket printing and accounting file production; and PCIDSS where the supplier manages any part of the payment processing function; integrating services with ATOC's provider of online Railcard retailing and interfaces to RSP systems will be subject to accreditation at the supplier's expense.

Full details of this shall be included in the contract documentation issued to shortlisted respondents.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

List and brief description of conditions: All candidates will be required to provide a statement, covering the 3 previous financial years including the overall turnover of the candidate and the turnover in respect of the activities which are of a similar type to the subject matter of this notice.

All candidates will be required to provide statements of accounts or extracts from those accounts relating to their business.

III.2.3. Technical and professional ability

List and brief description of conditions: A statement of the principal goods sold or services provided by the supplier or the services provider in the past 3 years detailing the dates on which the goods were sold or the services provided; the consideration received; the identity of the person to whom the goods were sold or the services were provided.

A check may be carried out by the contracting authority or by a competent Official Body of the State in which the candidate is established to verify the technical capacity of the candidate; and if relevant, on the candidates study and research facilities and quality control measures.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures): no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting entity

IV.3.2. Previous publication concerning this procedure

IV.3.3. Conditions for obtaining specifications and additional documents (except for a DPS)

IV.3.4. Time limit for receipt of tenders or requests to participate

18.8.2015 - 12:00

IV.3.5.

Languages in which tenders or requests to participate may be submitted
English.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

IV.3.7. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

Interested parties should be able to demonstrate:

- A proven track record on delivering mobile device app development and support,
- Experience or awareness of digital ticketing in the rail industry or comparable sectors, and
- The ability to work with incumbent suppliers and standards bodies to integrate seamlessly into an overall solution.

Information and formalities necessary for evaluating if the requirements are met:

1. All candidates will be required to provide a statement covering the 3 previous financial years including the overall turnover of the candidate and the turnover in respect of the activities which are of a similar type to the subject matter of this notice.
2. All candidates will be required to provide statements of accounts or extracts from those accounts relating to their business.
- 3 All candidates must have filed up-to-date accounts with Companies House.
4. All candidates must provide a company number which will be used for assessment via Dun and Bradstreet.

Expressions of interest should be emailed by the closing date specified in this notice and consist of a maximum of 10 x A4 pages including evidence of how suppliers meet minimum criteria and other supporting information or qualifications.

Responses should be submitted electronically in either Word or PDF format and forwarded to the email address provided in this notice by the specified deadline.

An invitation to tender (ITT) will be issued to a maximum of 6 respondents. Those respondents selected to receive an ITT will be required to include in their tender responses their proposed method of meeting ATOC's requirements. ATOC will initially select the 3 top scoring ITT respondents to present their proposed solution to ATOC as part of the selection process. The ATOC plan is to be in a position to launch the Digital Railcard in April 2016.

(MT Ref:158132).

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

27.7.2015