

United Kingdom-Manchester: Automatic fare collection
OJ S 138/2018 20/07/2018
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Transport for the North

Postal address: 2nd Floor, 4 Piccadilly Place

Town: Manchester

NUTS code: UK United Kingdom

Postal code: M1 3BN

Country: United Kingdom

Contact person: All communications must be via the e-sourcing portal: Delta via <https://www.delta-esourcing.com/>

E-mail: ist@transportfornorth.com

Internet address(es):

Main address: www.transportfornorth.com

Address of the buyer profile: <https://www.delta-esourcing.com/>

I.3. Communication

Access to the procurement documents is restricted. Further information can be obtained at:

<http://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Automatic-fare-collection./743Y8R88YT>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Automatic-fare-collection./743Y8R88YT>

Tenders or requests to participate must be submitted to the abovementioned address

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: <http://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Automatic-fare-collection./743Y8R88YT>

I.4. Type of the contracting authority

Other type: Sub-national transport body

I.5. Main activity

Other activity: Facilitation of Public Transport Services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Account Based Back Office for Travel (ABBOT) Services

II.1.2. Main CPV code

30144400 Automatic fare collection

II.1.3. Type of contract

Services

II.1.4. Short description

TfN is a sub-national transport body working in partnership with transport operators, local transport authorities (LTAs) and the Department of Transport (DfT) on its Integrated and Smart Travel (IST) Programme to deliver a multi-operator, multi-modal account-based ticketing solution. Central to the programme's proposition is the Account-Based Back Office for Travel (ABBOT), the shared 'back office' to be used by third party operators. ABBOT will collect information on all trips (across multiple operators and modes initially in the North with potential of a national scope exc. London), reconstruct journeys, charge the best price for the completed journeys and disburse revenue appropriately to Transport Operators / LTAs. This Contract Notice covers the procurement of 2 lots to deliver the ABBOT managed services which include the design, build and run of the service and a pre-paid account solution.

II.1.5. Estimated total value

Value excluding VAT: 100 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2
The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The contracting authority reserves the right to award contracts combining the following lots or groups of lots: Lot 1 and Lot 2

II.2. Description

II.2.1. Title

Managed Service to provide Account Based Back Office for Travel (ABBOT)

Lot No: 1

II.2.2. Additional CPV code(s)

30144400 Automatic fare collection, 30144200 Ticket-issuing machines, 30200000 Computer equipment and supplies, 30233300 Smart card readers, 48217000 Transaction-processing software package, 48480000 Sales, marketing and business intelligence software package, 48600000 Database and operating software package, 48810000 Information systems, 48900000 Miscellaneous software package and computer systems, 50316000 Maintenance and repair of ticket-issuing machinery, 72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: UNITED KINGDOM

II.2.4. Description of the procurement

II.2.4) Description of the procurement:

The scope of ABBOT includes:

— Integration with existing Operator front office devices (e.g. readers) via middle offices,

- Data collection — gather or receive the ‘taps’ generated each time a customer presents their contactless bankcard or alternative customer media to a front office device e.g. rail gate or bus ticket machine,
- Customer journey reconstruction — determining the journeys a customer has made from those taps received,
- Fare determination — identifying the single leg journey fare for each constructed journey,
- Delivering the programme’s ‘Fair Price Promise’, including capping and multi-operator products. This is identifying the best value cap, product or combination of products to charge a customer,
- Settlement — seeking funds from a customer’s bank account,
- Revenue apportionment — determining the revenue due to each operator for customer journeys made,
- Revenue inspection – following the generation of taps from revenue inspection devices determining if a customer has tapped correctly in the course of their journey and if the customer should be charged an inspection charge and / or be prevented from further travel,
- Providing a central source of Customer data to Operator contact centres to facilitate customer support.

It is TfN’s intent that the two ABBOT contracts (Lot 1 and 2) will be let for an initial period of 6 years (with a break clause after 3 years) with options to extend for a further 6 (3+3).

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: 90 000 000,00 GBP

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

Duration in months: 72

This contract is subject to renewal: yes

Description of renewals:

There are 2 optional extension periods of up to 3 years each at the Customer’s discretion.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3 Maximum number: 5

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

There are 2 optional extension periods of up to 3 years each.

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.2.14. Additional information

The Lot 1 provider will act as the service integrator for additional services required to deliver the complete value chain (including, but not limited to, Lot 2).

Although TfN require fully compliant bids, bidders will be allowed to propose alternative contracting approaches that meet TfN’s requirements.

II.2. Description

II.2.1. Title

Pre-paid Accounts

Lot No: 2

II.2.2. Additional CPV code(s)

30144400 Automatic fare collection, 30144200 Ticket-issuing machines, 30200000 Computer equipment and supplies, 30233300 Smart card readers, 48217000 Transaction-processing software package, 48480000 Sales, marketing and business intelligence software package, 48600000 Database and operating software package, 48810000 Information systems, 48900000 Miscellaneous software package and computer systems, 50316000 Maintenance and repair of ticket-issuing machinery, 72000000 IT services: consulting, software development, Internet and support, 30160000 Magnetic cards

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: United Kingdom

II.2.4. Description of the procurement

The scope of this Lot includes the design, build and ongoing management of a prepaid account solution for the unbanked or those not wishing to use a bank card, providing a provision of appropriate transit token for customers to use and a means of managing the funding on those accounts.

It is TfN's intent that the 2 ABBOT contracts (Lot 1 and 2) will be let for an initial period of 6 years (with a break clause after 3 years) with options to extend for a further 6 (3+3).

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: 10 000 000,00 GBP

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

Duration in months: 72

This contract is subject to renewal: yes

Description of renewals:

There are 2 optional extension periods of up to 3 years each at the Customer's discretion.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3 Maximum number: 5

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

There are 2 optional extension periods of up to 3 years each.

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.2.14. Additional information

The Lot 2 provider will work with the Lot 1 provider, who will act as Service Integrator. Although TfN require fully compliant bids, bidders will be allowed to propose variant alternative contracting approaches where these meet TfN's requirements.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

N/A

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Where there is more than one economic operator, TfN requires a grouping of economic operators to take a particular legal form or a single economic operator to take primary liability or all parties to undertake joint and several liability.

It is expected that the Lot 1 and Lot 2 suppliers will enter into a tripartite agreement with a Special Purpose Vehicle (SPV) and TfN. The SPV will be an organisation comprising of member representatives of public transport operators.

It is expected that the Lot 1 supplier will provide service integration in managing other providers in the ABBOT supply chain including Lot 2.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2017/S 111-223295](#)

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

Date: 20/08/2018 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 26/11/2018

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.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

Minimum information on economic and financial standing will be required as part of the SQ response.

A Parent Company Guarantee (in the form of a performance and financial guarantee) may be required on the terms set out in the contract which will be issued with any ITT documentation.

TfN has adopted the use of a web-based 'e-tendering' tool: Delta to manage this procurement, therefore, your tender must be submitted by this means.

Any communication concerning this procurement must be submitted through Delta via

<https://www.delta-esourcing.com/>

Organisations wishing to be considered for appointment as a provider of these services must submit a completed SQ in compliance with the instructions and within the prescribed deadline.

TfN reserves the right to: (i) withdraw from the procurement process; and / or (ii) not to award any contract as a result of the competition called for by this notice; and/ or (iii) to make whatever changes it may see fit to the structure, timing, dates and content of the competition. TfN shall not be liable for any costs or expenses incurred by any candidates in considering and / or responding to the procurement process.

All discussions and meetings will be conducted in English. Tenders and supporting documents must be priced in Pound Sterling and all payments under the contract will be made in Pound Sterling.

TfN intends to issue the ITT to a minimum of 3 and a maximum of 5 Potential Bidders for each lot as a result of the evaluation process. TfN reserves the right to take only the highest scoring potential Bidders through to the next stage of the competition.

TfN is using a SharePoint site to provide access to Potential Suppliers to documentation related to this procurement. All information contained within the data room is to be used for the purposes of this procurement only.

To get access to the data room, please send a message via the message centre on the Delta e-sourcing portal via <https://www.delta-esourcing.com/> providing the email addresses of people from your organisation who you wish to receive access to the data room. In order to limit administration, please provide a maximum of three email addresses per organisation (this policy may be reviewed and updated in future). TfN will provide access to those email addresses and you will receive an automated email with the link.

For more information about this opportunity, please visit the Delta eSourcing portal at: <https://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Automatic-fare-collection./948D3E95F2>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/948D3E95F2>

GO Reference: GO-2018718-PRO-12829002

VI.4. Procedures for review

VI.4.1. Review body

Official name: Transport for the North
Postal address: 2nd Floor, 4 Piccadilly Place
Town: Manchester
Postal code: M1 3BN
Country: United Kingdom
E-mail: IST@transportfornorth.com
Telephone: +44 1612440888
Internet address: www.transportfornorth.com

VI.4.2. Body responsible for mediation procedures

Official name: Transport for the North
Postal address: 2nd Floor, 4 Piccadilly Place
Town: Manchester
Postal code: M1 3BN
Country: United Kingdom
E-mail: IST@transportfornorth.com
Telephone: +44 1612440888
Internet address: www.transportfornorth.com

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

Official name: Transport for the North
Postal address: 2nd Floor, 4 Piccadilly Place
Town: Manchester
Postal code: M1 3BN
Country: United Kingdom
E-mail: IST@transportfornorth.com
Telephone: +44 1612440888
Internet address: www.transportfornorth.com

VI.5.

Date of dispatch of this notice

18/07/2018