



# F2 Lot 2 Handheld ITSO Electronic Ticket Machines (ETMs) Call Off Guidance Notes

National Mobilities Procurement Hub

2022 - 2028

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## Introduction

These notes are to assist SAM Members in selecting and ordering ITSO compliant Electronic Ticket Machines and their supporting software. The Handheld ITSO Electronic Ticket Machines (ETMs) are also referred to as on-vehicle Point of Sale Terminals (POSTs) and are usually the most important part of the interface between customers and transport providers in relation to ticketing. Their capability in terms of functionality, portability, speed and performance is central to how a smart scheme is perceived and accepted.

These Guidance Notes are to assist a SAM Member with the process of using the National Mobilities Procurement Hub to purchase their own Handheld ITSO Electronic Ticket Machines from our range of contracted Suppliers. The Notes will cover:

- Who Are Smart Applications Management (SAM)
- What Is the National Mobilities Procurement Hub
- Who Can Use the Framework
- Which Suppliers Are Available from the Framework
- How Do I Identify the Best Supplier
- Further-Competitions
- Cost of Using the Framework

### 1. Who Are Smart Applications Management

Smart Applications Management (SAM) is the trading name of South West Smart Applications Ltd (SWSAL), a not-for-profit mutual Company limited by guarantee – no. 07205882. The rationale and business case behind the creation of SAM is to deliver scale-based procurement efficiencies for its public and private sector Members to access both ITSO and wider smart ticketing services and goods.

Launched by the Parliamentary Under-Secretary of State for Transport in 2010, SWSAL is owned by its Membership: Public Sector Transport Authorities and Operators. Membership is open to any Public Sector Transport Authority or Bus Operator, as defined within our Articles of Association. Membership of SAM is Free.

The Company has 4 Public Sector Transport Authority and 3 Bus Operator Directors and an independent Chairman. Full details about SAM are available at [www.talktosam.co.uk](http://www.talktosam.co.uk).

## 2. What is the National Mobilities Procurement Hub

The National Mobilities Procurement Hub is a series of PCR2015 compliant Framework Contracts, covering specialist ITSO and wider Ticketing Lots, procured through an open and transparent process, compliant with best practice in public purchasing, offering CCS based contracts that are both effective and offer economically advantageous value for SAM Members. The original vision of the National Mobilities Procurement Hub was:

*“To deliver a National Mobilities Procurement Hub, compliant with best practice in public procurement, hosting framework agreements that are both effective and offer best value for SAM and our Members throughout the UK. The Framework will enable SAM to provide a Managed Service to its Members, whilst also supporting individual call-offs as required.”*

The Procurement Hub hosts a range of Frameworks available for SAM Members, which by the end of 2024 is expected to include:

Ref.	Lot Title	Short Description
1	RTPI Display Board/Points	Provision of RTPI Display Board/Points Equipment and Services, with appropriate integration services, together with a commitment to and development of data exchange standardisation.
2	Digital Customer Retail Solutions	An Options led provision of both Online and App based Customer Retail and Mobility as a Service solutions. Options to include Smart & Host Card Emulation (HCE) solutions; Mobility as a Service solutions; QR and 2D Barcode solutions; EMV and Digital Wallet solutions; STR; Multi token solutions and combinations thereof.
3	Customer Management Systems (CMS)	A scale based Options led Customer Management System to facilitate the management of customers, cards, ITSO shells, products, and usage. Variations to include Concessionary only, Commercial and Settlement led Services, and Data Analytics.
4	ITSO Cards, Print Hardware and Bureau Services	An Options led provision of ITSO certified smartcards (CMD2 and CMD7), Card Production Hardware such as Printers & Encoding Equipment; and Card Bureau services for card production and distribution.
5	ETMs, ToTo & Retail POST Systems	An Options led provision of Capital Equipment and Support Software for Electronic Ticket Machines (fixed/handheld); Ancillary Equipment such as Tap On Tap Off Readers, Contactless EMV Readers and associated Settlement Software, and wider Retail Point of Sales Terminals.
6	ITSO AMS-HOPS and Part 11 Services	The supply of an ITSO certified AMS-HOPS with associated functionality such as ISAM Management, open APIs, and wider data support, together with the provision of Part 11 remote ISAM retail services.

7	Low Cost Scholars Systems	The provision of an inclusive (Hardware and Software) System to support the low cost delivery of a digital platform for Scholars Transport.
8	Account Based Ticketing (ABT) Systems	An Options led provision of a multi-operator, multi-token cEMV / Capping / Tokens / ABT System for Passengers.
9	Ticket Vending Machines (TVM) and Validators	An Options led provision of ITSO compliant unattended Retail led ticket vending machines, and Non Retail led Validators (indoors, outdoors, rugged), and their supporting software.
10	Data Development & Journey Planning Systems	A scale based provision of a Data Scheduling / BODS / NapTAN / TNDS / TransXChange / Disruption Information System with Journey Planner and associated APIs.
11	DRT Systems	The provision of a Demand Responsive Transport (DRT) Scheduling System and associated Options.
12	System Integration Solutions	The provision of 3 <sup>rd</sup> party integration software systems to deliver added value led end-to-end solutions, through integrating with existing Systems in place via open APIs.
13	Consultancy Services	ITSO and wider transport mobilities consultancy and travel operator management services.
14	EPOS Led Ferry & Leisure Booking Software	The provision of software and associated hardware to manage both Ferry and wider based Leisure and Attraction Ticketing.
15	Social Media Management	The provision of software services to manage the digital customer interface of Social Media to ensure consistent customer friendly media management.
16	RTPI Content Management Systems	The provision of software services to manage the import and export of live RTPI data from multiple sources to provide a comprehensive feed to displays and other media.
17	Convenience Store Ticketing Retail Systems	The provision of local retail services to support cash based top up for digital retail in support of cash based passengers.

Full details about the procurement process, the project team, and the full list of suppliers can be found at <https://www.talktosam.co.uk>

### 3. Who Can Use The Framework

To use the Framework, you need to be a Member of SAM. Membership of SAM is free, and joining details are available at <https://www.talktosam.co.uk>. Here you will find the SAM Articles of Association, details of all current SAM Members and a Membership Application Form. All applications are considered by the SAM Board of Directors.

As soon as Membership is approved, you will be eligible to receive the non-pdf versions of the core National Mobilities Procurement Hub documentation including Technical Specifications and Framework Agreements on a per Lot basis.

### 4. Which Suppliers are Available from the Framework

The Handheld ITSO Electronic Ticket Machines (ETMs) Lot has 5 Suppliers who have completed and signed a Framework Agreement. These Suppliers are:

- Ticketer Ltd <https://www.ticketer.com/en/>
- Transmach Ltd <https://www.transmach.co.uk>
- Vix Ltd <https://www.Vixtechnology.com>
- Unicard Ltd <https://www.Unicard-uk.com>
- Tixiom Ltd

## 5. Identifying the Best Framework Supplier

### Stage 1: Talk to SAM

The 1<sup>st</sup> step is to make contact with the SAM National Mobilities Procurement Hub Team. This can be achieved through the SAM website. SAM will respond, and discuss your requirements and situation with you, to enable us to understand what you wish to achieve through using the Procurement Hub.

As a SAM Member we will be happy to provide you and your procurement team with access to our core technical and contractual documentation from the Procurement process associated with the Handheld ITSO Electronic Ticket Machines (ETMs) Lot and answer any procurement questions you may have.

### Stage 2: Scoping your Requirement

For the Handheld ITSO Electronic Ticket Machines (ETMs) Lot, SAM will then work with you in scoping your requirements against the core parameters of the Lot. To do this we have developed a simple Proforma of core Handheld ETM requirements and options. This is shown over.

# National Mobilities Procurement Hub - Proforma for Scoping and Costing Handheld ITSO Electronic Ticket Machine Orders

## Indicative Order Requirements

<b>Equipment Available</b>	Required Y/N	Comments
<b>Handheld ETMs</b>		
<b>Handheld ETMs</b>		
ITSO Certified Handheld ITSO ETMs - Add Below:		
1. Standard Handheld ITSO ETM - Modular		
Installation & Wiring of on-bus holder		
2D Bar Code Reader		
cEMV Reader		
<b>Communication</b>		
SIM Cards - Annual Cost Per Card		
1. 2+ Gb per month on 4g		
2. 2+ Gb per month on 5g		
<b>Back Office Management Software &amp; Licences</b>		
Annual Cost Per Unit of the Bidders Back Office Management Software		
1. Back Office Management Software		
Additional Annual Software & Licences - Add £0 if included or add price if extra		
2. (SIRI) SIRI feed for RTPI		
3. (BODS) BODS Compliance Package		
4. (TLP) Traffic Light Priority		
5. (AVL) Automatic Vehicle Location		
6. (SA) Schedule Adherence		
7. (ER) Enhanced Reporting Suite		
8. (2D) 2D Barcode Licence		
9. (EMVa) EMV Annual Licence		
10. (EMVb) EMV Payment Service Provider		
<b>Additional Handheld ITSO ETM Components / Accessories</b>		
1. Spare Recharge Holders		
2. Carry Straps and Holders		
3. Power Supply for use of ETM off bus		
4. Additional Ticket Rolls ( <i>Bidder to define size</i> )		
<b>Maintenance Options (after 12 Month Warranty Period)</b>		
1. On-Site Maintenance		
2. Return to Supplier based Maintenance		
<b>ETM &amp; ISAM Reassignment Charges (Post Go-Live)</b>		
Add £0 if not charged for, or add price if extra		
1. Reassignment of Same Device on Same OID		
2. Check, Reassign, Swap ISAM on Same OID		
3. Check, Reassign, Swap ISAM on Different OID		
4. Reassignment of Same Device on Different OID		
5. Swap ETM to Different Vehicle		
6. Re Keying of EMV Keys		



**Decommissioning / Recommissioning**

Add £0 if not charged for, or add price if extra

1. Short Term (< 6 months) Decommissioning of ETM		
2. Long Term (> 6 months) Decommissioning of ETM		
3. Short Term (< 6 months) Recommissioning of ETM		
4. Long Term (> 6 months) Recommissioning of ETM		


**Training**

1. On-Site ETM and Back Office Training - Full Day		
2. On-Site ETM and Back Office Training - Half Day		
3. Remote ETM and Back Office Training - Full Day		
4. Remote ETM and Back Office Training - Half Day		


**Helpdesk Support - Annual Cost**

1. Helpdesk Mon - Fri 0900 - 1700 p.a (excl public holidays)		
2. Mon - Fri 0700 - 1800 p.a (excl relevant public holidays)		
3. Saturday 0800 - 1700 p.a (excl relevant public holidays)		
4. Out of Hours support p.a. (inc public holidays) <i>Please define:</i> available for critical service failure only		


**Additional Staff Costs (Daily Rates)**

1. Project Director		
2. Project Manager		
3. Technical Manager		
4. System Developer		


**Other Services**

Bidder to Define Other Services it Wishes to Include:

1. <i>As defined by the Suppliers</i>		
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In addition, as part of the scoping process, we will also work with you to understand the role of your Handheld ITSO ETMs within your wider scheme and your aspirations for the future.

### Stage 3: Identifying Supplier Options

Stage 3 is based upon the process required for a public sector Member of SAM to be able to Call Off from the Framework. It is designed to ensure compliance with the Public Procurement Regulations 2015. We fully recognise that our private sector Operator Members have more freedom on the Supplier they may wish to select than a public sector Member, however, our experience is that they benefit equally from the approach as outlined.

When both parties are happy that we have a full understanding of your Lot needs, SAM will then undertake an appraisal of all Suppliers available within the Lot, against the individual needs of the Member. This appraisal will cover 2 core areas:

#### **Technical Analysis**

SAM will review the Member's technical requirements and compare them to the breakdown of the technical scores awarded to each Supplier from the Tender process. Careful attention will be given to considering (where relevant) any technical limitations of a Supplier and whether this may impact upon the specific needs of the Member.

If such a discrepancy is identified, the Member will be notified to enable them to make an informed choice as the way to progress, including rejecting a Supplier based on technical capabilities; or running a Further-Competition if there is a technical requirement not already covered within the Technical Specification.

#### **Financial Analysis**

Using the information provided to SAM by the Member, SAM will cost the requirements of the Member using a comparison calculator, developed specifically for this purpose.

The Handheld ITSO Electronic Ticket Machines Lot has different scale based options costed by each Supplier. The calculator will identify which option is the most financially advantageous from each Supplier as well as between Suppliers.

Depending on the original Tender received, SAM will also consider whether any Supplier's discount might apply to the Member's specific scenario. For example, a Supplier may give a discount if the Member is already a customer of the Supplier and existing ETMs are in place.

#### Stage 4: Feedback to the SAM Member

Having completed the appraisal based upon the core criteria, SAM will provide the Member with a draft of its score based appraisal of the Suppliers, as well as relevant support material. This draft score will use the same weightings as applied to the original procurement process, namely:

<b>Principal Criteria</b>	<b>Weighting</b>
Technical	60%
Financial	30%
Social Value (as per original tender)	10%

The Suppliers will be ranked a % out of 100%.

Having provided the information to the SAM Member, a discussion or meeting would be arranged to go through the draft information in detail, and to answer any questions the Member has.

#### Stage 5: Liaising with the Framework Suppliers & Provision of Final Report

When the SAM Member is happy with the draft appraisal work undertaken, and any supplementary clarification questions have been identified, SAM will contact each Supplier to confirm that the technical/financial appraisal of their offer was correct. Upon the conclusion of this work, SAM will provide the Member with final advice, enabling the Member to make an informed choice of Supplier, which meets their own procurement criteria.

#### Stage 6: Preparing the Call-Off Order

A SAM Member wishing to use the Handheld ITSO Electronic Ticket Machines (ETMs) Framework has two defined processes for calling-off an Order.

##### 1. Member's Own Call-Off Order (Direct Award)

Within Schedule 6 of the Suppliers Framework Agreement with SAM is an Order Form Template as shown over:

## **Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

### **Order Form**

CALL-OFF REFERENCE: **[Insert]** Buyer's contract reference number]

THE BUYER: **[Insert]** Buyer's name]

BUYER ADDRESS **[Insert]** business address]

THE SUPPLIER: **[Insert]** name of Supplier]

SUPPLIER ADDRESS: **[Insert]** registered address (if registered)]

REGISTRATION NUMBER: **[Insert]** registration number (if registered)]

DUNS NUMBER: **[Insert]** if known]

**[Buyer guidance:** This Order Form, when completed and executed by both Parties, forms a Call-Off Contract. A Call-Off Contract can be completed and executed using an equivalent document or electronic purchase order system.

If an electronic purchasing system is used instead of signing as a hard-copy, text below must be copied into the electronic order form **starting from 'APPLICABLE FRAMEWORK CONTRACT' and up to, but not including, the Signature block**

It is essential that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, then **you must send the updated Schedule** with the Order Form to the Supplier]

### **APPLICABLE FRAMEWORK CONTRACT**

This Order Form is for the provision of the Call-Off Deliverables and dated **[Insert]** date of issue].

It's issued under the Framework Contract with the reference number **SAM002** for the provision of **ITSO Electronic Ticket Machines, Support Equipment and Related Services**

CALL-OFF LOT(S):

**[Insert]** the relevant lot numbers]

SAM will then work with the Member to prepare and complete the Order Form. Should a Member wish it, SAM has an arrangement with its Procurement Advisors – Augmentas Ltd who would review and comment upon a final draft, for a fixed fee. More details of this are available from SAM.

## **2. SAM Umbrella Order**

Based upon demand from SAM Members, SAM has signed an 'Umbrella' Order with one of the current Suppliers. This means that so long as the Supplier is the Most Economically Advantageous Supplier for the work, and that the Member's Order can be met without the need for a Further-Competition, then the Member only needs to complete a SAM ETM Order Proforma to be able to order the ETM's with the full protection of the Framework. A copy of the 'Umbrella' Order, and their respective Order Proforma's are available from SAM upon request.

## 6. Further-Competition

Where required, a Further-Competition can be considered where a specific requirement of the Member may not be fully covered by the original Tender submission, or a significant variation to it is required. Section 3. of the Handheld ITSO Electronic Ticket Machines (ETMs) Framework Agreement outlines the process of awarding a contract following a Further-Competition.

If the work undertaken by SAM as part of Stages 2 and 3 identifies that the Member may have additional requirements not covered by the existing specifications, then SAM will explore with the Member, their options in relation to running a Further-Competition.

SAM already has experience of running Further-Competitions for a National Mobilities Procurement Hub Lot. Our role is to support and assist the Member, throughout this process. SAM will work with the Member to clearly identify the changes required and run the ITT process for them.

## 7. Costs of Using the Framework

As a Membership organisation, SAM does not charge its Members for assisting with any element of Stages 1 to 6, as detailed within these Guidance Notes.

The cost of using the National Mobilities Procurement Hub is based upon the successful Supplier paying a fixed % of the value of the signed Order to SAM. For most Lots this is around 3%. If no Contract is signed, no fee is charged.

The Suppliers prices outlined within the Lot, already take the Commission payment into account.

## 8. Next Steps

We hope you have found these Guidance Notes helpful in outlining the process to access the National Mobilities Procurement Hub.

For further information, or an informal discussion about your procurement needs, please contact us at: <https://www.talktosam.co.uk>