

Call for Competition- Expression of Interests

Online Ticket Issuing System (webTIS and mobile app)

Submission by Monday 21st March 2022

Company Name	Govia Thameslink Railway Limited
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IMPORTANT INFORMATION REGARDING THIS EXPRESSION OF INTEREST (“EOI”).

Govia Thameslink Railway Limited's ("GTR") contract to operate passenger carrying rail services (its "Franchise Agreement") expires at 01:59 on 1 April 2022 ("Franchise End Date"). On and from that time:

- A) GTR's Franchise Agreement may be extended ("Scenario A"); or
- B) GTR may be awarded a new, different, contract to operate passenger carrying rail services ("Scenario B"); or
- C) GTR may cease to operate passenger carrying rail services and a new company operated by a Department for Transport (DfT) (the "OLR Company") will commence the operation of passenger carrying rail services in what was GTR's franchised area ("Scenario C").

The ITT to which this EOI relates will commence *before* the Franchise End Date, however the decision to award will be taken *after* the Franchise End Date. GTR is therefore acting on its own behalf and as a central purchasing body under Regulation 55 of the Utilities Contracts Regulations 2016.

By responding to this EOI you understand and agree that should:

- 1) Scenario A or Scenario B transpire GTR will operate the entire ITT process and, if as a result it awards a legally binding contract to the successful participant, GTR will be the successful participant's counterparty; and
- 2) Scenario B transpires GTR will commence the ITT process and as at Franchise End Date GTR will have no further involvement. Post Franchise End Date the ITT process may be continued by the OLR Company and, if as a result OLR Company awards a legally binding contract to the successful participant, OLR Company will be the successful participant's counterparty

EOI recipients understand that by participating in this EOI they acknowledge and agree to the above.

The Project

Govia Thameslink Railway Limited (GTR) are looking to procure a partner to deliver an online Ticket Issuing System (desktop and mobile App) "webTIS".

GTR has historically provided its online webTIS via a group affiliate company. Over the last two years, COVID 19 has significantly changed and accelerated customer behaviors both in terms of how they interact with the railway and procure tickets. This change in Customer behavior and the increased digital adoption has resulted in a need to review our product offering in relation to webTIS, deliver a modernised retail solution for the customer; whilst ensuring value for money for the Department of Transport (DfT).

GTR are therefore looking for a service provider that can offer the following:

- A WebTIS (desktop, mobile web & app) solution aligned to current and future customer retail behavior
- A front-end customer app
- Functionality to deliver new ticketing products to the Customer
- Capability to retail the latest digital barcode rail tickets
- A UK Railway Industry compliant Rail Delivery Group accredited back-office system including financial processing via Lennon (either currently accredited or with realistic plans to become so)
- An accessibility compliant product suite to rail industry standards
- Full accreditation and compliance with UK Rail Retailing Standards (where applicable)
- Agility in adapting to industry and customer behavior changes

For information, please refer to Appendix A for key accreditation and compliance.

The rail industry in the UK is experiencing a period of significant change including the development of Great British Railways (GBR) and rail reform. It is anticipated that during the next two to five years a new industry facing solution/platform will be launched within the UK.

As a result, the initial opportunity and contract proposed is for a period of up to two (2) years with further contract options to extend for additional term(s) of up to three (3) years. This will be subject to the industry solution and its associated timeline.

The intention is to split the services into two clear objectives,

- 1) Core Competencies and functionality
- 2) Non-core and optional services and functionality

This call for competition and subsequent tender event will be inclusive of all the aspects defined herein which allow GTR to deliver its Online webTIS solution.

Customers need consistent, accurate and personalised information through all channels about their journey, ensuring they see one version of the truth, no matter where they look. This includes whilst planning their journey, buying their ticket and whilst travelling. This information must also meet the needs of customers who use additional resources to view information i.e. screen readers and must be fully accessible.

Core Competencies and Functionality

The main high-level activities/components of the core competencies and functionality are:

- A modern and flexible user experience across all touch points
- Online webTIS (desktop & mobile web)
- RDG compliant TIS for all fulfilment types- (Paper, Barcode and ITSO smart card),
- RDG compliant webTIS functionality to sell and support all tickets types
- Integration with GTR existing websites
- Native or Non-native mobile webTIS for Apps
- New front end apps
- Integration with GTRs existing third-party systems:
 - Delay Repay including Smartcard notifications
 - Existing smartcard back-office to support existing ITSO Account Based Ticketing (ABT) solution.
 - National Rail accredited industry source data sets to feed the information into both the webTIS and the app.
 - Customer journey planner (through API) Ticket forwarding process (paper fulfilment)
 - Refund portal
 - RARS 2 reservation system
 - Customer Relationship Management system

- s-Ticket barcode capability (live or on road map)
- Flexi season ticket (live or on road map)
- ITSO part 11 fulfilment (live or on road map)
- Back office functionality:
 - Backoffice functionality to process customer refunds
 - Backoffice functionality to review customer accounts and purchase history for customer queries
 - Backoffice functionality to add/remove e-vouchers to customer accounts
 - Different security/functionality levels for user accounts, when using the back-office system
- Customer account management
- Multiple Payment options (e.g. Apple / Google Pay, Pay Pal, Amazon Pay, VISA Pay).
- Fraud prevention measures
- Provision of real-time (or near real-time) data to GTR through APIs to integrate with the Customer's Business Intelligence platform (Azure)
- Flexible functionality and capability to migrate to a potential future National Industry Retailing Solution, products, and development
- Support testing including sand box/ UAT environments

We will expect any new partner to accept and adhere to our standard GDPR and InfoSec clauses as part of any new contract given the sensitive nature of the customer data which will be processed on our behalf.

Non-core and optional services

In addition, to the elements outline above, the tender will allow suppliers the opportunity to provide non-core and optional product offerings in addition to the core functionality. This will enable GTR to provide a full seamless end to end solution for its Customers including (but not limited to):

- End-to-end Journey planner
- Customer metrics and marketing tools
- Multi-platform webTIS interface
- Flexible back-office interface functionality to support other retailing products
- Account based ticketing
- Best fare calculator
- Delay repay settlement / solution
- Delay Repay solution
- Digital Wallet

- Reservation System (RARS 2)
- Ticket fulfilment (traditional paper tickets)
- Support and/or deliver yield management tools
- Facilitate new payment solutions/providers
- ITSO/Smart Media Host Operating Processing System
- Retailing product development and innovation

The purpose is to run a competitive tender exercise to select a partner to deliver the entire webTIS and App solution. GTR propose a single solution and do not intend to split the opportunity into lots.

GTR reserve the option to extend the use of the successful online webTIS solution to existing ticket fulfilment solutions across its network via any multi-platform functionality delivered as part of this award.

About GTR:

- Four individual consumer brands (Gatwick Express, Great Northern, Southern & Thameslink) running across an extended geography with multiple train and station operational models.
- 239 managed stations
- over 500 units in its train fleet,
- GTR has one of the largest estates amongst UK Train Operating Companies (TOCs), with a geographically far-reaching network covering over 800 route miles across London and the Southeast of England.
- GTR had the largest number of passenger journeys at 19% of all UK journeys (ORR data 2018-19).

Tender Programme (forecasted)

Call for Competition (EOI) ends:	21st March 2022
Tender Issue:	by end March 2022
Tender Returns:	Early May 2022
Clarifications / Assessment Complete:	May-June 2022
Contract Notification:	End June 2022
Contract Award:	July 2022

The above tender period is estimated and may be subject to change at GTR's discretion.

It is anticipated that the tender will be limited six suppliers, though this will be subject to the quantity of suppliers expressing an interest. In the event a pre-qualification questionnaire (PQQ) is required, this will have two (2) clear aspects:

- a) A checklist of **pass/fail** functionality, compliance, and accreditation
- b) An assessed PQQ section

The PQQ period inclusive of assessment may take up to five (5) weeks. GTR intend to invite the top six (6) scoring suppliers to the tender event.

Those submitting tenders will be required to resource accordingly to meet the required tender return date.

Mobilisation

A period of up to four months mobilisation for core functionality going live in the 4th quarter 2022 with further functionality and products coming online through no later than quarter one (1) 2023.

Tenderers will be expected to align these targets as part of any proposal received.

Expression of Interest Response/ Reply to the call for competition:

The supplier is requested to confirm their ability to meet the above requirements.

All other competency requirements to award a contract will be identified with the tender enquiry documentation.

The proposed contract will be on GTR (The Go-Ahead Group's) model terms and conditions for supply of services.

Mandatory terms and service levels will be included within the tender package aligned to the programme.

Please send returns to:

joe.keaney@gtrailway.com

Subject: **GTR Online webTIS (desktop and app) – Expression of Interest**

APPENDIX A

RDG Accreditation mandate:

RDG's TIS accreditation process covers systems that sell or issue tickets to travel on the National Rail network including Ticket Office Machines, Ticket Vending Machines, On-Train Devices, Web-based Systems and Apps.

It assures passengers can:

- purchase valid interoperable tickets to travel, based on correct timetables, availability, and correct fare.
- It ensures accurate apportionment of revenue between TOCs.
- It protects RDG systems such as NRS, LSM and PMS.
- It supports suppliers of Ticket Issuing Systems when developing their systems to meet industry standards

To ensure that:

- for whatever journey the passenger wants to make they are offered the right choice of tickets at the correct price.
- that payment is taken securely.
- that details of the ticket sale are recorded correctly and submitted for settlement, so that the revenue is distributed between about 30 train operators and hundreds of other parties: and
- that the tickets are produced in a consistent format, clearly recognisable as valid by staff and passengers, secure against fraud and which can be correctly read by people and machines throughout the journey.