

**United Kingdom-Plymouth:  
Concessionary and  
Commercial Customer  
Management Systems,  
Web and App Digital Retail  
(inc MaaS), ITSO PAYG E-  
Purse Systems, Business  
Intelligence Software, and  
Convenience Store Retail  
Development and Services  
for Transport Ticketing**

SMART APPLICATIONS MANAGEMENT LIMITED

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**CPV Codes:**

72200000-7 Software programming and consultancy services

48000000-8 Software package and information systems

48000000-8 Software package and information systems

48000000-8 Software package and information systems  
48000000-8 Software package and information systems  
48000000-8 Software package and information systems  
43000000-3 Machinery for mining, quarrying, construction equipment  
48000000-8 Software package and information systems

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**Country Code:** UK

**Region:**

**NUTS:**

**Town:** Plymouth

**Address:** SMART APPLICATIONS MANAGEMENT LIMITED

Floor 2, Cobourg House, 32 Mayflower Street

Plymouth

PL11QX

UK

Andrew Seedhouse

+44 7807043222

[andrew.seedhouse@talktosam.co.uk](mailto:andrew.seedhouse@talktosam.co.uk)

<http://www.talktosam.co.uk>

**Additional Address:**

**Tender Url:** <https://www.find-tender.service.gov.uk/Notice/012877-2024>

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**Description:** Smart Applications Management Limited (SAM) is the trading name of South West Smart Applications Limited, a Membership based central purchasing body, which owns and runs the National Mobilities Procurement Hub for its Members. This Framework is seeking the provision of multiple Software as a Service Lots providing Concessionary Travel Customer Management (CT-CMS), Commercial & Concessionary Travel Customer Management (CCT-CMS), Web and App Digital Retail (inc MaaS), ITSO PAYG E-Purse Systems, Business Intelligence Software, and Convenience Store Transport Ticketing Retail Development and Services. Framework Lot 1a is for the provision of a Concessionary Travel Customer Management System (CT-CMS), which is the core customer management software delivering high quality management of sensitive customer information and acting as the key conduit between SAM or a SAM Member and all other elements of a Concessionary Travel System. There is a great importance on the ability of the CT-CMS to interact reliably with other non-ITSO and ITSO components to ensure full transparency of the customer activities. The CT-CMS Lot also provides the opportunity to provide optional elements desired by SAM Members, to complement the CT-CMS including a third party Web Interface, and a Reimbursement Module for apportioning concessionary reimbursement payments to Operators. Framework Lot 1b is for the provision of a Commercial & Concessionary Travel Customer Management System (CCT-CMS), replicating all of the Lot 1a requirements but with enhanced functionality to support commercial ticketing. Framework Lot 2a is for Web Retailing for transport ticketing. The requirement is for passenger facing, outcome focussed concessionary and

commercial Web Portals retailing products and services for transport ticketing. It is expected that Tenderer's solutions are available now, modular based, and do not require significant new development other than configuration to meet a Customer's business rules. Framework Lot 2b is for Digital Retail Mobile Apps, including mobility as a service (MaaS) Apps. The requirement is for passenger facing, outcome focussed App retailing products and services for transport ticketing. It is expected that Tenderer's solutions are available now and do not require significant new development other than configuration to meet a Customer's business rules. It is designed to support as many solutions as possible from a small-scale Barcode App for scholars travel - to a full MaaS App integrating with multiple third party systems. Framework Lot 3 is for ITSO Pay As You Go (PAYG) E-Purse Services with associated Transit Settlement System (TSS) to provide an FCA regulated payment system for an ITSO Stored Travel Rights (STR) product. The PAYG-TSS will deliver an end to end payment system for multiple operators who make use of a scheme STR or a single operator who chooses to have their own STR. Framework Lot 4 is for the provision of Business Intelligence Software bringing together travel and customer data, to support detailed data analytics and reporting for a SAM Member. The BIS platform is required to take daily data feeds from multiple software sources including, but not limited to an ITSO AMS-HOPS; Customer Manager System(s), Concessionary and Commercial Web Portals, as well as additional 3rd Party systems such as Transit Settlement Schemes, and hosts the data on a dedicated secure platform for multi-system analysis and reporting. Framework 5 is for Convenience Store Retailing of Smart Ticketing Products, providing passengers with an ability to purchase and top up ticketing and related products on to their smart media within a local store environment.

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**Full Text:**