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Planning

IT2144 Passenger Transport Management System

Wiltshire Council

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-001438

Procurement identifier (OCID): ocds-h6vhtk-04d06e

Published 16 January 2025, 8:58am

Section I: Contracting authority

I.1) Name and addresses

Wiltshire Council

Bythesea Road

Trowbridge

BA14 8JN

Contact

Mr Gary Topley

Email

gary.topley@wiltshire.gov.uk

Country

United Kingdom

Region code

UKK15 - Wiltshire CC

Internet address(es)

Main address

<http://www.wiltshire.gov.uk/>

Buyer's address

<http://www.wiltshire.gov.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IT2144 Passenger Transport Management System

Reference number

DN759004

II.1.2) Main CPV code

- 48100000 - Industry specific software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Wiltshire Council is seeking to procure a new secure web-based management system for its Passenger Transport Service. This incorporates the co-ordination of contracts with transport suppliers including contract payments, recording passengers including pre-16 and post-16 mainstream, SEND and social care client details and their journeys to educational and social care establishments, holding details of establishments, transport suppliers and contracts.

We are holding an online supplier engagement event on the 11th of February 2025 at 13:00 - 15.30. This market engagement event will held via Microsoft Teams.

Please contact Gary Topley at gary.topley@wiltshire.gov.uk if you wish to attend.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

- 48332000 - Scheduling software package
- 48333000 - Contact management software package
- 48900000 - Miscellaneous software package and computer systems
- 72212100 - Industry specific software development services
- 72212517 - IT software development services

II.2.3) Place of performance

NUTS codes

- UKK15 - Wiltshire CC

II.2.4) Description of the procurement

Wiltshire Council is seeking to procure a new secure web-based management system for its Passenger Transport Service. This incorporates the co-ordination of contracts with transport suppliers including contract payments, recording passengers including pre-16 and post-16 mainstream, SEND and social care client details and their journeys to educational and social care establishments, holding details of establishments, transport suppliers and contracts.

The system will enable the issue of school bus passes as well as provide the ability for internal and external customers to apply and pay for transport services online through a secure web portal. All customer written communications will be via the system using autogenerated and predefined response templates.

Staff records will also be held including training history, DBS and safeguarding records. Passengers' needs details will include basic medical records and travel requirements including wheelchair use or need for passenger assistance.

The ability to provide comprehensive, versatile, regular and ad-hoc management information including KPIs will be vital. Secure personal and financial data transfer to and from other unconnected and remote systems will be essential.

In addition, the provision of spatial (geographic) data, route planning and real time passenger data as well as virtual tickets for customers and automated eligibility assessment will be optional progressions from the current system.

If one supplier is unable to offer a complete solution, the council would welcome joint interests from multiple suppliers whose products may complement and integrate to form a system which might capture many of the stated requirements.

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Please contact Gary Topley at gary.topley@wiltshire.gov.uk if you wish to attend.

II.2.6) Estimated value

Value excluding VAT: £150,000

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

This contract is subject to renewal

Yes

Description of renewals

12 Months.

II.3) Estimated date of publication of contract notice

1 March 2026

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes