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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): ocids-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](mailto: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

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## **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](mailto: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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#### **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

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## **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