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Contract

National Traffic Information Service (NTIS) 2021+

Highways England

F03: Contract award notice

Notice identifier: 2021/S 000-001694

Procurement identifier (OCID): ocds-h6vhtk-028df4

Published 27 January 2021, 10:56pm

Section I: Contracting authority

I.1) Name and addresses

Highways England

Temple Quay House, 2 The Square

BRISTOL

BS1 6HA

Contact

Lee Bryant

Email

Lee.bryant@highwaysengland.co.uk

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://highways.bravosolution.co.uk>

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

National Traffic Information Service (NTIS) 2021+

II.1.2) Main CPV code

- 64216200 - Electronic information services

II.1.3) Type of contract

Services

II.1.4) Short description

The National Traffic Information Service collects, processes and disseminates real-time traffic data and information relating to the 4,300 miles of strategic road network for which Highways England is responsible. The National Traffic Information Service provides information 24 hours per day, 7 days per week, 365 days a year to help Highways England's customers plan their journeys and avoid delays, and to help our operations teams understand and mitigate the impacts of planned and unplanned traffic events on the strategic road network. Historic data recorded by the National Traffic Information Service is used to help plan and evaluate development of the strategic road network.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £41,842,535.32

II.2) Description

II.2.2) Additional CPV code(s)

- 35721000 - Electronic intelligence system
- 48627000 - Real-time operating system software package
- 63712700 - Traffic control services
- 63712710 - Traffic monitoring services
- 64216200 - Electronic information services
- 72212670 - Real time operating system software development services

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

The new National Traffic Information Service will:

(a) collect, process, validate and analyse traffic data and traffic event information from multiple data sources including third party in-vehicle data and over 10 000 roadside sensors;

(b) collate and disseminate traffic information and travel advice to Highways England's customers on Highways England's roadside variable message signs; the service's websites (www.trafficengland.com and <https://m.highwaysengland.co.uk>) and mobile telephone applications ; and data feed application programming interfaces (APIs);

(c) collect historic traffic data for use in strategic road network planning and the design of road improvement schemes;

(d) help Highways England's Regional Operations Centres (ROCs); National Network Managers and National Incident Liaison Officers; and Customer Contact Centre (CCC) to

understand and mitigate the impacts of planned and unplanned traffic events on the NTIS network; and

(e) help Highways England to meet its 'improving safety for all,' 'fast and reliable journeys,' 'meeting the needs of all users' and environmental performance outcomes; measure the associated performance indicators; and meet its licence obligation to provide traffic information to its customers. These outcomes are further described in the procurement documents.

The key services in the contract for the new National Traffic Information Service include:

- (a) managing the transition from the current National Traffic Information Service to the new National Traffic Information Service contract over a period of up to four and a half months;
- (b) operating the transitioned service for up to two years whilst completing a transformation of the service in line with the contract requirements (the transformation can be on an incremental basis);
- (c) operating the transformed service for the remainder of the contract period; and
- (d) subject to the agreement of changes with Highways England, making further incremental improvements to the transformed service to accommodate continual improvement, innovation proposals and evolving customer needs.

The initial contract duration will be five years, inclusive of transition, with Highways England having the option to extend the Contract by an aggregate duration of up to an additional two years

The selected service provider's transition and transformation of the National Traffic Information Service will deliver outcomes including :

- (a) Highways England's home safe and well vision enacted in the provision of the service;
- (b) a smooth transition between the current NTIS contract and the new NTIS contract, with no disruption to delivery of the service outputs that Highways England's customers rely upon;
- (c) for both the transitioned and transformed service, improved collaboration and more efficient communications with the Highways England teams in the National Traffic Information Centre (NTIC) in Quinton, Birmingham, and in Regional Operations Centres (ROCs);
- (d) a smooth cut-over (or cut-overs in the event of an incremental transformation) between

the transitioned services and the transformed services being delivered during the new contract, with no disruption to delivery of the outputs that Highways England's customers rely upon;

(e) from transformation:

(i) improved availability and reliability of traffic data and information for Highways England's customers and internal business functions; and

(ii) an adaptable and scalable IT system that will enable Highways England to meet its evolving traffic information needs and makes best use of automation to streamline the need for manual intervention; and

(f) removal of under-used traffic data sources, including automatic number plate recognition (ANPR), and under-used output channels such as event emails.

II.2.5) Award criteria

Quality criterion - Name: Collect, Process and Disseminate Operational Services /
Weighting: 21%

Quality criterion - Name: Improve Operational Services / Weighting: 8%

Quality criterion - Name: Deliver Transition and Transformation Services / Weighting: 20%

Quality criterion - Name: Management of the Services / Weighting: 21%

Quality criterion - Name: Price / Weighting: 30%

Price - Weighting: 30

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 102-247225](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Title

National Traffic Information Service (NTIS) 2021

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 January 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Sopra Steria Limited

3 Cherry Trees Lane

Hemel Hempstead

HP2 7AH

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

National registration number

04077975

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £41,842,535.32

Section VI. Complementary information

VI.3) Additional information

Price covers the initial 5 year contract term only

VI.4) Procedures for review

VI.4.1) Review body

Highways England Ltd

Temple Quay House, 2 The Square

BRISTOL

BS1 6HA

Email

Lee.bryant@highwaysengland.co.uk

Country

United Kingdom