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Contract

WCC DRT West Warwick

Warwickshire County Council

F03: Contract award notice

Notice identifier: 2022/S 000-002656

Procurement identifier (OCID): ocds-h6vhtk-02d991

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Section I: Contracting authority

I.1) Name and addresses

Warwickshire County Council

Shire Hall, Market Square

WARWICK

CV344RL

Contact

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Country

United Kingdom

NUTS code

UKG13 - Warwickshire

Internet address(es)

Main address

www.warwickshire.gov.uk

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

WCC DRT West Warwick

Reference number

WCC-12164

II.1.2) Main CPV code

- 60130000 - Special-purpose road passenger-transport services
 - FG01 - For access
 - MA07 - For motor vehicles
 - RC04 - In communication technology

II.1.3) Type of contract

Services

II.1.4) Short description

Warwickshire County Council (the Council) is seeking a Demand Responsive Transport (DRT) scheme into the West Warwick area capable of being booked via a mobile or tablet-based application and Call Centre. With support from Department for Transport (DfT) funding in addition to a County Council budget, we will remove an existing timetabled bus service and replace it with a DRT scheme that will also cover a wider geographical area. The aim is to provide a high specification service via an app that customers can book to travel to local centres and services. In line with DfT funding requirements, we expect to launch the service on the 10th of January 2022.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £600,000

II.2) Description

II.2.1) Title

Mobile Application

Lot No

1

II.2.2) Additional CPV code(s)

- 72212000 - Programming services of application software
- 72230000 - Custom software development services
- 72250000 - System and support services

- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

Mobile and tablet-based applications are required for prospective and regular passengers to make journey bookings, set up accounts, manage payments and track vehicles in real time; for vehicle drivers to receive bookings and manage customer journeys; and for the Call Centre to make bookings via a suitable portal on behalf of prospective and regular passengers who are unable to use mobile or tablet devices. An option for vehicle operators and WCC to oversee bookings and journeys must be available.

II.2.5) Award criteria

Quality criterion - Name: App downtime / Weighting: 2

Quality criterion - Name: Payments / Weighting: 4

Quality criterion - Name: Discounted and free rides / Weighting: 16

Quality criterion - Name: Social Value / Weighting: 2

Quality criterion - Name: Reporting / Weighting: 4

Quality criterion - Name: Expansion / Weighting: 10

Quality criterion - Name: Customer feedback / Weighting: 2

Price - Weighting: 60%

II.2.11) Information about options

Options: Yes

Description of options

The initial term of the contract will be 4 years but the Council reserves the right to extend the contract by up to a maximum 12 month period

II.2) Description

II.2.1) Title

Call centre

Lot No

2

II.2.2) Additional CPV code(s)

- 79342300 - Customer services
- 79500000 - Office-support services

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

The Call Centre is to take telephone calls from customers who need to make a booking and who can't use, or have access to, an App. They need to collect payment (where applicable) for rides, manually through Desktop App/Website, or arrange journeys for those in receipt of a valid ENCTS pass.

II.2.5) Award criteria

Quality criterion - Name: Customer booking management / Weighting: 22.4

Quality criterion - Name: Operating hours / Weighting: 4

Quality criterion - Name: Staff training / Weighting: 6

Quality criterion - Name: Social value / Weighting: 2

Quality criterion - Name: Call statistics / Weighting: 5.6

Price - Weighting: 60%

II.2.11) Information about options

Options: Yes

Description of options

The initial term of the contract will be 4 years but the Council reserves the right to extend the contract by up to a maximum 12 months additional period

II.2) Description

II.2.1) Title

Vehicles and Operations

Lot No

3

II.2.2) Additional CPV code(s)

- 34144000 - Special-purpose motor vehicles
- 60112000 - Public road transport services
- 60130000 - Special-purpose road passenger-transport services
- 60140000 - Non-scheduled passenger transport

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

4 vehicles are required and are to be supplied by the operator of Lot 3. 3 in service each day and 1 spare vehicle.

All vehicles a maximum age of 1 year old at the start of the contract, minibus size

with a minimum of 12 seats & 1 wheelchair space and should be low floor accessible.

The minimum engine emission standard is Euro 6. Wheelchair access is to be by ramp, not a lift. Air Conditioning, WIFI, CCTV and Passenger USB device charging points are preferable. Vehicle details must be provided by potential supplier.

Vehicles must be of a size to access all roads within the designated geographical area

II.2.5) Award criteria

Quality criterion - Name: Vehicle spec and availability / Weighting: 19.6

Quality criterion - Name: Operating centre and night-time parking / Weighting: 4

Quality criterion - Name: Spare vehicle / Weighting: 4

Quality criterion - Name: social value / Weighting: 2

Quality criterion - Name: Operating hours / Weighting: 4

Quality criterion - Name: Drivers / Weighting: 6.4

Price - Weighting: 60%

II.2.11) Information about options

Options: Yes

Description of options

The initial term of the contract will be 4 years but the Council reserves the right to extend the contract by up to a maximum 12 months additional period

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2021/S 000-021025](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 January 2022

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Liftango ltd

Westminster

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £59,000

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 January 2022

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

Liftango Ltd

Westminster

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £67,000

Section V. Award of contract

Lot No

3

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 December 2021

V.2.2) Information about tenders

Number of tenders received: 8

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

V.2.3) Name and address of the contractor

Midland Red (South) Ltd. t/a Stagecoach Midlands

Stockport

Country

United Kingdom

NUTS code

- UKC - North East (England)

The contractor is an SME

No

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

Total value of the contract/lot: £520,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

The Strand

London

Country

United Kingdom