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Planning

## **Mobility-as-a-Service (MaaS) Technology Partner**

Transport for Wales

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-003384

Procurement identifier (OCID): ocds-h6vhtk-03a2ad

Published 3 February 2023, 11:26am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Transport for Wales

3 Llys Cadwyn, Taff Street

Pontypridd

CF37 4TH

#### **Email**

[supplychain@tfw.wales](mailto:supplychain@tfw.wales)

#### **Country**

United Kingdom

#### **NUTS code**

UKL - Wales

#### **Internet address(es)**

Main address

<http://tfw.wales>

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

### **I.4) Type of the contracting authority**

Body governed by public law

### **I.5) Main activity**

Other activity

Transport

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Mobility-as-a-Service (MaaS) Technology Partner

#### **II.1.2) Main CPV code**

- 72200000 - Software programming and consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Transport for Wales (Trafnidiaeth Cymru) (TfW) exists to drive forward the Welsh Government's vision of a high quality, safe, integrated, affordable and accessible transport network of which the people of Wales are proud.

We are potentially seeking a Mobility-as-a-Service (MaaS) Technology Partner ("MaaS Tech Partner") to work with TfW and our existing third-party mobile app and web development partners to transition our Mobile App(s) and Website(s) into a holistic

multimodal service.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,300,000

#### **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
- 72000000 - IT services: consulting, software development, Internet and support
- 60200000 - Railway transport services
- 60140000 - Non-scheduled passenger transport
- 63520000 - Transport agency services
- 71311200 - Transport systems consultancy services

#### **II.2.3) Place of performance**

NUTS codes

- UKL - Wales

#### **II.2.4) Description of the procurement**

Transport for Wales (Trafnidiaeth Cymru) (TfW) exists to drive forward the Welsh Government's vision of a high quality, safe, integrated, affordable and accessible transport network of which the people of Wales are proud.

We are potentially seeking a Mobility-as-a-Service (MaaS) Technology Partner ("MaaS Tech Partner") to work with TfW and our existing third-party mobile app and web development partners to transition our Mobile App(s) and Website(s) into a holistic multimodal service.

Our digital platforms will be positioned as a trusted digital travel companion for every journey in Wales and we aim to provide a user experience which is Honest, Useful, Human and Engaging.

Transport for Wales is primarily known as the Train Operating Company in Wales and our digital multimodal solutions need to seamlessly integrate with rail information systems and ticketing systems to provide consistent high-quality rail customer information.

The potential Technology Partner will need to have proven and mature technology solutions for Multimodal Journey Planning and Mobility Retail, that can be adapted to become fully bilingual in Welsh and English, and provide us with fully supported and managed digital services that we can integrate into our existing digital platforms.

Key functionality we are looking to include are:

- Origin/Destination search
- Door-to-door journey planning
- Turn-by-turn directions
- Disruption notifications
- Multimodal retail for bus, DRT, coach, bike hire, car clubs, e-scooters and taxis handing off to Rail retail at the appropriate point.
- Comprehensive rail journey planning, facilities information and disruption information
- Promoting journeys using Contactless EMV on our future metro networks
- Providing comprehensive bus information and ticketing in support of TfW taking a central role in a franchised bus network
- Behavioural Change / Gamification capabilities to promote modal-shift
- Advanced Walking & Cycling directions
- Comprehensive coverage of Welsh Language, including adapting data feeds and formats to accommodate Welsh language where it isn't available.
- Welsh Interactive Transport Maps – both Topographic and Schematic – with real-time information and supporting Welsh streetnames and placenames
- Making accessible travel easy
- Supporting digital accessibility needs
- Integrating with our customer contact / support services

- Generating useful Travel Demand and Usage Insights
- Modular design with APIs available for future integrations and innovations

In support of delivering this we expect the supplier to also offer capabilities in:

- User Experience / User Interface Design, Prototyping and Validation
- Customer Analytics design to generate and validate digital insights
- Integration advisory services, providing direction to our third-party developers for integrating MaaS Tech solutions.

The potential MaaS Tech Partner will work with us for a duration of 5 years, with an option for a 2-year extension.

If procured, we expect to follow an Open Tender process via Sell2Wales to procure a preferred supplier.

We are undertaking market engagement to inform our potential final Invitation to Tender and will be hosting a virtual supplier collaboration event on Tuesday 21st February at 13:00 (GMT) followed by a survey questionnaire that should be submitted by 17:00 GMT on Tuesday 7th March. Following receipt of the questionnaire we may choose to hold limited supplier 1-to-1s to ask further clarification questions but no further information will be provided by TfW during these 1-to-1s.

#### **II.2.14) Additional information**

Suppliers interested in receiving more details regarding the specification, and in participating in the 1-2-1 sessions and/or the virtual supplier event, should register their interest here:

<https://forms.office.com/e/ezPRuHTxq1>

#### **II.3) Estimated date of publication of contract notice**

10 March 2023

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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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Suppliers interested in receiving more details regarding the specification, and in participating in the 1-2-1 sessions and/or the virtual supplier event, should register their interested here:

<https://forms.office.com/e/ezPRuHTxq1>

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=128713](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=128713).

(WA Ref:128713)