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Contract

ICT13013: Procurement of iBus2 Services

Transport for London

F03: Contract award notice

Notice identifier: 2024/S 000-007171

Procurement identifier (OCID): ocds-h6vhtk-0445f5

Published 6 March 2024, 12:13pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

Email

iBus2Commercial@tfl.gov.uk

Country

United Kingdom

Region code

UKI - London

Companies House

Transport for London

Internet address(es)

Main address

www.tfl.gov.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ICT13013: Procurement of iBus2 Services

Reference number

ICT13013

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

To meet the demands of London's bus network now and in the future and ensure its

continued and effective management, TfL has procured automatic vehicle location and performance management services (iBus2 Services).

The iBus2 Services will support Transport for London and its Operators for all contracted service vehicles (which at the date of this notice include Buses and Trams and which may extend to other vehicles (such as riverboats) in TfL's network) across Greater London by providing real time passenger information and vehicle location information to relevant stakeholders and interfacing systems. The iBus2 Services will facilitate service control and emergency response and will integrate with the existing voice radio system, ticketing and performance management systems. The iBus2 Services will also provide the data collection and calculation of the mileage and reliability performance data that enables payments to Operators.

The iBus2 Services will also be able to support fleet evolution, which will include the provision of monitoring and control facilities for zero emission/alternative fuel source vehicles, and bus safety equipment introduced under the Bus Safety Standard or new or

upgraded facilities required to support TfL's contracted service vehicles. The iBus2 Services will enable the introduction of new ITxPT compliant assets onto vehicles; advances in networking technologies (such as vehicle to everything) and voice and data

communications; vehicle location technologies; integration with other strategic systems; and integration with TfL's video management systems (including streaming, remote control, digital evidence capture and video analytics).

The iBus2 Services will also be able to facilitate alternative service control operations including demand response, dynamic scheduling and the introduction of AI based decision support tools.

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: £259,050,312

II.2) Description

II.2.1) Title

On-bus Services

Lot No

1

II.2.2) Additional CPV code(s)

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 32323500 - Video-surveillance system
- 32427000 - Network system
- 34970000 - Traffic-monitoring equipment
- 42961300 - Vehicle location system
- 48610000 - Database systems
- 48800000 - Information systems and servers
- 51611100 - Hardware installation services
- 63712000 - Support services for road transport
- 71311200 - Transport systems consultancy services
- 72210000 - Programming services of packaged software products
- 72230000 - Custom software development services
- 72240000 - Systems analysis and programming services
- 72250000 - System and support services
- 72260000 - Software-related services
- 72310000 - Data-processing services
- 72400000 - Internet services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Supply, installation and maintenance services in respect of the hardware deployed on each vehicle.

The services have been grouped into logical service components which will cover the following key areas detailed below:

- the provision of the physical location of vehicles;
- the provision of a graphical representations of the current bus route and relevant vehicle location;
- the provision of various audio and visual safety alerts to drivers, passengers and integration with the intelligent speed adaptation solution;
- the provision of passenger communications and service announcements in respect of destinations, the next stop, and safety messages;
- integration with the digital mobile radio solution to enable voice communications between drivers and operator service controllers;
- the capture of certain vehicle data and transmission to the Lot 2 Back Office Services;
- the acceptance of, activation and updating of reference data;
- the provision of a service control function to facilitate interactions between the Lot 1 On-bus Services with the Lot 2 Back Office Services;
- the provision of an IT service desk integrated with TfL's IT service desk to facilitate the provision of engineering services for ongoing maintenance of the hardware assets installed on each vehicle; and
- the provision of a standard suite of service management in line with standard ITIL processes.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

TfL may extend the On-bus Services for up to a maximum of ten (10) years from the end of the Initial Term

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents.

II.2) Description

II.2.1) Title

Back Office Services

Lot No

2

II.2.2) Additional CPV code(s)

- 32323500 - Video-surveillance system
- 32427000 - Network system
- 34923000 - Road traffic-control equipment
- 34970000 - Traffic-monitoring equipment
- 42961300 - Vehicle location system
- 48610000 - Database systems
- 48800000 - Information systems and servers
- 71311200 - Transport systems consultancy services
- 72210000 - Programming services of packaged software products

- 72230000 - Custom software development services
- 72240000 - Systems analysis and programming services
- 72250000 - System and support services
- 72260000 - Software-related services
- 72310000 - Data-processing services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Supply, installation and maintenance services in respect of the back office element of the iBus2 Services. The Back Office

Services have been grouped into logical Service Components which will cover the following:

- the provision of system integration and configuration services to facilitate the end to end operation of the On-bus Services and the Back Office Services (together with other TfL systems);
- the collection of reference data from source systems (provided either by TfL or other third parties) and the subsequent creation, collation, distribution and management of such reference data;
- the calculation of performance metrics in respect of each bus operating company using the bus location provided by the On-bus Services and the Reference Data;
- the processing of near real time data to enable the calculation and distribution of data items including arrival predictions, headway between vehicles and traffic light priority requests;
- the provision of a service control function providing service controllers with the tools to monitor, control and affect the Bus Services, including applying diversions and curtailments, and then disseminating these to the On-bus Services;
- the collation of vehicle arrival predictions by stop, and dissemination via an API;
- the provision of arrival predictions via a short code SMS messages to customers;

- the provision of operational reporting of performance data to enable the calculation of payments due to bus operating companies;
- the provision of a toolset to create, host and maintain virtual signs, showing real time information, that is shared and accessed via an URL;
- the provision of an IT service desk integrated with TfL's IT service desk to facilitate the provision of the Back Office Services;
- the provision of a standard suite of service management in line with standard ITIL processes; and
- the provision of a messaging that covers the creation of customer messaging to either supplement or supplant arrival predictions, disseminated via the real time information API.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

TfL may extend the Back Office Services for up to a maximum of ten (10) years from the end of the Initial Term

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2019/S 012-024000](#)

Section V. Award of contract

Contract No

ICT13013

Lot No

1

Title

On-bus Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 March 2024

V.2.2) Information about tenders

Number of tenders received: 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

Init Innovations in Transportation Limited

Price House 37 Stoney Street, The Lace Market

Nottingham

NG1 1LS

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

Companies House

07234994

The contractor is an SME

Yes

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

Total value of the contract/lot: £135,456,985

Section V. Award of contract

Contract No

ICT13013

Lot No

2

Title

Back Office Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 February 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Init Innovations in Transportation Limited

Price House 37 Stoney Street, The Lace Market

Nottingham

NG1 1LS

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

Companies House

07234994

The contractor is an SME

Yes

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

Total value of the contract/lot: £123,456,985

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

HM Courts and Tribunal Service

Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Any appeals should be promptly brought to the attention of TfL's commercial lead at the iBus2Commercial@tfl.gov.uk email address and will be dealt with in accordance with the requirements of the Public Contracts Regulations 2015.

Any appeals must be brought within the timescales specified by the applicable law, including without limitation, the Public Contracts Regulations 2015.