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Tender

ICT13013: Procurement of iBus2 Services

Transport for London

F02: Contract notice

Notice identifier: 2021/S 000-008091

Procurement identifier (OCID): ocds-h6vhtk-02a70c

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Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 Endeavour Square

London

E20 1JN

Contact

Mr Jud Broscombe-Walker

Email

iBus2Commercial@tfl.gov.uk

Telephone

+44 2070385063

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://tfl.gov.uk>

Buyer's address

<https://tfl.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=caf113ae-089e-eb11-810c-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=caf113ae-089e-eb11-810c-005056b64545>

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

TfL is responsible for managing London's bus network.

To meet the demands of London's bus network now and in the future and ensure its continued and effective management, TfL is seeking to procure 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 must 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 should 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 should also be able to facilitate alternative service control operations including demand response, dynamic scheduling and the introduction of AI based decision support tools.

This procurement will be separated as follows:

(i) Lot 1 in respect of On-bus Services (as described in the procurement documents): Lot 1A and Lot 1B will each account for approximately 50% of the total volume of vehicles on which TfL requires On-bus Services to be installed and maintained (approximately 4,500 vehicles); and

(ii) Lot 2, in respect of Back Office Services (as described in the procurement documents).

II.1.5) Estimated total value

Value excluding VAT: £395,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1A - On-bus Services

Lot No

Lot 1A

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

- 34923000 - Road traffic-control equipment
- 34970000 - Traffic-monitoring equipment
- 42961300 - Vehicle location system
- 48610000 - Database systems
- 48627000 - Real-time operating system software package
- 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

TfL is seeking to appoint up to two (2) suppliers to provide supply, installation and maintenance services in respect of the hardware deployed on each vehicle (On-bus Services). Each of Lot 1A and Lot 1B will account for approximately 50% of the total volume of vehicles on which TfL requires On-bus Services to be provided (approximately 4,500 vehicles for each of Lot 1A and Lot 1B).

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 1A and Lot 1B 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.

If a Bidder is seeking to:

(i) provide the On-bus Services in respect of approximately 50% of the total volume of vehicles, Bidders will only be required to submit a single bid for Lot 1 (On-bus Services) and TfL will evaluate such bids in accordance with the provisions of the ITPD; or

(ii) provide the On-bus Services in respect of 100% of the total volume of vehicles, Bidders will be required to submit, in addition to their individual submission in limb (i) above, a combined bid (as further described in the ITPD) and TfL will evaluate such individual bids and combined bids in accordance with the provisions of the ITPD.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £105,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

264

This contract is subject to renewal

Yes

Description of renewals

TfL expect to award a contract for the provision of Lot 1A and Lot 1B for an Initial Term of ten (10) years from the Operational Commencement Date.

TfL shall be able, at its sole discretion, to extend the agreement for additional periods of twelve (12) months provided the maximum term of the agreement does not exceed twenty (20) years from the Operational Commencement Date.

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 8

Objective criteria for choosing the limited number of candidates:

A maximum of 8 Bidders will be shortlisted to the ITPD stage following evaluation of the Selection Questionnaire (SQ) stage.

The process by which Bidders' Supplier Questionnaire Responses will be evaluated and Bidders selected for the ITPD Stage is set out in the SQ.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

TfL has included within the Requirements functionality for deploying the iBus2 Services to Trams as well as an iBus2 Light version to Buses. TfL may, at its sole discretion not award a Contract for the provision of this functionality.

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 1B - On-bus Services

Lot No

Lot 1B

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
- 34923000 - Road traffic-control equipment
- 34970000 - Traffic-monitoring equipment
- 42961300 - Vehicle location system
- 48610000 - Database systems
- 48627000 - Real-time operating system software package
- 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

TfL is seeking to appoint up to two (2) suppliers to provide supply, installation and maintenance services in respect of the hardware deployed on each vehicle (On-bus Services). Each of Lot 1A and Lot 1B will account for approximately 50% of the total volume of vehicles on which TfL requires On-bus Services to be provided (approximately 4,500 vehicles for each of Lot 1A and Lot 1B).

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 1A and Lot 1B 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.

If a Bidder is seeking to:

(i) provide the On-bus Services in respect of approximately 50% of the total volume of vehicles, Bidders will only be required to submit a single bid for Lot 1 (On-bus Services) and TfL will evaluate such bids in accordance with the provisions of the ITPD; or

(ii) provide the On-bus Services in respect of 100% of the total volume of vehicles, Bidders will be required to submit, in addition to their individual submission in limb (i) above, a combined bid (as further described in the ITPD) and TfL will evaluate such individual bids and combined bids in accordance with the provisions of the ITPD.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £105,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

264

This contract is subject to renewal

Yes

Description of renewals

TfL expect to award a contract for the provision of Lot 1A and Lot 1B for an Initial Term of ten (10) years from the Operational Commencement Date.

TfL shall be able, at its sole discretion, to extend the agreement for additional periods of twelve (12) months provided the maximum term of the agreement does not exceed twenty (20) years from the Operational Commencement Date.

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 8

Objective criteria for choosing the limited number of candidates:

A maximum of 8 Bidders will be shortlisted to the ITPD stage following evaluation of the Selection Questionnaire (SQ) stage.

The process by which Bidders' Supplier Questionnaire Responses will be evaluated and Bidders selected for the ITPD Stage is set out in the SQ.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

TfL has included within the Requirements functionality for deploying the iBus2 Services to Trams as well as an iBus2 Light version to Buses. TfL may, at its sole discretion not award a Contract for the provision of this functionality.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union

funds: No

II.2) Description

II.2.1) Title

Lot 2: Back Office Services

Lot No

Lot 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
- 48627000 - Real-time operating system software package
- 48800000 - Information systems and servers
- 71311200 - Transport systems consultancy services
- 72210000 - Programming services of packaged software products
- 72222300 - Information technology services
- 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

TfL is seeking to appoint a Supplier to provide the 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.

If a Bidder is seeking to:

- provide only the Back Office Services, Bidders will be required to submit a single bid for Lot 2 (Back Office Services) and TfL will evaluate such bids in accordance with the provisions of the ITPD; or

- provide the Back Office Services together with Lot 1A and/or Lot 1B, Bidders will be required to submit, in addition to their individual submission in limb (i) above (and in respect of Lot1), a combined bid (as further described in the ITPD) and TfL will evaluate such individual bids and combined bids in accordance with the provisions of the ITPD.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £185,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

264

This contract is subject to renewal

Yes

Description of renewals

TfL expect to award a contract for the provision of Lot 2 for an Initial Term of ten (10) years from the Operational Commencement Date.

TfL shall be able, at its sole discretion, to extend the agreement for additional periods of twelve (12) months provided the maximum term of the agreement does not exceed twenty (20) years from the Operational Commencement Date.

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 6

Objective criteria for choosing the limited number of candidates:

A maximum of 6 Bidders will be shortlisted to the Invitation to Participated in Dialogue (ITPD) stage following evaluation of the Selection Questionnaire (SQ) stage.

The process by which Bidders' Supplier Questionnaire Responses will be evaluated and Bidders selected for the ITPD Stage is set out in the SQ.

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

26 May 2021

Local time

1:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

16 July 2021

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 12 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

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 named in this notice at the address specified in Section I) above 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. In accordance with the Public Contracts Regulations 2015, TfL will also incorporate a minimum 10 calendar days standstill period from the date information on the award of contracts is communicated to tenders.