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Contract

RBWM - Supported Bus Services

Royal Borough of Windsor & Maidenhead

F03: Contract award notice

Notice identifier: 2025/S 000-008272

Procurement identifier (OCID): ocids-h6vhtk-04936a

Published 6 March 2025, 5:13pm

Section I: Contracting authority

I.1) Name and addresses

Royal Borough of Windsor & Maidenhead

St Ives Road

Maidenhead

SL61RF

Contact

Joey Stanford

Email

procurement@rbwm.gov.uk

Telephone

+44 1628796285

Country

United Kingdom

Region code

UKJ11 - Berkshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.rbwm.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

RBWM - Supported Bus Services

II.1.2) Main CPV code

- 60112000 - Public road transport services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority (the Royal Borough of Windsor & Maidenhead) is procuring supported bus services.

The Authority is proposing six routes (consolidating its existing routes) which make up the lotting structure for this tender. They are as follows:

- Lot 1: Maidenhead to Henley & Twyford;
- Lot 2: Maidenhead Town Services;
- Lot 3: Slough to Eton Wick;
- Lot 4: Windsor to Ascot (via Sunninghill);
- Lot 5: Windsor to Maidenhead; and
- Lot 6: Windsor to Staines.

The Authority has up to £1.28 million (per annum) to supplement the services. We anticipate an effective date (i.e. contract signature and mobilisation to commence) of early January 2025 with services commencement from April 2025. The contract term is as follows: 5+3+2.

Find a Tender is not allowing RBWM to link its previous contract award notice: this can be found with the code: 2024/S 000-022294

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: £9,260,000

II.2) Description

II.2.1) Title

Lot 1: Maidenhead to Henley & Twyford

Lot No

1

II.2.2) Additional CPV code(s)

- 60112000 - Public road transport services

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Main site or place of performance

Windsor and Maidenhead

II.2.4) Description of the procurement

Lot 1 is for services on the Maidenhead to Henley & Twyford route.

II.2.5) Award criteria

Quality criterion - Name: Account Management / Weighting: 6%

Quality criterion - Name: Proposed Delivery of Model / Weighting: 15%

Quality criterion - Name: Timetable / Weighting: 15%

Quality criterion - Name: Customer Satisfaction / Weighting: 6%

Quality criterion - Name: Vehicles and Sustainability / Weighting: 9%

Quality criterion - Name: Growth / Weighting: 9%

Quality criterion - Name: Mobilisation / Weighting: Pass/Fail

Quality criterion - Name: Business Continuity / Weighting: Pass/Fail

Cost criterion - Name: Best Price / Weighting: 10%

Cost criterion - Name: Value for Money Assessment / Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

5+3+2

II.2) Description

II.2.1) Title

Lot 2: Maidenhead Town Services

Lot No

2

II.2.2) Additional CPV code(s)

- 60112000 - Public road transport services

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

Lot 2 is for Maidenhead Town Services bus provision

II.2.5) Award criteria

Quality criterion - Name: Account Management / Weighting: 6%

Quality criterion - Name: Proposed Delivery Model / Weighting: 15%

Quality criterion - Name: Timetable / Weighting: 15%

Quality criterion - Name: Customer Satisfaction / Weighting: 6%

Quality criterion - Name: Vehicles and Sustainability / Weighting: 9%

Quality criterion - Name: Growth / Weighting: 9%

Quality criterion - Name: Mobilisation / Weighting: Pass/Fail

Quality criterion - Name: Business Continuity / Weighting: Pass/Fail

Cost criterion - Name: Best Price / Weighting: 10%

Cost criterion - Name: Value for Money / Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

5+3+2

II.2) Description

II.2.1) Title

Lot 3: Slough to Eton Wick

Lot No

3

II.2.2) Additional CPV code(s)

- 60112000 - Public road transport services

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

Lot 3 is for the Slough to Eton Wick route

II.2.5) Award criteria

Quality criterion - Name: Account Management / Weighting: 6%

Quality criterion - Name: Proposed Delivery Model / Weighting: 15%

Quality criterion - Name: Timetable / Weighting: 15%

Quality criterion - Name: Customer Satisfaction / Weighting: 6%

Quality criterion - Name: Vehicles and Sustainability / Weighting: 9%

Quality criterion - Name: Growth / Weighting: 9%

Quality criterion - Name: Mobilisation / Weighting: Pass/Fail

Quality criterion - Name: Business Continuity / Weighting: Pass/Fail

Cost criterion - Name: Best Price / Weighting: 10%

Cost criterion - Name: Value for Money / Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

5+3+2

II.2) Description

II.2.1) Title

Lot 4: Windsor to Ascot (via Sunninghill)

Lot No

4

II.2.2) Additional CPV code(s)

- 60112000 - Public road transport services

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

Lot 4 is for the Windsor to Ascot (via Sunninghill) route

II.2.5) Award criteria

Quality criterion - Name: Account Management / Weighting: 6%

Quality criterion - Name: Proposed Delivery Model / Weighting: 15%

Quality criterion - Name: Timetable / Weighting: 15%

Quality criterion - Name: Customer Satisfaction / Weighting: 6%

Quality criterion - Name: Vehicles and Sustainability / Weighting: 9%

Quality criterion - Name: Growth / Weighting: 9%

Quality criterion - Name: Mobilisation / Weighting: Pass/Fail

Quality criterion - Name: Business Continuity / Weighting: Pass/Fail

Cost criterion - Name: Best Price / Weighting: 10%

Cost criterion - Name: Value for Money / Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

5+3+2

II.2) Description

II.2.1) Title

Lot 5: Windsor to Maidenhead

Lot No

5

II.2.2) Additional CPV code(s)

- 60112000 - Public road transport services

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

Lot 5 is for the Windsor to Maidenhead route.

II.2.5) Award criteria

Quality criterion - Name: Account Management / Weighting: 6%

Quality criterion - Name: Proposed Delivery Model / Weighting: 15%

Quality criterion - Name: Timetable / Weighting: 15%

Quality criterion - Name: Customer Satisfaction / Weighting: 6%

Quality criterion - Name: Vehicles and Sustainability / Weighting: 9%

Quality criterion - Name: Growth / Weighting: 9%

Quality criterion - Name: Mobilisation / Weighting: Pass/Fail

Quality criterion - Name: Business Continuity / Weighting: Pass/Fail

Cost criterion - Name: Best Price / Weighting: 10%

Cost criterion - Name: Value for Money / Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

5+3+2

II.2) Description

II.2.1) Title

Lot 6: Windsor to Staines

Lot No

6

II.2.2) Additional CPV code(s)

- 60112000 - Public road transport services

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

Lot 6 is for the Windsor to Staines route.

II.2.5) Award criteria

Quality criterion - Name: Account Management / Weighting: 6%

Quality criterion - Name: Proposed Delivery Model / Weighting: 15%

Quality criterion - Name: Timetable / Weighting: 15%

Quality criterion - Name: Customer Satisfaction / Weighting: 6%

Quality criterion - Name: Vehicles and Sustainability / Weighting: 9%

Quality criterion - Name: Growth / Weighting: 9%

Quality criterion - Name: Mobilisation / Weighting: Pass/Fail

Quality criterion - Name: Business Continuity / Weighting: Pass/Fail

Cost criterion - Name: Best Price / Weighting: 10%

Cost criterion - Name: Value for Money / Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

5+3+2

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2024/S 000-033459](#)

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

24 December 2024

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

Thames Valley Buses

Reading

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

01128598

The contractor is an SME

No

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

Total value of the contract/lot: £2,248,030

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

24 December 2024

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

Carousel Buses

Newcastle

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

04062073

The contractor is an SME

No

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

Total value of the contract/lot: £2,211,200

Section V. Award of contract

Lot No

6

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 December 2024

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

Carousel Buses

Newcastle

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

04062073

The contractor is an SME

No

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

Total value of the contract/lot: £1,356,870

Section V. Award of contract

Lot No

4

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 December 2024

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

Thames Valley Buses Limited

Reading

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

01128598

The contractor is an SME

No

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

Total value of the contract/lot: £1,989,890

Section V. Award of contract

Lot No

5

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 December 2024

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

Carousel Buses

Newcastle

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

04062073

The contractor is an SME

No

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

Total value of the contract/lot: £0.01

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

24 December 2024

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Carousel Buses

Newcastle

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

04062073

The contractor is an SME

No

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

Total value of the contract/lot: £1,456,340

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

London

Country

United Kingdom

