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Tender

SC22201 Mobility as A Service (MaaS) Partnership Services

Kent County Council

F02: Contract notice

Notice identifier: 2024/S 000-010588

Procurement identifier (OCID): ocids-h6vhtk-044ee2

Published 2 April 2024, 2:01pm

Section I: Contracting authority

I.1) Name and addresses

Kent County Council

County Hall

Maidstone

ME14 1XQ

Contact

Mrs Louise Merchant

Email

louise.merchant@kent.gov.uk

Country

United Kingdom

Region code

UKJ4 - Kent

Internet address(es)

Main address

<http://www.kent.gov.uk>

Buyer's address

<http://www.kent.gov.uk>

I.3) Communication

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

<https://www.kentbusinessportal.org.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.kentbusinessportal.org.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

SC22201 Mobility as A Service (MaaS) Partnership Services

Reference number

DN716314

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

A Mobility as a Service (MaaS) Platform provides a digital transport service that enables users to plan, book and pay for a range of public transport & private transport options, including multi-modal tickets and the use of new transport modes, within a defined geographical area. The user is able to access real-time information to assist them on their journey.

MaaS can be perceived as a one-stop online ICT interface comprising:

- an intermodal journey planner (providing combinations of different transport modes: bus, BRT, rail, DRT, electric car club, car-sharing, cycling and walking, bike/ebike hire scheme, underground, taxi, etc.) that operates in real-time
- a single payment portal, whereby users can buy conventional travel products, 'pay as they go' or else buy a service bundle or monthly multimodal travel subscription in advance
- a booking system incorporating the entire end-to-end journey stages".

MaaS is the 'digital infrastructure glue' that joins all transport services and initiatives together to give one view of all transport options for residents & visitors to the area, to plan, book and pay for multimodal journeys. By offering seamless, zero emissions public & private transport integration both at an app level and operational level, together with an integrated loyalty incentive scheme, MaaS will provide a shift away from personal car

ownership & single occupancy vehicle (SOV) use towards sustainable forms of travel.

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

Mobility as a Service (MaaS) Partner services

Lot No

1

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 48200000 - Networking, Internet and intranet software package
- 48460000 - Analytical, scientific, mathematical or forecasting software package
- 48480000 - Sales, marketing and business intelligence software package
- 48600000 - Database and operating software package
- 48900000 - Miscellaneous software package and computer systems
- 72265000 - Software configuration services
- 72266000 - Software consultancy services
- 73200000 - Research and development consultancy services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

It is KCC's ambition to introduce MaaS firstly to the Ebbsfleet, Dartford and Gravesham urban area, with a large public launch & behavioural change campaign from Jan 2024.

This will support the continued development of Ebbsfleet Garden City & Dartford & Gravesham residential & commercial areas. Once MaaS is operating in the Ebbsfleet zone it is the intention to roll out MaaS across Kent & Medway in the future after the pilot period

MaaS will make travel by different shared modes of transport and active travel easy, seamless and cost effective. MaaS will allow residents of Ebbsfleet, Dartford & Gravesend to live without the need to own a private car or second car, as MaaS will provide access to a wide range of shared electric transport & active travel modes. MaaS includes the addition of new first mile last mile travel modes to the area to integrate into the solution.

It will do this through a MaaS Platform comprising a customer MaaS app, a customer MaaS website, a MaaS back-office platform and dashboard portals for each of the key stakeholder groups involved.

This Platform and the associated set of commercial relationships with the participating transport operators and Mobility Service Providers (MSPs) will need to be managed on a day-to-day basis. Customer services will also need to be provided to the users of the platform. Together these comprise the MaaS Operator role. KCC has determined that the supply of the Platform and procurement of the MaaS Operator service will be done under a single contract, the MaaS Partner contract.(Lot 1).

The scope of work required to deliver the MaaS Capability is broken into three Lots:

Lot 1: Mobility as a Service (MaaS) Partner services:

- MaaS technology platform deployment
- MaaS technology platform maintenance
- MaaS scheme administration including Financial settlement services
- MaaS customer service support.

Lot 2: Payment Service Provider (PSP) and Merchant Acquirer (MA) services within MaaS platform

Lot 3: Transport behavioural change Digital Loyalty Scheme within MaaS platform

II.2.5) Award criteria

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

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

Start date

1 October 2024

This contract is subject to renewal

Yes

Description of renewals

Up to 4 extensions of 12 months

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

II.2) Description

II.2.1) Title

Payment Service Provider (PSP) and Merchant Acquirer (MA) services within MaaS platform

Lot No

2

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

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

II.2) Description

II.2.1) Title

Transport behavioural change Digital Loyalty Scheme within MaaS platform

Lot No

3

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

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Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

Date

3 May 2024

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Kent County Council

Sessions House

Maidstone

ME141XQ

Country

United Kingdom