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Award

Yotra - Transit Services Agreement

Transport for Greater Manchester

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012591

Procurement identifier (OCID): ocds-h6vhtk-04fc2c ([view related notices](#))

Published 2 April 2025, 3:30pm

Scope

Reference

2025/076

Description

The efficient and effective delivery of Ticketing with respect to concessionary and commercial travel schemes across the Bee Network is of critical importance to TfGM, with enablement of the English National Concessionary Travel Scheme for the Elderly and Disabled, a regulatory requirement.

Currently, customer participation in TfGM's concessionary or commercial travel schemes requires the application, processing and fulfilment and distribution of physical ITSO smart-cards directly to each customer. These may then be used by each customer to secure the benefits of the relevant travel scheme and their entitlement.

TfGM anticipates that in future, customer preferences will require an option to include the use of digital media (including for example mobile devices: phones, watches and other wearables) in accessing concessionary and commercial travel scheme entitlement and benefits. Additionally, following the introduction of the Bee Network App in 2023, it has

become evident that better integration between the Bee Network App and mobile device operating systems will be required to meet customer expectations and enhance their experience.

Integration to mobile devices and implementation and delivery of a Digital Pass capability (enabled by Yotra Ltd) to enable customers to apply for commercial and concessionary passes and products, buy products, fulfil them directly to their mobile device and check journey history is therefore a key objective for TfGM and will require the establishment of contractual agreements between TfGM and those parties whose proprietary digital media wallets and platforms are required.

This notice provides transparency around the reasons for this single source procurement of the Transit Services Agreement (with respect to the Apple mobile application and wallet), alongside the single source procurement of a Transit Platform Services Agreement (with respect to the ITSO on Mobile Platform and integration to Apple applications and wallet).

The decision to enter into a new contract with Yotra Ltd with respect to the Transit Services Agreement is necessary for the following reasons:

- only Yotra Ltd can facilitate integration with the Apple technology required to enable TfGM customers to access concessionary and commercial products using the Apple Wallet application.

Contract 1. Yotra - Transit Services Agreement

Supplier

- [YOTRA LIMITED](#)

Contract value

- £4,125,000 excluding VAT
- £4,950,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

16 April 2025

Contract dates (estimated)

- 17 April 2025 to 26 April 2030
- Possible extension to 16 April 2031
- 6 years

Description of possible extension:

One single extension of 18 months

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

One single extension of 18 months

CPV classifications

- 64200000 - Telecommunications services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons

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Supplier

YOTRA LIMITED

- Companies House: 10888219

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Milton Keynes

MK9 1EJ

United Kingdom

Email: Info@yotra.net

Region: UKJ12 - Milton Keynes

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Yotra - Transit Services Agreement

Contracting authority

Transport for Greater Manchester

- Public Procurement Organisation Number: PNJQ-2746-NWYT

2 Piccadilly Place

Manchester

M1 3BG

United Kingdom

Email: procurement@tfgm.com

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government