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Award

Yotra - Transit Services Agreement

Transport for Greater Manchester

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012931

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

Published 3 April 2025, 4:41pm

Scope

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.

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

Award decision date

2 April 2025

Standstill period

- End: 14 April 2025
- 8 working days

Earliest date the contract will be signed

16 April 2025

Contract dates (estimated)

- 17 April 2025 to 16 April 2030
- Possible extension to 15 September 2031
- 6 years, 4 months, 29 days

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)

Procedure

Procedure type

Direct award

Supplier

YOTRA LIMITED

- Companies House: 10888219
- Public Procurement Organisation Number: PQZZ-9861-WWJP

Studio A1

Milton Keynes

MK9 1EJ

United Kingdom

Email: theogony@yotra.co

Website: <https://www.yotra.co.uk>

Region: UKJ12 - Milton Keynes

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: 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