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Tender

## **Swaffham Area Demand Responsive Transport**

Norfolk County Council

F02: Contract notice

Notice identifier: 2021/S 000-018127

Procurement identifier (OCID): ocds-h6vhtk-02ce3d

Published 29 July 2021, 4:38pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane

Norwich

#### **Contact**

Ian Hydes

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH17 - Breckland and South Norfolk

**Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<http://ln-tendhost.co.uk/norfolkcc>

**I.3) Communication**

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

<http://ln-tendhost.co.uk/norfolkcc>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://ln-tendhost.co.uk/norfolkcc>

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Swaffham Area Demand Responsive Transport

Reference number

NCCT42190

#### **II.1.2) Main CPV code**

- 60112000 - Public road transport services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Council wishes to procure a fully digitised demand responsive transport service with automatic and optimised route scheduling for residents south of the market town of Swaffham in West Norfolk to access services in the town and beyond. The proposed transport service will cover an area of approximately 85 square miles, 7000+ residents and over 20 villages and hamlets, to improve accessibility and connectivity. The service is expected to run from 0700 – 1900, Monday to Saturday. There is funding available for the purchase of a vehicle. The Council also wishes to procure an online application for the transport operator to plan journeys and for passengers to book and pay for their journeys.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,028,000

#### **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**

## Digitised demand responsive transport

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 60112000 - Public road transport services

### **II.2.3) Place of performance**

NUTS codes

- UKH17 - Breckland and South Norfolk

### **II.2.4) Description of the procurement**

Norfolk County Council wishes to procure a fully digitised demand responsive transport service, with automatic and optimised route scheduling, for residents south of the market town of Swaffham in west Norfolk, to access services in the town and beyond. The proposed transport service will cover an area of approximately 85 square miles, 7000+ residents and over 20 villages and hamlets, to improve accessibility and connectivity. The service is expected to run from 0700 – 1900, Monday to Saturday. The service will require different booking options and the service provider will need to offer a telephone booking service and accept online bookings via the application in Lot 2. There is funding available to procure a vehicle. The contract will be awarded for 39 months, which is the length of the trial for which we have been allocated DfT funding, with an option to extend up to 8 years. It is expected that the successful bidder will engage with Norfolk County Council and local stakeholders to endeavour to make the service commercially sustainable after the initial period. The service start is provisionally set at Jan 2022.

### **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: £912,000

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

Duration in months

This contract is subject to renewal

No

#### **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.2.14) Additional information**

The initial contract will be for 39 months with the option to extend by 57 months. The value given is for the first 39 months.

### **II.2) Description**

#### **II.2.1) Title**

Online transport application to plan journeys and take bookings and payments

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48813000 - Passenger information system
- 48332000 - Scheduling software package

#### **II.2.3) Place of performance**

NUTS codes

- UKH17 - Breckland and South Norfolk

#### **II.2.4) Description of the procurement**

The Council is seeking to award a contract for an online application to support the demand response transport service in the Swaffham area. The application should already be commercially available with an established customer base (we are not seeking to procure any software development). The solution should include functionality to: (1) manage the operation of the service (e.g. managing key stop and road information); (2) allow passengers to plan, book, update and pay for journeys in advance (one-off and regular journeys) and indicate any special requirements (e.g. wheel chair user, specific time requirements); (3) offer a range of ticket options; (4) provide comprehensive information to the passenger on their booking (e.g. pick-up time, delays) via the app and SMS; (5) provide dynamic dispatch and routing to optimise the service based on bookings received and using real-time information on traffic and connecting services; (6) allow the driver to log on/off, access route and passenger information and contact passengers/operations staff. The solution should also be able to integrate with other information systems (e.g. other bus services and ticket machines of other operators) and have a reporting facility with the ability to download data for analysis in other tools. The main aim of offering this technology is to incentivise people to use the service so it needs to be easy to use. It must be able to run on a range of devices, which potential passengers may have.

#### **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: £116,000

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

Duration in months

39

This contract is subject to renewal

No

#### **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.2.14) Additional information**

The contract will initially be for 39 months with the option to extend by 57 months. The value is for the first 39 months only and just for the Swaffham service. However, the Council reserves the right to extend the service provision to other vehicles within Norfolk on a pro rata basis.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

Date

20 September 2021

Local time

10:00am

#### **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: 90 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

20 September 2021

Local time

10:05am



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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BuyerProfiles>. Once registered you will be able to see the procurement project under the `tenders` section and `express an interest` to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing [support@in-tend.co.uk](mailto:support@in-tend.co.uk).

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Norfolk County Council

Norwich

Country

United Kingdom