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Contract

Mobility-as-a-Service (MaaS) Technology Partner

Transport for Wales

F03: Contract award notice

Notice identifier: 2024/S 000-020522

Procurement identifier (OCID): ocds-h6vhtk-03a2ad

Published 5 July 2024, 9:33am

Section I: Contracting authority

I.1) Name and addresses

Transport for Wales

3 Llys Cadwyn, Taff Street

Pontypridd

CF37 4TH

Email

Luke.Ashman@tfwrail.wales

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<http://tfw.wales>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mobility-as-a-Service (MaaS) Technology Partner

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Transport for Wales (Trafnidiaeth Cymru) (TfW) exists to drive forward the Welsh Government's vision of a high quality, safe, integrated, affordable and accessible transport network of which the people of Wales are proud.

We are potentially seeking a Mobility-as-a-Service (MaaS) Technology Partner (“MaaS Tech Partner”) to work with TfW and our existing third-party mobile app and web development partners to transition our Mobile App(s) and Website(s) into a holistic multimodal service.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

- 60200000 - Railway transport services
- 60140000 - Non-scheduled passenger transport
- 63520000 - Transport agency services
- 71311200 - Transport systems consultancy services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Transport for Wales (Trafnidiaeth Cymru) (TfW) exists to drive forward the Welsh Government's vision of a high quality, safe, integrated, affordable and accessible transport network of which the people of Wales are proud.

We are potentially seeking a Mobility-as-a-Service (MaaS) Technology Partner (“MaaS Tech Partner”) to work with TfW and our existing third-party mobile app and web development partners to transition our Mobile App(s) and Website(s) into a holistic multimodal service.

Our digital platforms will be positioned as a trusted digital travel companion for every journey in Wales and we aim to provide a user experience which is Honest, Useful, Human and Engaging.

Transport for Wales is primarily known as the Train Operating Company in Wales and our digital multimodal solutions need to seamlessly integrate with rail information systems and ticketing systems to provide consistent high-quality rail customer information.

The potential Technology Partner will need to have proven and mature technology solutions for Multimodal Journey Planning and Mobility Retail, that can be adapted to become fully bilingual in Welsh and English, and provide us with fully supported and managed digital services that we can integrate into our existing digital platforms.

Key functionality we are looking to include are:

- Origin/Destination search
- Door-to-door journey planning
- Turn-by-turn directions

- Disruption notifications
- Multimodal retail for bus, DRT, coach, bike hire, car clubs, e-scooters and taxis handing off to Rail retail at the appropriate point.
- Comprehensive rail journey planning, facilities information and disruption information
- Promoting journeys using Contactless EMV on our future metro networks
- Providing comprehensive bus information and ticketing in support of TfW taking a central role in a franchised bus network
- Behavioural Change / Gamification capabilities to promote modal-shift
- Advanced Walking & Cycling directions
- Comprehensive coverage of Welsh Language, including adapting data feeds and formats to accommodate Welsh language where it isn't available.
- Welsh Interactive Transport Maps – both Topographic and Schematic – with real-time information and supporting Welsh streetnames and placenames
- Making accessible travel easy
- Supporting digital accessibility needs
- Integrating with our customer contact / support services
- Generating useful Travel Demand and Usage Insights
- Modular design with APIs available for future integrations and innovations

In support of delivering this we expect the supplier to also offer capabilities in:

- User Experience / User Interface Design, Prototyping and Validation
- Customer Analytics design to generate and validate digital insights
- Integration advisory services, providing direction to our third-party developers for integrating MaaS Tech solutions.

The potential MaaS Tech Partner will work with us for a duration of 5 years, with an option for a 2-year extension.

If procured, we expect to follow an Open Tender process via Sell2Wales to procure a preferred supplier.

We are undertaking market engagement to inform our potential final Invitation to Tender and will be hosting a virtual supplier collaboration event on Tuesday 21st February at 13:00 (GMT) followed by a survey questionnaire that should be submitted by 17:00 GMT on Tuesday 7th March. Following receipt of the questionnaire we may choose to hold limited supplier 1-to-1s to ask further clarification questions but no further information will be provided by TfW during these 1-to-1s.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65

Price - Weighting: 35

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

Suppliers interested in receiving more details regarding the specification, and in participating in the 1-2-1 sessions and/or the virtual supplier event, should register their interested here:

<https://forms.office.com/e/ezPRuHTxq1>

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-023417](#)

Section V. Award of contract

Contract No

C001042.00

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 June 2024

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 7

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

V.2.3) Name and address of the contractor

Hitachi Rail

60 Ludgate Hill

London

EC4M7HX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £2,500,000

Section VI. Complementary information

VI.3) Additional information

(WA Ref:142758)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom