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Tender

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

Transport for Wales

F02: Contract notice

Notice identifier: 2023/S 000-023417

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

Published 10 August 2023, 2:24pm

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.3) Communication

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

<https://www.sell2wales.gov.wales>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.sell2wales.gov.wales>

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.1.5) Estimated total value

Value excluding VAT: £2,300,000

II.1.6) Information about lots

This contract is divided into lots: No

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

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

Duration in months

60

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

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 interest here:

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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 000-003384](#)

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

Date

9 October 2023

Local time

4:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

10 October 2023

Local time

8:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=133976.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.sell2wales.gov.wales/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(WA Ref:133976)

The buyer considers that this contract is suitable for consortia.

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