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Contract

Integrated Micromobility Service (IMS)

West of England Combined Authority

F03: Contract award notice

Notice identifier: 2023/S 000-023978

Procurement identifier (OCID): ocds-h6vhtk-03a479

Published 16 August 2023, 10:02am

Section I: Contracting authority

I.1) Name and addresses

West of England Combined Authority

70 Redcliffe Street

Bristol

BS1 6AL

Contact

Mr Greg Derrick

Email

greg.derrick@westofengland-ca.gov.uk

Country

United Kingdom

Region code

UKK11 - Bristol, City of

Internet address(es)

Main address

<https://www.westofengland-ca.org.uk/>

Buyer's address

<https://www.westofengland-ca.org.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Integrated Micromobility Service (IMS)

Reference number

DN639479

II.1.2) Main CPV code

- 60140000 - Non-scheduled passenger transport

II.1.3) Type of contract

Services

II.1.4) Short description

This is a contract for an Integrated Micromobility Service (IMS) concession contract across the West of England. It will include the following services:

- On-street rental (“Hop on Hop Off”) e-bike and e-scooter service;
- Long Term Rental (LTR) e-scooter service; and
- Bookable e-cargo bike trial 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: £53,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 60130000 - Special-purpose road passenger-transport services

- 60112000 - Public road transport services

II.2.3) Place of performance

NUTS codes

- UKK11 - Bristol, City of
- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

II.2.4) Description of the procurement

This is a contract for an Integrated Micromobility Service (IMS) concession contract across the West of England. It will include the following services:

- On-street rental (“Hop on Hop Off”) e-bike and e-scooter service;
- Long Term Rental (LTR) e-scooter service; and
- Bookable e-cargo bike trial service.

II.2.5) Award criteria

Quality criterion - Name: Objectives / Weighting: 3

Quality criterion - Name: Experience and Capability / Weighting: 5

Quality criterion - Name: IMS Team / Weighting: 5

Quality criterion - Name: Parking / Weighting: 7

Quality criterion - Name: Rider Behaviour / Weighting: 7

Quality criterion - Name: User Experience / Weighting: 4

Quality criterion - Name: Mobilisation Stage / Weighting: 4

Quality criterion - Name: Transisition Stage / Weighting: 3

Quality criterion - Name: E Cargo Bikes / Weighting: 6

Quality criterion - Name: Data / Weighting: 4

Quality criterion - Name: Special and Unplanned Events / Weighting: 2

Quality criterion - Name: Service Promotion / Weighting: 2

Quality criterion - Name: Continuous Improvement and Innovation / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Health and Safety / Weighting: 2

Quality criterion - Name: Stakeholder Management / Weighting: 1

Cost criterion - Name: Revenue Share / Weighting: 10

Cost criterion - Name: Priority Expansion areas / Weighting: 4

Cost criterion - Name: E-cargo costs / Weighting: 5

Cost criterion - Name: Commercial Viability / Weighting: 10

Cost criterion - Name: Branding / Weighting: 1

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

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-004081](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

C1009

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 June 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Tier Operations Limited

Westwork 1 Mark Square

London

EC2A 4EG

Country

United Kingdom

NUTS code

- UKK11 - Bristol, City of

The contractor is an SME

Yes

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

Total value of the contract/lot: £53,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

WC1A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

London

WC1A 2LL

Country

United Kingdom