

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027718-2022>

Contract

## **Phone and Ride Demand Responsive Transport**

NORTH EAST LINCOLNSHIRE COUNCIL

F03: Contract award notice

Notice identifier: 2022/S 000-027718

Procurement identifier (OCID): ocds-h6vhtk-033bb0

Published 3 October 2022, 3:30pm

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

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

NORTH EAST LINCOLNSHIRE COUNCIL

Municipal Offices, Town Hall Square

GRIMSBY

DN311HU

#### **Email**

[capital.frameworks@nelincs.gov.uk](mailto:capital.frameworks@nelincs.gov.uk)

#### **Telephone**

+44 1472326942

#### **Country**

United Kingdom

**Region code**

UKE13 - North and North East Lincolnshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.nelincs.gov.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**

Phone and Ride Demand Responsive Transport

Reference number

52866

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

- 60100000 - Road transport services

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

Services

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

EQUANS (formerly known as ENGIE Services Ltd) on behalf of North East Lincolnshire Council is seeking to appoint a new delivery partner for the continuation of the demand response bus service known as "Phone N Ride".

The minimum contract period is one year with options also being proposed for three years plus a possible extension for 12 months and four years with two possible further extensions of 12 months. The final option chosen will be determined on available funding.

The service is contract is managed by EQUANS as part of the transformation partnership contract and is currently delivered on behalf of the Authority by a private sector provider.

#### **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: £1,300,000

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

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

- 60170000 - Hire of passenger transport vehicles with driver

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

NUTS codes

- UKE13 - North and North East Lincolnshire

Main site or place of performance

North East Lincolnshire

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

The Phone and Ride service provides a demand responsive bus service to enable communities and individuals with no or limited access to mainstream public transport provision to access employment, health, education, shopping and leisure opportunities.

Whilst the conventional bus network provides extensive coverage throughout the Borough, there are some journeys which cannot be made, either due to the location of the origin/destination points or at the time at which an individual wishes to travel.

Furthermore, the service is often recommended as a solution to support individuals with personal circumstances such as mobility impairments, who may require a tailored service using modified

vehicles, who face barriers to accessing the existing conventional bus network.

There is a desire for the Authority to improve the targeting of the service for those passengers who are in greatest need of the phone and ride service.

## **II.2.5) Award criteria**

Quality criterion - Name: Essential Software System Requirements / Weighting: Pass/Fail

Quality criterion - Name: Accessibility Requirements / Weighting: Pass/Fail

Quality criterion - Name: Cloud Principles / Weighting: Pass/Fail

Quality criterion - Name: Service Implementation Plan / Weighting: 8

Quality criterion - Name: Business Continuity/Disaster Recovery / Weighting: 8

Quality criterion - Name: Customer Service / Weighting: 5

Quality criterion - Name: Out of Office cover / Weighting: 5

Quality criterion - Name: Software System Implementation and methodology / Weighting: 6

Quality criterion - Name: Social Value / Weighting: 4

Quality criterion - Name: Carbon reduction / Weighting: 4

Price - Weighting: 40

### **II.2.11) Information about options**

Options: Yes

Description of options

a possible extension for 12 months

---

## **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: [2022/S 000-013579](#)

---

## **Section V. Award of contract**

### **Title**

Phone and Ride Demand Responsive Transport

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

20 September 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

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

#### **V.2.3) Name and address of the contractor**

LINCOLNSHIRE ROAD CAR COMPANY LIMITED T/A STAGECOACH EAST MIDLANDS

C/O Stagecoach Services Limited One Stockport Exchange, 20 Railway Road,

Stockport

Country

United Kingdom

NUTS code

- UKD35 - Greater Manchester South East

Companies House

00232799

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,200,000

Total value of the contract/lot: £1,200,000

---

## **Section VI. Complementary information**

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

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

North East Lincolnshire Council

Municipal Offices, Town Hall Square

Grimsby

DN31 1HU

Email

[legalprocurement@nelincs.gov.uk](mailto:legalprocurement@nelincs.gov.uk)

Country

United Kingdom