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Planning

## **CO0391 - Modernising Passenger Transport through digitalisation**

Essex County Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-030328

Procurement identifier (OCID): ocds-h6vhtk-040bfe

Published 13 October 2023, 3:22pm

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

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

Essex County Council

County Hall, Market Road

Chelmsford

CM1 1QH

#### **Contact**

MR Jon Rockstad

#### **Email**

[Jon.Rockstad@essex.gov.uk](mailto:Jon.Rockstad@essex.gov.uk)

#### **Telephone**

+44 333

**Country**

United Kingdom

**Region code**

UKH3 - Essex

**Internet address(es)**

Main address

<https://www.essex.gov.uk/>

Buyer's address

<https://www.essex.gov.uk/>

**I.3) Communication**

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

<https://procontract.due-north.com/Login>

Additional information can be obtained from the above-mentioned address

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

Regional or local authority

**I.5) Main activity**

Other activity

Local governance and public services

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**Section II: Object**

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

**II.1.1) Title**

## CO0391 - Modernising Passenger Transport through digitalisation

Reference number

DN693794

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

In preparation for a forthcoming procurement opportunity, Essex County Council would like to invite organisations who would be interested in the procurement of a mobile phone platform combining multi-modal travel planner and Digital Demand Responsive Transport (DDRT) functionality, to attend a virtual live market engagement event.

This PIN will be of interest to suppliers engaged in the following suggested sectors: public transport travel planning, Digital Demand Responsive Transport, Mobility as a Service (MaaS), ride hailing, shared transport, flexible transport, etc.

This session is scheduled to take place on Wednesday 8th November 2023 between 15:00 and 17:00.

During this session, the Council will present details of the scope of the forthcoming procurement including confirmation of the council's objectives and evaluation criteria for this service alongside a how to tender workshop. To reserve a space at this event please e-mail [sam.ellis@essex.gov.uk](mailto:sam.ellis@essex.gov.uk).

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKH3 - Essex

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

Essex County Council seeks to procure a multi-modal travel planner and Digital Demand Responsive Transport (DDRT) platform to underpin the wider modernisation of passenger transport. The new platform will replace the current TravelEssex app.

The objectives of the digital platform are to:

- Offer a step-change in travel planning information, ensuring that Essex residents can intuitively and accurately plan public transport journeys through an integrated, multi-modal approach (rail, bus, DDRT, ferry, walking, cycling).
- Act as the 'single source of information' for anything to do with public transport in Essex and beyond, making it easier for passengers to plan for public transport through better provision of information, including real-time updates.
- Improve connectivity to wider public transport network.
- Improve accessibility to essential services, particularly in rural areas.
- Enable and support a range of existing and future flexible transport services such as DigiGo, each with different DDRT characteristics.
- Enable greater social inclusion, levelling up and reduce isolation.
- Provide a public transport offer that attracts a diverse customer base.
- Improve the quality of flexible transport services through better information provision, including real-time tracking of vehicles.
- Reduce reliance on private car.
- Support ECC's commitments to tackling air pollution and reducing carbon emissions by reducing reliance on private vehicles.
- Help to achieve priorities in Everyone's Essex by enhancing access to work, attending education, going shopping, accessing healthcare and leisure activities.
- Assist Essex County Council (ECC) to achieve its Bus Service Improvement Plan (BSIP) objectives:
  - increase the number of people travelling by bus.
  - improve the provision of public transport information.

- Support the Enhanced Partnership Scheme (EP) which includes a commitment by ECC and bus operators to work together to improve customer information and make bus travel more accessible and attractive.

The overall vision for the modernisation of Passenger Transport will take place in the following three phase approach:

- Phase 1 (2024/25 – 2027/28): Replace current app and enhance travel planning and DDRT functionality to enable a national journey planner and underpin the digitalisation of multiple flexible transport services within Essex, including DigiGo.
- Phase 2 (2027/28 – 2029/30): Widen the digital offering to allow for the digitalisation of Adult Social Care (ASC) and Special Education Needs and Disability (SEND) transport services.
- Phase 3 (2029/30 – onwards): Gradual digitalisation of mainstream home to school transport.

At this time, we will exclusively proceed with Phase 1. The presentation of Phases 2 and 3 serves only to illustrate our overarching vision, with the actual implementation of Phases 2 and 3 scheduled for a later stage.

Phase 1 will focus on replacing the current TravelEssex app with a new platform offering:

- o Multi-modal, national, travel planning functionality for all public transport modes.
- o DDRT functionality for passengers (real time tracking, booking and paying for DDRT services), including access to multiple DDRT schemes.
- o DDRT driver app (to provide routing instructions).
- o Dashboard (accessible through a browser) to help manage the app & DDRT services, manage algorithm and data and customer care.

The successful supplier will need to be able to host multiple DDRT schemes within the platform, each one with different operational characteristics, and integrate with a third-party Payment Processor to enable payments for DDRT services.

### **II.3) Estimated date of publication of contract notice**

1 January 2024

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No