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Contract

## **Swaffham Area Demand Responsive Transport**

Norfolk County Council

F03: Contract award notice

Notice identifier: 2021/S 000-030920

Procurement identifier (OCID): ocds-h6vhtk-02ce3d

Published 13 December 2021, 11:06am

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

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

Norfolk County Council

County Hall, Martineau Lane

Norwich

#### **Contact**

Ian Hydes

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH17 - Breckland and South Norfolk

**Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

<http://ln-tendhost.co.uk/norfolkcc>

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Swaffham Area Demand Responsive Transport

Reference number

NCCT42190

**II.1.2) Main CPV code**

- 60112000 - Public road transport services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

The Council has procured a fully digitised demand responsive transport service with automatic and optimised route scheduling for residents south of the market town of Swaffham in West Norfolk to access services in the town and beyond. The transport service will cover an area of approximately 85 square miles, 7000+ residents and over 20

villages and hamlets, to improve accessibility and connectivity. The service will run from 0700 – 1900, Monday to Saturday. There is funding available for the purchase of a vehicle. The Council has also procured an online application for the transport operator to plan journeys and for passengers to book and pay for their journeys.

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

This contract is divided into lots: Yes

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

Value excluding VAT: £683,279

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

#### **II.2.1) Title**

Digitised demand responsive transport

Lot No

1

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

- 60112000 - Public road transport services

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

NUTS codes

- UKH17 - Breckland and South Norfolk

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

Norfolk County Council has procured a fully digitised demand responsive transport service, with automatic and optimised route scheduling, for residents south of the market town of Swaffham in west Norfolk, to access services in the town and beyond. The transport service will cover an area of approximately 85 square miles, 7000+ residents and over 20 villages and hamlets, to improve accessibility and connectivity. The service will run from 0700 – 1900, Monday to Saturday. The service will require different booking options and the service provider will need to offer a telephone booking service and accept online bookings via the application in Lot 2. The contract will be awarded for 39 months, which is the length of the trial for which we have been allocated DfT funding, with an option to extend up to 8 years. It is expected that the successful bidder will engage with Norfolk County Council and local stakeholders to endeavour to make the service

commercially sustainable after the initial period.

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

Quality criterion - Name: Marketing and Promotion of the Service, Sustainability, Mobilisation, Staffing and Service Management / Weighting: 60

Price - Weighting: 40

### **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**

The initial contract will be for 39 months with the option to extend by 57 months. The value given is for the first 39 months.

## **II.2) Description**

### **II.2.1) Title**

Online transport application to plan journeys and take bookings and payments

Lot No

2

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

- 48000000 - Software package and information systems
- 48813000 - Passenger information system
- 48332000 - Scheduling software package

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

NUTS codes

- UKH17 - Breckland and South Norfolk

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

The Council has awarded a contract for an online application to support the demand response transport service in the Swaffham area. The solution has the functionality to: (1) manage the operation of the service (e.g. managing key stop and road information); (2) allow passengers to plan, book, update and pay for journeys in advance (one-off and regular journeys) and indicate any special requirements (e.g. wheel chair user, specific time requirements); (3) offer a range of ticket options; (4) provide comprehensive information to the passenger on their booking (e.g. pick-up time, delays) via the app and SMS; (5) provide dynamic dispatch and routing to optimise the service based on bookings received and using real-time information on traffic and connecting services; (6) allow the driver to log on/off, access route and passenger information and contact passengers/operations staff. The solution is able to integrate with other information systems (e.g. other bus services and ticket machines of other operators) and have a reporting facility with the ability to download data for analysis in other tools. The main aim of offering this technology is to incentivise people to use the service so it needs to be easy to use. It must be able to run on a range of devices, which potential passengers may have.

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

Quality criterion - Name: Mobilisation, Integration, Customer Experience, Training, Support, Upgrades and Functionality / Weighting: 60

Price - Weighting: 40

## **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**

The contract will initially be for 39 months with the option to extend by 57 months. The value is for the first 39 months only and just for the Swaffham service. However, the Council reserves the right to extend the service provision to other vehicles within Norfolk on a pro rata basis. The value given is for the initial term.

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## **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: [2021/S 000-018127](#)

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

### **Contract No**

NCCT42190

### **Lot No**

1

### **Title**

Demand Responsive Bus Service

A contract/lot is awarded: Yes

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

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

27 October 2021

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

Number of tenders received: 4

Number of tenders received from SMEs: 3

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**

Vectare Limited

Loughborough

LE11 3QF

Country

United Kingdom

NUTS code

- UKF22 - Leicestershire CC and Rutland

National registration number

09964786

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £912,000

Total value of the contract/lot: £683,279

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

### **Contract No**

NCCT42190

### **Lot No**

2

### **Title**

Online Booking App

A contract/lot is awarded: Yes

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

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

27 October 2021

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

Number of tenders received: 6

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 3

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

Number of tenders received by electronic means: 6

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

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

Via Technologies Europe B.V.

Amsterdam

Country



Netherlands

NUTS code

- NL - Netherlands

National registration number

69169969

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: £116,000

Total value of the contract/lot: £40,900

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## **Section VI. Complementary information**

### **VI.3) Additional information**

These contracts may be extended. The values given are for the initial period only.

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

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

Norfolk County Council

Norwich

Country

United Kingdom