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Contract

Yotra - Transit Services Agreement

Transport for Greater Manchester

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-031349

Procurement identifier (OCID): ocds-h6vhtk-04fc2c ([view related notices](#))

Published 10 June 2025, 4:16pm

Scope

Description

The efficient and effective delivery of Ticketing with respect to concessionary and commercial travel schemes across the Bee Network is of critical importance to TfGM, with enablement of the English National Concessionary Travel Scheme for the Elderly and Disabled, a regulatory requirement.

Currently, customer participation in TfGM's concessionary or commercial travel schemes requires the application, processing and fulfilment and distribution of physical ITSO smart-cards directly to each customer. These may then be used by each customer to secure the benefits of the relevant travel scheme and their entitlement.

TfGM anticipates that in future, customer preferences will require an option to include the use of digital media (including for example mobile devices: phones, watches and other wearables) in accessing concessionary and commercial travel scheme entitlement and benefits. Additionally, following the introduction of the Bee Network App in 2023, it has become evident that better integration between the Bee Network App and mobile device operating systems will be required to meet customer expectations and enhance their experience.

Integration to mobile devices and implementation and delivery of a Digital Pass capability (enabled by Yotra Ltd) to enable customers to apply for commercial and concessionary passes and products, buy products, fulfil them directly to their mobile device and check journey history is therefore a key objective for TfGM and will require the establishment of contractual agreements between TfGM and those parties whose proprietary digital media wallets and platforms are required.

This notice provides transparency around the reasons for this single source procurement of the Transit Services Agreement (with respect to the Apple mobile application and wallet), alongside the single source procurement of a Transit Platform Services Agreement (with respect to the ITSO on Mobile Platform and integration to Apple applications and wallet).

The decision to enter into a new contract with Yotra Ltd with respect to the Transit Services Agreement is necessary for the following reasons:

- only Yotra Ltd can facilitate integration with the Apple technology required to enable TfGM customers to access concessionary and commercial products using the Apple Wallet application.
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Contract 1. Yotra - Transit Services Agreement

Supplier

- YOTRA LIMITED

Contract value

- £4,125,000 excluding VAT

- £4,950,000 including VAT

Above the relevant threshold

Date signed

17 April 2025

Contract dates

- 17 April 2025 to 16 April 2030
- Possible extension to 15 September 2031
- 6 years, 4 months, 29 days

Description of possible extension:

The agreement includes the Option to extend the agreement for a period of eighteen months beyond the 5 year initial term. the total estimated value included in the Contract value includes the extension period.

The decision to exercise the extension period option will be determined by the parties following operation of the scheme during the initial period.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The agreement includes the Option to extend the agreement for a period of eighteen months beyond the 5 year initial term. the total estimated value included in the Contract value includes the extension period.

The decision to exercise the extension period option will be determined by the parties following operation of the scheme during the initial period.

CPV classifications

- 64200000 - Telecommunications services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Key performance indicators

Name	Description	Reporting frequency
Environment Availability	Production - 99.9% availability and QA/ Test Environments 95% availability measured on a rolling 30 day period.	3 months
Not applicable		
Not Applicable		

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - intellectual property or exclusive rights
- Single supplier - technical reasons

No other economic operator is able to provide the Transit Platform Services.

Supplier

YOTRA LIMITED

- Companies House: 10888219
- Public Procurement Organisation Number: PQZZ-9861-WWJP

Studio A1

Milton Keynes

MK9 1EJ

United Kingdom

Email: theogony@yotra.co

Website: <https://www.yotra.co.uk>

Region: UKJ12 - Milton Keynes

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Yotra - Transit Services Agreement

Contracting authority

Transport for Greater Manchester

- Public Procurement Organisation Number: PNJQ-2746-NWYT

2 Piccadilly Place

Manchester

M1 3BG

United Kingdom

Email: procurement@tfgm.com

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government