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Award

Mobile Application Shell Delivery Requirements

Transport for Greater Manchester

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-034402

Procurement identifier (OCID): ocds-h6vhtk-0551c6

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Section I: Contracting authority/entity

I.1) Name and addresses

Transport for Greater Manchester

2 Piccadilly Place

Manchester

M13BG

Contact

Julian Benson

Email

julian.benson@tfgm.com

Country

United Kingdom

Region code

UKD3 - Greater Manchester

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://www.tfgm.com>

Buyer's address

<http://www.tfgm.com>

I.4) Type of the contracting authority

Other type

Transport Authority

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mobile Application Shell Delivery Requirements

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

TfGM requires an extension of its current agreement with Softwire Ltd to maintain continuity of service for its BeeApp mobile application and to facilitate a low-risk, phased handover to an internal TfGM team when in place.

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: £1,650,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The original contract was awarded to Softwire Technology Limited following a mini-competition under the Crown Commercial Service's Digital Outcomes and Specialists 5 (DOS5) framework agreement (RM1043.7), Lot 1. The procurement was conducted by Transport for Greater Manchester (TfGM) in full compliance with the framework terms and was established to cover the design, development, and early operational support of the Bee Network mobile application.

The Bee Network App forms a key element of TfGM's customer-facing digital proposition. It supports sustainable travel across Greater Manchester by enabling users to access real-time travel information, plan multimodal journeys, and interact with the wider Bee Network transport system. The app has become a high-profile and critical tool in delivering a seamless and integrated public transport experience to users.

The contract is structured around a Statement of Work (SOW) mechanism, with all work commissioned via TfGM-approved SOWs under agreed Time and Materials (T&M) rates. This ensures clear scope definition, milestone control, and cost transparency.

It was originally envisaged that the initial term (two-year) contract period would cover both the initial development and a short operational phase, with responsibility for all further development and maintenance of the app transitioning thereafter to an internal team within TfGM, however, the establishment of the internal capability has been delayed. As a result, TfGM is seeking to extend the current agreement with Softwire Ltd for a short, time-limited period of time to maintain continuity of service and facilitate a low-risk, phased handover to TfGM once the internal team is in place.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This notice provides transparency around the reasons for this Direct Award of the Mobile App Shell Delivery Requirement.

The decision to enter into a further 18-month extension with Softwire beyond the current 2.5 years contract term with respect to the Mobile App Shell Delivery Requirement Agreement is necessary for the following reasons:

At the time the original contract was awarded, TfGM planned for internal resourcing to be in place to assume responsibility for the app's ongoing development and support by the end of the contract term. However, due to delays in recruitment and internal team setup, this transition has not yet occurred.

Conducting a new competitive procurement to cover this interim period is neither practical nor commercially sensible. Appointing a new supplier for a short-term arrangement would likely introduce significant inefficiencies and service risks due to the need for duplication of onboarding and knowledge transfer, only for the service to be transitioned again shortly thereafter to internal staff. Such a process would not represent good value for money and would not be feasible from both a practical and technical perspective.

Direct award of a further contract to Softwire Ltd, allows TfGM to retain continuity of service, avoid unnecessary transition risks, and maintain cost control via the existing T&M SOW mechanism. The extension is time-limited, consistent with the original contract scope.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

19 June 2025

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Softwire Technology Limited

1st Floor Gallery Court, 28 Arcadia Avenue

London

N32FG

Email

tenders@softwire.com

Country

United Kingdom

NUTS code

- UKI - London

Companies House

03824658

Internet address

<https://www.softwire.com>

The contractor/concessionaire is an SME

No

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

Initial estimated total value of the contract/lot/concession: £1,650,000

Total value of the contract/lot/concession: £1,650,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

Country

United Kingdom