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Planning

National Public Transport Access Nodes (NaPTAN) Development and Support

Department for Transport

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-038238

Procurement identifier (OCID): ocds-h6vhtk-055b21

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Scope

Reference

TBC

Description

WHAT WE WANT TO ACHIEVE

Over the last couple of years, we have delivered technical enhancements to performance, stability and security. Improvements have been made to service design functionality, e.g. updated the interface for updating NaPTAN stops, introduced a process for the bulk deletion of NaPTAN stops and made historical NaPTAN data publicly available. The next phase of work will focus on improving the data quality and use of NaPATAN as well as maintaining the functionality and security of the system.

Moreover, we embrace new technologies such as artificial intelligence (AI), which has revolutionised the speed, efficiency, and extent that we can transform government digital services. The recently published Transport AI Action Plan sets out a clear vision:

"responsible AI embedded in a resilient transport system delivering cheaper, cleaner, and safer journeys for all". In the case of NaPTAN, we are piloting the use of AI agents to introduce data on accessibility features at public transport stops. This project is in the initial stages, and we will look to build and expand on the findings of this work. More information can be found below.

Accessibility project

We are now enhancing NaPTAN by building new accessibility features into our service. This will meet user needs and the strategic aims of the department to make public transport journeys easier and safer for people with accessibility requirements and break down barriers to opportunity. We recognise the role of accurate and up-to-date information in making this possible.

A recent Transport Select Committee report found that there "...is still a very substantial gap between the rights and obligations that exist in theory, and the daily experience of people who rely on pavements, buses, taxis, trains and planes to get to work, to access services or for leisure." The National Travel Survey provides data on travel patterns of disabled adults, showed that they make fewer trips and travel fewer miles on average compared to non-disabled adults and were less likely to be satisfied with the availability of information to help them plan journeys.

To help solve some of these societal challenges and improve accessibility across the public transport network, we are developing the following datasets to complement the core NaPTAN dataset:

Accessibility data

There is a lack of comprehensive, centralised, and reliable information about the accessibility of public transport stops in Great Britain. This creates challenges for individuals with diverse access needs when planning journeys using public transport. Existing information is often unavailable, inaccurate, fragmented, or insufficient in addressing various accessibility requirements. The intention is to improve the availability and quality of accessibility information by incorporating this data into NaPTAN. Organisations providing journey planning applications (data consumers) will be able to use this data to enrich their digital products to support easier, more confident, and independent journey planning by passengers.

We conducted a discovery and alpha with some LTAs, data consumers and passengers with accessibility requirements in early 2024 to explore user need, the potential benefits and challenges of integrating accessibility information into NaPTAN and technical feasibility. We swiftly transitioned to private beta with an initial focus on creating data to present what accessibility attributes are present at bus stops as they make up over 90% of the NaPTAN dataset. Accessibility features include whether the bus stop is marked,

does it have a shelter, whether the kerb is high enough to deploy a ramp for a wheelchair and whether there is a hard surface (as opposed to grass, etc).

We have now transitioned to private beta and initiated user research with a small group of data consumers. We are currently investigating whether we can use other sources of data from institutions such as Ordnance Survey data on pavements. Moreover, we are also running a pilot to test whether Artificial Intelligence (AI) models/agents can be utilised to determine what accessibility features are present at a bus stop to a high level of confidence.

Rail Replacement Bus Data

Rail replacement services are needed when a scheduled train cannot service a rail line due to planned and unplanned engineering work and emergency circumstances. The Public Service Vehicles (Accessible Information) Regulations 2023 (PSVAIR) came into force on 1 October 2023. The AIR requirements provide that digital visible and audio route and upcoming stop information must be incorporated into onboard accessible information provision by local transport service providers. These regulations are intended to ensure that passengers fully understand their journey and onboard and alight at the correct stop. Although the application of the PSVAIR regulations is intended to particularly benefit disabled passengers, they will also assist any passenger on an unfamiliar rail replacement bus journey. The temporary nature of rail replacement services means that many passengers will be travelling on a bus route they have rarely travelled before.

Bus and coach operators (operators) are advised to use NaPTAN data to ensure consistency in relation to bus stop names given to passengers by other media channels, such as websites, transport applications or paper timetables.[2] Although NaPTAN holds data on all public transport stops in Great Britain, some of the locations of rail replacement stops are not currently available.

The department is currently working with the Rail Delivery Group and a small group of innovators to determine potential data sources and to introduce this data to NaPTAN to support operators to meet their legislative responsibilities. We aim to achieve a minimum viable product by summer 2025, with the ambition to develop an on-going sustainable rail replacement data pipeline and service thereafter.

Total value (estimated)

- £3,000,000 excluding VAT
- £3,600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 28 November 2025 to 27 November 2028
- Possible extension to 27 November 2030
- 5 years

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

25 July 2025

Engagement process description

Please contact Ollie.Hughes@dft.gov.uk for a copy of the Expression of Interest document.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 September 2025

Contracting authority

Department for Transport

- Public Procurement Organisation Number: PLTC-5358-LTWZ

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