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Contract

Provision of Mobility as a Service (MaaS) solution

West of England Combined Authority

F03: Contract award notice

Notice identifier: 2024/S 000-039118

Procurement identifier (OCID): ocds-h6vhtk-02d149

Published 4 December 2024, 4:14pm

Section I: Contracting authority

I.1) Name and addresses

West of England Combined Authority

70 Redcliff Street

Bristol

BS1 6AL

Email

commercial@westofengland-ca.gov.uk

Country

United Kingdom

Region code

UKK11 - Bristol, City of

Internet address(es)

Main address

<https://www.westofengland-ca.org.uk/>

Buyer's address

<https://www.westofengland-ca.org.uk/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Mobility as a Service (MaaS) solution

Reference number

DN583133

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

The West of England Combined Authority (WECA) Future Transport Zone (FTZ) is a £28m innovation programme aiming to improve the integration of public transport across the West of England.

Our vision for MaaS is to deliver a regional journey planning, booking, ticketing, payment and information solution covering Bristol, Bath and North East Somerset, South Gloucestershire, and North Somerset.

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: £1,824,415.38

II.2) Description

II.2.2) Additional CPV code(s)

- 34980000 - Transport tickets
- 71311200 - Transport systems consultancy services

II.2.3) Place of performance

NUTS codes

- UKK11 - Bristol, City of
- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

II.2.4) Description of the procurement

The West of England Combined Authority (WECA) Future Transport Zone (FTZ) is a £28m innovation programme aiming to improve the integration of public transport across the West of England.

Our vision for MaaS is to deliver a regional journey planning, booking, ticketing, payment and information solution covering Bristol, Bath and North East Somerset, South Gloucestershire, and North Somerset. The selected supplier will work closely with WECA, the local authorities listed above, local transport providers and other key

stakeholders to deliver the MaaS solution.

Through a collaborative and agile approach, we seek for a minimum-viable product (MVP) to

be initially delivered, with additional functionality to be introduced during the life of the

project. Key functionality we expect (either at MVP stage or during the life of the project) includes:

- Customer facing mobile phone application and website
- Multi-modal journey planner
- Ticket booking and payment (single operator and multi-modal)
- Ability to offer bundled mobility packages and capped ticketing.
- Account based payments
- The ability to provide mobility credits, rewards and incentives
- Technical integration with local transport operators
- Web based analytics interface
- Customer support desk
- Support desk for WECA and transport operators

II.2.5) Award criteria

Quality criterion - Name: Customer Centric thinking / Weighting: 6

Quality criterion - Name: Customer Journey & accessibility / Weighting: 10

Quality criterion - Name: MVP Functionality / Weighting: 10

Quality criterion - Name: MVP Delivery / Weighting: 10

Quality criterion - Name: MaaS Service & Operations / Weighting: 10

Quality criterion - Name: Full Product & Future Enhancements / Weighting: 6

Quality criterion - Name: Working with MSPs / Weighting: 6

Quality criterion - Name: Customer Payments & MSP settlements / Weighting: 6

Quality criterion - Name: Collaborative Delivery / Weighting: 6

Quality criterion - Name: Delivery Team / Weighting: 6

Quality criterion - Name: Monitoring & Evaluation / Weighting: 4

Quality criterion - Name: Social Value & Incentivisation / Weighting: 6

Quality criterion - Name: Testing the Solution / Weighting: 4

Quality criterion - Name: Data reporting/sharing / Weighting: 4

Quality criterion - Name: Information and system security / Weighting: 6

Price - Weighting: 25

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-007411](#)

Section V. Award of contract

Contract No

DN583133

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 December 2022

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

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

Worldline IT Services UK Limited

1 Technology Drive, Beeston

Nottingham

NG9 1LA

Country

United Kingdom

NUTS code

- UKK11 - Bristol, City of

The contractor is an SME

No

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

Total value of the contract/lot: £1,824,415.38

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

WC1A 2LL

Country

United Kingdom