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Tender

Real Time Passenger Information System Upgrade & Ongoing Support

Plymouth City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-045096

Procurement identifier (OCID): ocds-h6vhtk-056b08 ([view related notices](#))

Published 1 August 2025, 10:49am

Scope

Reference

27236

Description

Plymouth City Council ("The Authority") is seeking suitably qualified and experienced suppliers to tender for the replacement of the city's Real-Time Passenger Information (RTPI) system to include Traffic Light Priority (TLP).

This project forms a key part of the Authority's commitment to improving public transport infrastructure and enhancing the passenger experience within the city of Plymouth.

The successful Supplier will be responsible for the supply, installation, and commissioning of the following components:

- in-shelter displays.
- pole-mounted displays.

- additional displays at various key sites across the city of Plymouth.

The system must be fully integrated and capable of delivering accurate, real-time information to passengers across the city of Plymouth.

The contract will include ongoing support and maintenance for both hardware and software throughout the contract term, provision of all necessary data feeds to ensure accurate and timely information delivery, a web-based back-office system to enable the Authority to monitor system performance and manage display content, including manual overrides where necessary.

A comprehensive reporting package must be provided to monitor and report on system performance, support compliance with targets set out in the Bus Service Improvement Plan (BSIP) and other Department for Transport (DfT) requirements, and also be adaptable to future changes in reporting needs and performance metrics for the duration of the contract.

The solution must be scalable and flexible to accommodate future technological developments, policy changes, and evolving user needs.

Total value (estimated)

- £1,030,027 excluding VAT
- £1,236,032 including VAT

Above the relevant threshold

Contract dates (estimated)

- 5 January 2026 to 31 March 2033
- 7 years, 2 months, 27 days

Options

The right to additional purchases while the contract is valid.

The contract includes options for the provision of additional or enhanced system functionalities related to real-time passenger information and traffic light priority.

These may include, but are not limited to:

- Integration with additional transport modes or operators.
- Expansion of the system to cover additional geographic areas or routes.
- Deployment of additional display units or on-vehicle equipment.
- Implementation of enhanced analytics, reporting, or data-sharing capabilities.
- Upgrades to support emerging technologies (e.g. 5G connectivity, AI-based prediction models).
- Optional modules for user engagement, accessibility features, or environmental monitoring.

These options may be exercised at the discretion of the Authority in response to evolving operational requirements, technological developments, or stakeholder needs during the contract term.

Main procurement category

Goods

Additional procurement category

Services

CPV classifications

- 30200000 - Computer equipment and supplies
- 32321200 - Audio-visual equipment
- 32400000 - Networks

- 34970000 - Traffic-monitoring equipment
- 45316210 - Installation of traffic monitoring equipment
- 48813200 - Real-time passenger information system
- 50324100 - System maintenance services
- 63712700 - Traffic control services
- 72267000 - Software maintenance and repair services

Contract locations

- UKK41 - Plymouth

Justification for not using lots

The contract has not been divided into lots because the supply and support of the Real Time Passenger Information system must be delivered as an integrated solution. Dividing the contract would introduce unnecessary complexity and risk to system compatibility, maintenance, and performance.

Participation

Legal and financial capacity conditions of participation

As detailed within the procurement documents

Technical ability conditions of participation

As detailed within the procurement documents

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Tender submission deadline

26 September 2025, 12:00pm

Submission address and any special instructions

All submissions must be submitted via the Supplying the South West Portal - <https://www.supplyingthesouthwest.org.uk/>

The procurement opportunity advert can be found at: <https://procontract.due-north.com/Advert?advertId=78881e3f-ef6d-f011-813a-005056b64545&p=696a9836-1895-e511-8105-000c29c9ba21>

This procurement will be managed electronically via the Authority's chosen e-procurement portal - Supplying the South West.

To participate in this procurement, Suppliers interested in this opportunity must register on the Supplying the South West procurement portal (www.supplyingthesouthwest.org.uk). Once registered and logged in, Suppliers should search for the opportunity by title or reference number (DN781587), register their interest, and download the procurement documentation.

Registration is free and enables access to all tender documents, the ability to raise clarification questions, and submission of responses through the portal.

The Authority would like to make Suppliers aware that the Supplying The South West

portal is not administered by the Authority. If a Supplier requires assistance or further information to be able to use the online portal process they should log a support ticket on the PROACTIS Supplier Support Portal.

If a Supplier continues to experience issues they are to contact suppliersupport@proactisservicedesk.com requesting guidance.

If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 December 2025

Recurring procurement

Publication date of next tender notice (estimated): 5 April 2032

Award criteria

Name	Description	Type	Weighting
Method Statements	The sub-weightings of individual method statement questions are set out within the Procurement Documents	Quality	50%
Total Tender Sum	The detailed sub-weightings and composition of the seven pricing sections are outlined within the Procurement Documents.	Price	40%
Social Value	Total Social Value Commitment (£) - 5% Social Value Method Statement - 5%	Quality	10%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

A Preliminary Market Engagement (PME) notice has not been published under the Procurement Act 2023 because a Prior Information Notice (PIN) reference number 2025/S 000-006609, was issued under the Public Contracts Regulations 2015 prior to the transition. The PIN served the purpose of early market engagement and supplier awareness.

<https://www.find-tender.service.gov.uk/Notice/006609-2025?origin=SearchResults&p=1>

Documents

Associated tender documents

<https://www.supplyingthesouthwest.org.uk/>

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert?advertId=78881e3f-ef6d-f011-813a-005056b64545&p=696a9836-1895-e511-8105-000c29c9ba21>

Reference number: DN781587

Contracting authority

Plymouth City Council

- Public Procurement Organisation Number: PBQP-8499-TLMP

Ballard House, West Hoe Road

Plymouth

PL1 3BJ

United Kingdom

Contact name: Paul Williams

Email: procurement@plymouth.gov.uk

Website: <http://www.plymouth.gov.uk>

Region: UKK41 - Plymouth

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

ATKINSRÉALIS UK LIMITED

Summary of their role in this procurement: External consultants are supporting the contracting authority in the procurement process. Their involvement includes contributing to the drafting of the specification, assisting with handling enquiries from the market, and participating in the assessment of tenders alongside contracting authority representatives.

- Companies House: 00688424
- Public Procurement Organisation Number: PLLV-1772-YDYN

Woodcote Grove, Ashley Road

Surrey

KT18 5BW

United Kingdom

Email: ukwinwork@atkinsrealis.com

Website: <http://www.atkinsrealis.com>

Region: UKJ26 - East Surrey

Contact organisation

Contact Plymouth City Council for any enquiries.