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Planning

Bus Franchising Contract Management System

Liverpool City Region Combined Authority

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

Notice identifier: 2025/S 000-050360

Procurement identifier (OCID): ocds-h6vhtk-058bbf ([view related notices](#))

Published 21 August 2025, 8:16am

Scope

Reference

DN787667

Description

The Liverpool City Region Combined Authority (LCRCA) is on a journey to take back control of the city region's bus network through Bus franchising. The LCRCA will become responsible for 100% of the bus network, and will award contracts to operators to run these services on their behalf, with key performance metrics in place with constant monitoring of their performance.

In return for running these services, each Operator will receive a 4 weekly service payment.

We are looking to engage with the market to gain insights into Contract Management capabilities that will allow the LCRCA to ensure each Operators' service payment accurately reflects the contract in place and incorporates any performance measure adjustments.

Requirements

Please provide a demonstration of your solution. We are particularly interested in a CMS which will deliver:

CMS;

- Business as usual Franchise Contract management (New/change/cancel)
- Contract changes, temporary, emergency and permanent
- Excellent UI, maximum automation
- Ability to ingest bus timetable data in TxC format
- Logging of Breaches/fixed penalties
- Data export and dashboards

Payment Calculator;

- Ability to hold/refresh indexed elements used in payment calculations
- Integration with AVL data to calculate Indexed Lost Mileage, which has been approved by LCRCA
- Logging of Excusing Events and how data can be excluded from the calculation
- The calculation of bonus/deductions for:
 - Start Point punctuality
 - Intermediate point punctuality
 - Vehicle compliance
 - Customer Complaints
 - Breaches
 - Partnering & Growth element
 - Patronage element

- Calculation of Service payment in line with payment schedule
- Calculation of performance adjustment
- Logging of miscellaneous payments
- Self-Billing invoice creation
- Approval & authorisation (by different roles) for payment
- Integration with payment system

The LCRCA requires suppliers to be compliant with either ISO27001 or Cyber Essentials Plus standards. Adopting a cloud-first strategy for all IT systems, the LCRCA mandates that any system must be fully hosted within the UK or EU. For ticket purchases, PCI compliance is essential. During the engagement session, suppliers are expected to detail their data requirements and specify the necessary feeds to ensure system functionality.

Total value (estimated)

- £950,000 excluding VAT
- £1,140,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 31 March 2026 to 30 March 2031
- Possible extension to 30 March 2033
- 7 years

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKD7 - Merseyside

Engagement

Engagement deadline

5 September 2025

Engagement process description

LCRCA will be hosting an online 60-minute presentation session via Teams for interested suppliers between Tuesday 9 September and Wednesday 10 September.

LCRCA will present a slideshow for approx. 15mins, outlining the requirement and the expected quality levels we are looking for from bidders, with the remaining session time available for interested suppliers to ask questions.

Interested suppliers should confirm their attendance

to the presentation session to

Martin.McLoughlin@liverpoolcityregion-ca.gov.uk and

Karl.Bradbury@liverpoolcityregion-ca.gov.uk by no

later than midday on Friday 5 September 2025; following which they will be sent an invite to the presentation session.

A Q&A sheet capturing the discussion, and the presentation slides will be shared as part of the tender documentation for suppliers unable to attend the session.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

3 November 2025

Contracting authority

Liverpool City Region Combined Authority

- Public Procurement Organisation Number: PNDZ-8253-CJJM

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Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government