

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/055744-2025>

Contract

TfWM Safeguarding Lead Consultancy Support

West Midlands Combined Authority

F03: Contract award notice

Notice identifier: 2025/S 000-055744

Procurement identifier (OCID): ocds-h6vhtk-059872

Published 11 September 2025, 11:33am

Section I: Contracting authority

I.1) Name and addresses

West Midlands Combined Authority

16 Summer Lane

Birmingham

B193SD

Email

procurement.team@wmca.org.uk

Country

United Kingdom

Region code

UKG31 - Birmingham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

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

TfWM Safeguarding Lead Consultancy Support

II.1.2) Main CPV code

- 71311200 - Transport systems consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Transport for West Midlands (TFWM) requires support from a Safeguarding Lead to ensure the safe and compliant operation of Ring & Ride (R&R)/Demand Responsive Transport (DRT)/West Midlands Bus on Demand services.

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: £38,395.20

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

Transport for West Midlands (TFWM) requires support from a Safeguarding Lead to ensure the safe and compliant operation of Ring & Ride (R&R)/Demand Responsive Transport (DRT)/West Midlands Bus on Demand services.

- Ensure appropriate safeguarding protocols and procedures are developed and implemented, with adherence by TfWM and operators

- Develop, deliver, and maintain the Safeguarding Action Plan for the delivery of R&R and DRT services in the region for all operational elements of the service including assurance and audit of NEAT operations; We Move operations; VIA system; internal TfWM training, processes and procedures and commissioned customer contact function.
- Coordinate and undertake a repeat safeguarding and assurance audit of operational activity, including site visits to operators.
- Provide expert, independent advice for any investigated safeguarding incidents undertaken by TfWM and operation partners, and support Customer Experience colleagues with specialist safeguarding advice.
- Record the actions and outcomes from any investigated safeguarding incidents of near misses and implement and manage the action tracker ensuring that the actions identified are delivered.
- Prepare and present reports to the R&R/DRT Steering Group and the operational management structure to report on safeguarding issues identified, resulting actions and progress.
- Collate a consolidated list of development proposals with the tech provider to ensure the system can deliver safeguarding best practice across the service.
- Support the programme management activities, leading on all safeguarding tasks, for the implementation of the new Target Operating Model.
- Work with the technology provider to migrate to new operators as part of new TOM.

II.2.5) Award criteria

Price

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:

Direct award to Waterman Aspen as permissible under the MHA Framework guidelines.

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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 September 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Waterman Aspen Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

02203474

The contractor is an SME

No

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

Total value of the contract/lot: £38,395.20

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

West Midlands Combined Authority

Birmingham

Country

United Kingdom