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Contract

PA0000003042 - Dstl Shuttle Service

Defence Science and Technology Laboratory

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-056701

Procurement identifier (OCID): ocds-h6vhtk-04ee32 ([view related notices](#))

Published 15 September 2025, 4:29pm

Scope

Reference

PA0000003042

Description

The Defence Science and Technology Laboratory (Dstl) is an Executive Agency of the Ministry of Defence (MOD), employing approximately 5000 staff across two core sites. Dstl exists to supply the very best impartial scientific and technical research and advice to the MOD and other government departments. Dstl is committed to providing sustainable travel options to its employees under its Travel Plan, with the aim of reducing the number of single occupancy vehicles traveling to Dstl sites. Dstl has committed to provide Dstl staff with an accessible bus/coach service from agreed locations to its sites. The current services are:

- Porchester - 21 journeys per day.
- Southsea - 4 Journeys per day.

- Porton Down - 9 Journeys per day.

Dstl requires a bus/coach service from agreed locations to its core sites as part of its commitment to reduce the number of single occupancy vehicles travelling to Dstl sites.

The sites are as follows:

- Porton Down, Salisbury, Wiltshire, SP4 0JQ (3 Routes)
 - Portsdown West, Fareham, Hampshire , PO17 6AD (2 Routes)
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Contract 1. PA0000003042 Dstl Shuttle Service

Supplier

- CollectiveTech TA RideTandem

Contract value

- £2,923,221.51 excluding VAT
- £2,923,221.51 including VAT

Above the relevant threshold

Date signed

2 September 2025

Contract dates

- 1 October 2025 to 30 September 2028
- Possible extension to 30 September 2030
- 5 years

Description of possible extension:

2 x 12 month option periods to which can be invoked at any time, at the Authorities discretion.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The two option years are options available under the contract.

CPV classifications

- 63520000 - Transport agency services

Contract locations

- UKJ3 - Hampshire and Isle of Wight
- UKK15 - Wiltshire CC

Key performance indicators

Name	Description	Reporting frequency
MI returns	Passenger numbers to be returned to Dstl on a weekly basis.	1 months
Service Performance Data	Contractor is to record and supply monthly on-time service performance data,	1 months
Invoice Payment	Confirmation of receipt and time of receipt by Dstl (as evidenced within Dstl's finance and/or email system).	1 months
Self-Audit Certification	Confirmation of receipt and time of receipt by Dstl.	1 months
Ah-hoc requests	On time delivery of adhoc requests for information and reports	1 months
Supplier Information	Confirmed by Contractor that they have kept Dstl up to date with any key contact personnel changes. Confirmation by Dstl that no issues have arisen resulting from inaccurate/out of date Contractor contact information.	1 months
Customer Satisfaction	Contractor's performance against customer satisfaction surveys	1 months
Complaints Handling	The Contractor shall use its best endeavours to resolve the Complaint within three (3) Working Days	1 months
Replacement vehicle timescales	The Contractor shall communicate to Dstl any vehicle breakdowns and a replacement vehicle shall be deployed immediately causing minimal disruption. Service shall resume no later than a hour post deployment	1 months

Name	Description	Reporting frequency
Communication on service disruption	The Contractor shall communicate to Dstl any disruptions to the service immediately and propose alternative solutions to ensure continuation of the service in line with the timetable.	1 months
Departing Early	The Contractor shall leave a stop no earlier than the designated times stipulated on the timetable.	1 months
Lateness	The Contractor shall attend each designated stop no later than 5 minutes of the provided on the timetable the route time. (Where unavoidable due to circumstances outside of the drivers control service credits will not be applied)	1 months

Submission

Submission type

Tenders

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Supplier

CollectiveTech TA RideTandem

- Companies House: 11908428

International House 126 Colmore Row

Birmingham

B3 3AP

United Kingdom

Email: hello@ridetandem.co

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Defence Science and Technology Laboratory

- Public Procurement Organisation Number: PDDM-1961-MTLN

Porton Down

Salisbury

SP4 0JQ

United Kingdom

Email: comrclfm&bss@dstl.gov.uk

Website:

<https://www.gov.uk/government/organisations/defence-science-and-technology-laborator>

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - central government