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Planning

## SYMCA Demand Responsive Transport Pilot

South Yorkshire Mayoral Combined Authority

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

Notice identifier: 2025/S 000-074308

Procurement identifier (OCID): ocds-h6vhtk-05e240 ([view related notices](#))

Published 17 November 2025, 11:04am

## Scope

### Description

Preliminary Market Engagement Event - SYMCA Demand Responsive Transport Pilot

The Contracting Authority wishes to appoint a provider to supply and operate the software for and run Demand Responsive Transport (DRT) pilot services in two separate zones - one in Doncaster and one in Rotherham. SYMCA is commissioning the pilots on behalf of City of Doncaster Council and Rotherham Metropolitan Borough Council. All three organisations will be represented on the project team overseeing delivery of the contract, alongside the successful Provider.

SYMCA is hosting a market engagement event to include individual one-to-one interview sessions with interested suppliers.

The purpose of this event is to share details of the upcoming procurement opportunity, stimulate market interest, gather feedback from the market, and provide suppliers with an opportunity to ask questions and express an interest.

Following the market engagement period, SYMCA will consider all feedback received both on the day and from completed questionnaires (which will be issued by e-mail to all attendees) before finalising the procurement strategy.

The proposed works for SYMCA's Demand Responsive Transport Pilot, include: -

- a) Recognise actual and virtual bus stops as appropriate
- b) Service Zones: Doncaster & Rotherham, mapped operating areas, specific interchange points.
- c) Vehicles: Min. 2 per zone, 12 hours/day (06:00-18:00), Monday to Saturday (excluding most Bank Holidays), wheelchair accessible, licensed as PSV/PHV, branded for DRT
- d) Booking & Software: App & phone booking, real-time & advance, route optimisation, accessibility features
- e) Payments: App/on-board, concessionary fares, data reporting to SYMCA
- f) Security: PCI DSS, GDPR, Cyber Essentials, regular audits
- g) Integration: GTFS/Siri, NaPTAN, scheduled bus service referral
- h) Contact Centre: Core hours (core hours: 08:30-14:30, Mon-Fri), performance KPIs, feedback mechanisms
- i) Contract Management: Weekly/monthly meetings, complaints procedure, driver/vehicle safety checks
- j) Reporting: Usage, performance, anonymised data, KPI tracking
- k) Branding: SYMCA guidelines, public engagement, user support
- l) Timeline: Tender to launch: Jan-Feb 2026

The overall estimated Pilot duration is 12 months with one zone being implemented a month prior to implementation of the second zone.

Contract dates (estimated)

1st April 2026 - 21st July 2026 - Mobilization & Configuration.

1st July 2026 - Commence Service Doncaster.

1st August 2026 - Commence Service Rotherham.

## **Total value (estimated)**

- £800,000 excluding VAT
- £960,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 1 April 2026 to 31 March 2027
- 1 year

## **Main procurement category**

Services

## **CPV classifications**

- 48000000 - Software package and information systems
- 60000000 - Transport services (excl. Waste transport)
- 72000000 - IT services: consulting, software development, Internet and support
- 79900000 - Miscellaneous business and business-related services

## **Contract locations**

- UKE - Yorkshire and the Humber

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## **Engagement**

### **Engagement deadline**

21 November 2025

### **Engagement process description**

Date: Wednesday 26th November 2025

Time: 10:00 a.m. - 12:00 p.m.

Location: MS Teams

10:00-11:00: SYMCA to talk through an introduction &

Background to the works and to present a slide deck to potential suppliers.

11:00-12:00: Q&A for potential providers.

Please confirm your attendance by replying to the e-mail address provided below before 12 noon on 21st November 2025.

Contracting Authority

South Yorkshire Mayoral Combined Authority (SYMCA):

Email: [Bethany.Lund@SouthYorkshire-ca.gov.uk](mailto:Bethany.Lund@SouthYorkshire-ca.gov.uk)

Website: <https://www.southyorkshire-ca.gov.uk>

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## **Participation**

### **Particular suitability**

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

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## **Contracting authority**

### **South Yorkshire Mayoral Combined Authority**

- Public Procurement Organisation Number: PDBT-6675-QXPN

11 Broad Street West

Sheffield

S1 2BQ

United Kingdom

Email: [David.Nichols@southyorkshire-ca.gov.uk](mailto:David.Nichols@southyorkshire-ca.gov.uk)

Region: UKE32 - Sheffield

Organisation type: Public authority - sub-central government