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Tender

Shopmobility and Demand Responsive Transport Services

Plymouth City Council

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

Notice identifier: 2025/S 000-075290

Procurement identifier (OCID): ocds-h6vhtk-05e48a

Published 19 November 2025, 2:48pm

Scope

Reference

26694

Description

Plymouth City Council ("The Authority") is seeking to appoint a suitably experienced and capable Supplier to deliver a range of accessible transport services within the city of Plymouth. These services include the provision of Shopmobility, Demand Responsive Transport (DRT), and a Community Car Scheme.

The successful Supplier will be expected to deliver the following core services:

1. Shopmobility Services

Shopmobility enables residents and visitors with mobility impairments to access Plymouth city centre by providing the hire of manual wheelchairs and electric scooters. The service operates from a central base located on the ground floor of the Mayflower East Car Park, Mayflower Street, Plymouth, PL1 1QJ.

2. Demand Responsive Transport (Dial-a-Ride)

This door-to-door transport service is designed for Plymouth residents who are eligible for a concessionary bus pass and who are unable to access conventional public transport due to mobility or accessibility challenges.

3. Community Car Scheme

A not-for-profit car-sharing initiative that supports residents with mobility issues in accessing essential services and facilities across Plymouth. The scheme is operated by volunteer drivers using their own vehicles.

The Authority is committed to ensuring these services remain accessible, reliable, and responsive to the needs of Plymouth's residents and visitors. The appointed Supplier will be expected to demonstrate a strong understanding of inclusive transport, community engagement, and service innovation, while delivering high-quality, customer-focused services.

Total value (estimated)

- £457,350 excluding VAT
- £548,820 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The Authority reserves the right to extend the contract for one additional period of up to 2 years beyond the initial 3-year term. This option may be exercised based on satisfactory

supplier performance and continued budget availability.

Options

The right to additional purchases while the contract is valid.

The Authority reserves the right, at its sole discretion, to exercise the following options during the contract term:

Additional Purchases: supplementary hire equipment (e.g., wheelchairs, scooters, vehicles) or related transport services to meet increased demand or enhance service delivery under Shopmobility, DRT, and the Community Car Scheme.

Service Expansion: scaled-up capacity or geographic extension for the core services to reflect evolving community needs or policy goals.

Contract Extension: an extension of the contract beyond the initial term of 3 Years, up to a maximum of 5 Years.

Exercising any option is subject to availability of budget, satisfactory performance by the Supplier, and demonstrable continued need for the additional services or resources.

Main procurement category

Services

CPV classifications

- 60112000 - Public road transport services
- 60120000 - Taxi services
- 60130000 - Special-purpose road passenger-transport services
- 98000000 - Other community, social and personal services

Contract locations

- UKK41 - Plymouth

Justification for not using lots

The Authority has decided not to divide this procurement into lots for the following reasons:

The services required, Shopmobility, Demand Responsive Transport (Dial-a-Ride), and the Community Car Scheme are interdependent and collectively form a single, integrated accessible transport offer for Plymouth residents and visitors. Delivering these services under one contract will ensure:

Operational Integration and Service Continuity: A single supplier can provide a seamless customer experience and maintain consistent service standards across all elements of the requirement. Fragmentation into separate lots would risk inefficiencies and service gaps.

Economies of Scale and Cost Efficiency: Combining the services under one contract enables resource sharing (e.g., staffing, vehicles, administration), reducing duplication and overall costs. Multiple contracts would increase management overhead for both the Authority and suppliers.

Quality and Accountability: A unified approach simplifies performance monitoring and accountability, ensuring clear responsibility for service delivery and compliance with contractual obligations.

Market Considerations: The specialist nature of these services and the limited local market mean that dividing the requirement into lots could reduce competition and discourage participation. A single lot maximises bidder flexibility to propose innovative, integrated solutions.

Risk Management: A single contract reduces the risk of service disruption and coordination challenges that could arise from managing multiple providers.

For these reasons, the Authority considers that a single-lot approach is the most effective and proportionate method to achieve its objectives.

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

15 December 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=636f894d-4bc5-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 (DN797169), 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 experiences 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)

2 February 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 July 2030

Award criteria

Name	Description	Type	Weighting
Method Statements	The sub-weightings of individual method statement questions are set out within the Procurement Documents	Quality	60%
Total Tender Sum	Based on the Total Cost for All Years to provide the minimum services as set out within the specification (excluding VAT), and excluding TUPE costs.	Price	30%
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

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=636f894d-4bc5-f011-813a-005056b64545&p=696a9836-1895-e511-8105-000c29c9ba21>

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