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Award

Real Time Passenger Information System Upgrade & Ongoing Support

Plymouth City Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-079314

Procurement identifier (OCID): ocds-h6vhtk-056b08 ([view related notices](#))

Published 3 December 2025, 12:21pm

Scope

Reference

27236

Description

Plymouth City Council ("The Authority") is seeking suitably qualified and experienced suppliers to tender for the replacement of the city's Real-Time Passenger Information (RTPI) system to include Traffic Light Priority (TLP).

This project forms a key part of the Authority's commitment to improving public transport infrastructure and enhancing the passenger experience within the city of Plymouth.

The successful Supplier will be responsible for the supply, installation, and commissioning of the following components:

- in-shelter displays.
- pole-mounted displays.

- additional displays at various key sites across the city of Plymouth.

The system must be fully integrated and capable of delivering accurate, real-time information to passengers across the city of Plymouth.

The contract will include ongoing support and maintenance for both hardware and software throughout the contract term, provision of all necessary data feeds to ensure accurate and timely information delivery, a web-based back-office system to enable the Authority to monitor system performance and manage display content, including manual overrides where necessary.

A comprehensive reporting package must be provided to monitor and report on system performance, support compliance with targets set out in the Bus Service Improvement Plan (BSIP) and other Department for Transport (DfT) requirements, and also be adaptable to future changes in reporting needs and performance metrics for the duration of the contract.

The solution must be scalable and flexible to accommodate future technological developments, policy changes, and evolving user needs.

Contract 1

Supplier

- J M W SYSTEMS LIMITED

Contract value

- £1,050,545 excluding VAT
- £1,260,654 including VAT

Above the relevant threshold

Award decision date

1 December 2025

Date assessment summaries were sent to tenderers

3 December 2025

Standstill period

- End: 12 December 2025
- 8 working days

Earliest date the contract will be signed

15 December 2025

Contract dates (estimated)

- 5 January 2026 to 31 March 2033
- 7 years, 2 months, 27 days

Main procurement category

Goods

Additional procurement category

Services

Options

The right to additional purchases while the contract is valid.

The contract includes options for the provision of additional or enhanced system functionalities related to real-time passenger information and traffic light priority.

These may include, but are not limited to:

- Integration with additional transport modes or operators.
- Expansion of the system to cover additional geographic areas or routes.
- Deployment of additional display units or on-vehicle equipment.
- Implementation of enhanced analytics, reporting, or data-sharing capabilities.
- Upgrades to support emerging technologies (e.g. 5G connectivity, AI-based prediction models).
- Optional modules for user engagement, accessibility features, or environmental monitoring.

These options may be exercised at the discretion of the Authority in response to evolving operational requirements, technological developments, or stakeholder needs during the contract term.

CPV classifications

- 30200000 - Computer equipment and supplies
- 32321200 - Audio-visual equipment
- 32400000 - Networks

- 34970000 - Traffic-monitoring equipment
- 45316210 - Installation of traffic monitoring equipment
- 48813200 - Real-time passenger information system
- 50324100 - System maintenance services
- 63712700 - Traffic control services
- 72267000 - Software maintenance and repair services

Contract locations

- UKK41 - Plymouth

Information about tenders

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

J M W SYSTEMS LIMITED

- Companies House: 04009246
- Public Procurement Organisation Number: PWDY-9763-DVZQ

Systems House Stone Enterprise Centre

Stone

ST15 0SR

United Kingdom

Email: tenders@jmw-systems.co.uk

Website: <https://www.jmw-systems.co.uk/>

Region: UKG24 - Staffordshire CC

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

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

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

ATKINSRÉALIS UK LIMITED

Summary of their role in this procurement: External consultants are supporting the contracting authority in the procurement process. Their involvement includes contributing to the drafting of the specification, assisting with handling enquiries from the market, and participating in the assessment of tenders alongside contracting authority representatives.

- Companies House: 00688424
- Public Procurement Organisation Number: PLLV-1772-YDYN

Woodcote Grove, Ashley Road

Surrey

KT18 5BW

United Kingdom

Email: ukwinwork@atkinsrealis.com

Website: <http://www.atkinsrealis.com>

Region: UKJ26 - East Surrey

Contact organisation

Contact Plymouth City Council for any enquiries.