

OFFICER DECISION RECORD (ODR2)

DEMAND RESPONSIVE TRANSPORT SYSTEM

This form records an officer decision and is published in accordance with the Openness of Local Government Bodies Regulations 2014.

Date of Decision	26 November 2025
Decision Taker (including Job Title)	Tom Moody Director of Transport and Infrastructure
Specific Delegation	The CEC Constitution dated July 2025 delegates at Chapter 2 part 5 paragraph 54 authority to the Executive Director of Place power to take any decisions in relation to Strategic Transport subject to the terms of the Constitution. The scheme of delegation dated July 2025 authorised the Executive Director Place to delegate authority to the Director of Transport and Infrastructure to ensure the effective operation of services within Strategic Transport and Parking within Place, namely Parking Services and Strategic Transport and Local Transport Plan. By a delegation from the Highways and Transport Committee on 19 September 2024 for the Director of Transport and Infrastructure to procure the Council's supported bus services including flexible transport. By a delegation from Highways and Transport Committee on 19 June 2025 for the Director of Transport and Infrastructure to deliver a modernised Demand Responsive Transport (DRT) service in line with the specification which was approved by the Committee at the same meeting.
Brief Description of Decision	On 19 September 2024, the Highways and Transport Committee approved proposals to extend FlexiLink hours of operation, on a trial basis, and make it available for use by all passengers who do not have access to a fixed-route bus service. Authority was delegated to the Director of Infrastructure and Highways to identify the most cost effective delivery model for flexible transport which also

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meets the provision for home-to-school special educational needs and disability (SEND) transport, in consultation with the Director of Education, Strong Start and Integration; and to procure the Council's supported bus services including flexible transport

On 19 June 2025, the Highways and Transport Committee approved a specification for a modernised DRT service as part of the Council's transformation programme and delegated authority to the Director of Transport and Infrastructure to deliver the service in line with the specification.

To operate the modernised DRT service in line with the approved specification, the Council needs to procure a software system for booking and scheduling passenger journeys, enabling passengers to share the same vehicle and optimise operating efficiency. The Council has an existing contract with Via Technologies Europe B.V. which was made with Ansa Environmental Services Limited. This contract expires on 31 March 2026 and there is no mechanism by which this can be extended.

Following advice from Legal and Procurement teams, it is proposed to make a direct award permitted under the provisions of CCS Framework (RM1557.14) (G Cloud 14), to

██████████ for use of its software solution to operate DRT services across the Borough from 1st April 2026 for 2 years, with options to extend for a further 1 or 2 years. The contract will be finalised in December 2025.

The indicative costs are as follows for a maximum usage of 10 vehicles (excluding monthly ridership fees):

Monthly ridership fees are estimated over the first two years as approximately [REDACTED]. It should be noted that the monthly fees are variable depending on the ridership, so the outturn cost could vary slightly from the estimated figure.

These costs will be funded from allocated budgets which include [REDACTED] per annum of Local Bus Grant funding from the Department for Transport.

Reasons for the Decision and alternatives considered	As set out above, the Highways and Transport Committee approved a specification for a modernised DRT service which requires a booking and scheduling system in order to operate efficiently. The contract for the Council's current system expires on 31 March 2026 and cannot be extended. Configuring and implementing the new software will take several months. Procurement of a DRT booking and scheduling system from another supplier was considered. However, adoption of a new supplier would bring a number of additional impacts including: 1) Requirement to train and familiarise staff with the new systems, 2) Introduction of a new interface for passengers using the DRT service will likely inconvenience existing users who are familiar with the [REDACTED] 3) Lack of continuity in the scheduling system introduces additional risk of service disruption. Therefore, it was considered that a direct award [REDACTED] would provide the most economically advantageous option avoiding additional risks for the DRT service or its passengers. Due to the expiry of the existing contract on 31 March 2026, doing nothing is not an option.
Member consultation and interests declared	The Highways and Transport Committee discussed the proposals on the 19 September 2024 and the 19 June 2025. The proposals were subsequently approved. The Bus Enhanced Partnership Board has also endorsed the proposals for a modernised DRT service. The proposals were discussed at the Enhanced Partnership Forum in November 2024 and June 2025 which were attended by CEC Ward Councillors, Town and Parish Councillors.
Significant Decision	NO
Legal Implications	As stated above, a direct award under the provisions of the G Cloud 14 Framework Agreement is justified and permitted within the relevant legislation. [REDACTED] The decision maker is authorised within the CEC Constitution to make this decision in fulfilment of the decision of the Committee referred to above to make this decision.

	The Legal Department supports the decision to award a contract to this supplier on the primary terms set out above. Phillip Rudall, Senior Solicitor, Commercial and Procurement Division. 25th November 2025
Financial Implications	This ODR is to purchase a new system to implement the trial DRT provision. The trial is expected to last two years. The cost of the system over the two years is expected to be [REDACTED]. The contract aligns with that in terms of the initial period and possible extensions. The service has compared this to the previous offer and it is better value - but is high for a trial period. The costs will be funded from the £0.8m Local Bus Grant from the Department for Transport. Steve Reading, Finance, 25/11/2025
Confidential/Exempt Information	The areas redacted are confidential commercial information and are exempt from publication by virtue of the Access to Information regulations.
Background Papers	Not Applicable

Signed



Tom Moody

Director of Transport & Infrastructure

Dated 26 November 2025

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