

Forenede Kongerige, Det-London: Vejtransport
OJ S 178/2021 14/09/2021
Bekendtgørelse om indgåede kontrakter
Tjenesteydelser

Retsgrundlag:

Direktiv 2014/24/EU

Del I: Ordregivende myndighed

I.1. Navn og adresser

Officielt navn: Transport for London
Postadresse: Palestra, 197 Blackfriars Road
By: London
NUTS-kode: UKI London
Postnummer: SE1 8NJ
Land: Det Forenede Kongerige
Kontaktperson: Miss Jessica Denton
E-mail: JESSDENTON@TFL.GOV.UK
Telefon: +44 3432221234
Internetadresse(r):
Overordnet internetadresse: <https://tfl.gov.uk>
Internetadresse for køberprofilen: <https://tfl.gov.uk>

I.4. Type ordregivende myndighed

Offentligretligt organ

I.5. Hovedaktivitet

Generelle offentlige tjenester

Del II: Genstand

II.1. Udbuddets omfang

II.1.1. Betegnelse

Vehicle Licensing and Inspection Services and a Technology System for Taxi and Private Hire Services
Sagsnr.: DN456625

II.1.2. Hoved-CPV-kode

60100000 Vejtransport

II.1.3. Kontrakttype

Tjenesteydelser

II.1.4. Kort beskrivelse

Transport for London (TfL) license and regulate all of London's taxi and private hire drivers, vehicles and operators. The Mayor's Transport Strategy (MTS) requires that TfL has a strong licensing function in London, a safe and reliable taxi and private hire trade and it uses technology to serve our customers.

To ensure services provided to the taxi and private hire trade are delivered in the most effective and efficient manner, TfL are seeking to procure the services of supplier(s) to deliver and support the activity of vehicle licensing and inspection and an end to end technology system.

The procurement was divided into 2 lots and conducted via the competitive dialogue procedure. There was an option to submit a combined response for both lots.

Lot 1: A Technology System and Customer Access Portal for Taxi and Private Hire Services;
Lot 2: Vehicle Licensing, Inspection and Contact Centre Services.

II.1.6. Oplysninger om delkontrakter

Kontrakten er opdelt i delkontrakter: ja

II.1.7. Udbuddets samlede værdi

Værdi eksklusiv moms: 103 000 000,00 GBP

II.2. Beskrivelse

II.2.1. Betegnelse

A Technology System and Customer Access Portal for Taxi and Private Hire Services
Delkontraktnr.: 1

II.2.2. Supplerende CPV-kode(r)

22454000 Kørekort, 32427000 Netsystem, 48170000 Programpakke til overensstemmelsesprøvning, 48218000 Programpakke til licensforvaltning, 72212170 Udvikling af programmel til overensstemmelsesprøvning, 72212218 Udvikling af programmel til licensforvaltning, 72222300 Tjenesteydelser i forbindelse med informationsteknologi

II.2.3. Udførelsessted

NUTS-kode: UK United Kingdom

II.2.4. Beskrivelse af udbuddet

TfL has procured the services of a technology supplier to provide and maintain enabling technology in support of vehicle, driver and operator licensing and inspection services. The system created in respect of TfL needs shall be used by TfL and other suppliers in the day to day operations supporting TfL's customers in the taxi and private hire (TPH) trade. The services to be provided include the hosting of the system.

The technology solution shall deal with all elements of administering the licensing function and related back office functions and TPH on street enforcement. The system shall act as a central repository for data relating to the licensing function. The delivery of the services under the Lot 1 contract will include ensuring that the system integrates with different parts of the licensing service and is available for use by TfL and other suppliers. The services will also include general administration (records, bookings, personal detail processing), applications and on street enforcement functions.

It is TfL's intention to create a web first approach to taxi/private hire vehicle licensing and vehicle inspection booking that provides customers with simple, intuitive self-service experience leading to effective channel shift away from traditional communication methods. The Lot 1 supplier will act as the lead integrator of the services throughout the term of the agreement and shall also maintain the service system and all training materials and continually engage with TfL and other suppliers to maintain and improve operational delivery of the services.

The timescale to deliver a fully tested and accepted system for the operational phase is a major driver for the transition phase of the project.

Additional services

In accordance with Regulation 72(1) of the Public Contracts Regulations 2015 TfL reserve the right to include the following additional services as options through the term of the agreement. For the full scope of the additional services please see Schedule 2.2C of the contract but the services listed are: Compliance and enforcement handheld/mobile solution, Printing of documentation and licence materials, Scanning and lastly, Automation / Processing of Driver and Operator Licensing activities

II.2.5. Tildelingskriterier

Kvalitetskriterium - Navn: Quality criterion - Name: System Design / Vægtning: 35

Kvalitetskriterium - Navn: Quality criterion - Name: Mobilisation and Transition / Vægtning: 25

Kvalitetskriterium - Navn: Quality criterion - Name: Service Management / Vægtning: 25

Kvalitetskriterium - Navn: Quality criterion - Name: Innovation & Continuous Improvement / Vægtning: 15

Kvalitetskriterium - Navn: Price - Weighting: PQP / Vægtning: PQP

Pris - Vægtning: PQP

II.2.11. Oplysninger om optioner

Optioner: nej

II.2.13. Oplysninger om EU-midler

Udbuddet vedrører et EU-finansieret projekt og/eller program: nej

II.2.14. Yderligere oplysninger

II.2. Beskrivelse

II.2.1. Betegnelse

Vehicle Licensing, Inspection and Contact Centre Services

Delkontraktnr.: 2

II.2.2. Supplerende CPV-kode(r)

22454000 Kørekort, 60120000 Taxikørsel, 60130000 Specialiseret personbefordring ad vej, 63712000 Hjelpevirksomhed i forbindelse med vejtransport, 71631200 Teknisk inspektion af motorkøretøjer, 75100000 Virksomhed i forbindelse med administration

II.2.3. Udførelsessted

NUTS-kode: UK United Kingdom

II.2.4. Beskrivelse af udbuddet

TfL have successfully procured the services of a supplier to provide vehicle licensing, inspection and contact centre services.

The services will include taking online and telephony bookings through a contact centre established and operated by the supplier and carrying out service and physical taxi and PHV inspections at a specified number of London based inspection sites. It is currently anticipated that there will be 5 sites. By way of illustration only, there are currently approximately 450 licensed vehicle inspections carried out daily and 120 000 annually.

The vehicle licencing process, applicable for all taxis and private hire vehicles ensures they meet TfL's conditions of fitness (Taxis) and Private Hire Vehicles (London PHV vehicles) Regulations 2004 through inspections on a regular basis (which doesn't replace MOT's) in line with predefined criteria as set out in TfL's Inspection Manual <http://content.tfl.gov.uk/vehicle-licence-inspection-manual.pdf>

The supplier will handle customer service enquiries related to vehicle license bookings and administrative activities such as change of ownership and address, including the processing of payments and refunds via the system provided under Lot 1. The Lot 2 supplier will work collaboratively and cooperatively with Lot 1 supplier and other suppliers throughout the life of the operational contract.

The supplier shall supply the appropriate vehicle inspection service at the relevant sites, establish the contact centre with the necessary equipment and staff and ensure that the staff operating the services are appropriately trained. The sites used for vehicle inspections shall be sourced by TfL.

Additional services

In accordance with Regulation 72(1) of the Public Contract Regulations 2015 TfL reserve the right to include the following additional services as options through the term of the agreement. For the full scope of the additional services please see Schedule 2.2C of the contract, the services listed are: Advanced Driver Testing, DBS Management service, Print of documentation and licence materials, Scanning and lastly, Automation / Processing of Driver and Operator Licensing activities.

II.2.5. Tildelingskriterier

Kvalitetskriterium - Navn: Quality Criterion - Name: Operational Services / Vægtning: 40

Kvalitetskriterium - Navn: Quality Criterion - Name: Mobilisation and Transition / Vægtning: 25

Kvalitetskriterium - Navn: Quality Criterion - Name: Service Management / Vægtning: 25

Kvalitetskriterium - Navn: Quality Criterion - Name: Innovation and Continuous Improvement / Vægtning: 10

Kvalitetskriterium - Navn: Price - Weighting: PQP / Vægtning: PQP

Pris - Vægtning: PQP

II.2.11. Oplysninger om optioner

Optioner: nej

II.2.13. Oplysninger om EU-midler

Udbuddet vedrører et EU-finansieret projekt og/eller program: nej

II.2.14. Yderligere oplysninger

Del IV: Procedure

IV.1. Beskrivelse

IV.1.1. Proceduretype

Konkurrencepræget dialog

IV.1.3. Oplysninger om rammeaftale eller dynamisk indkøbssystem

IV.1.8. Oplysninger om GPA-aftalen om offentlige udbud

Dette udbud er omfattet af GPA-aftalen: nej

IV.2. Administrative oplysninger

IV.2.1. Tidligere offentliggørelse om samme kontrakt

Bekendtgørelsens nummer i EUT S: [2020/S 007-011424](#)

IV.2.8. Oplysninger om opsigelse af dynamisk indkøbssystem

IV.2.9. Oplysninger om ophør af indkaldelse af tilbud i form af en forhåndsmeddelelse

Del V: Kontrakttildeling

Kontraktnr.: tfl_scp_001789

Delkontraktnr.: 1

Betegnelse:

Vehicle Licensing and Inspection Services and a Technology System for Taxi and Private Hire Services

En kontrakt/delkontrakt tildeles: ja

V.2. Kontrakttildeling

V.2.1. Dato for indgåelse af kontrakten

28/07/2021

V.2.2. Oplysninger om tilbud

Antal modtagne tilbud: 3

Kontrakten er blevet tildelt en sammenslutning af økonomiske aktører: nej

V.2.3. Kontrahentens navn og adresse

Officielt navn: Tata Consultancy Services Limited

Postadresse: 18 Grosvenor Place

By: London

NUTS-kode: UK United Kingdom

Postnummer: SW1X 7HS

Land: Det Forenede Kongerige

Kontrahenten er en SMV: nej

V.2.4. Oplysninger om kontraktens/delkontraktens værdi

Kontraktens/delkontraktens oprindeligt anslåede samlede værdi: 8 900 000,00 GBP

Kontraktens/delaftalens samlede værdi: 12 000 000,00 GBP

V.2.5. Oplysninger om underentreprise

Del V: Kontrakttildeling

Kontraktnr.: tfl_scp_001789

Delkontraktnr.: 2

Betegnelse:

Vehicle Licensing, Inspection and Contact Centre Services

En kontrakt/delkontrakt tildeles: ja

V.2. Kontrakttildeling

V.2.1. Dato for indgåelse af kontrakten

17/08/2021

V.2.2. Oplysninger om tilbud

Antal modtagne tilbud: 2

Kontrakten er blevet tildelt en sammenslutning af økonomiske aktører: nej

V.2.3. Kontrahentens navn og adresse

Officielt navn: Marston (Holdings) Limited
Postadresse: Rutland House, 8th Floor, 148 Edmund Street,
By: Birmingham,
NUTS-kode: UK United Kingdom
Postnummer: B3 2JR
Land: Det Forenede Kongerige
Kontrahenten er en SMV: nej

V.2.4. Oplysninger om kontraktens/delkontraktens værdi

Kontraktens/delkontraktens oprindeligt anslåede samlede værdi: 22 400 000,00 GBP
Kontraktens/delaftalens samlede værdi: 54 600 000,00 GBP

V.2.5. Oplysninger om underentreprise

Del VI: Supplerende oplysninger

VI.3. Yderligere oplysninger

The total combined value of the contracts is specified as £103,000,000.
This value is TfL's best estimate of the total value of the contracts and is comprised of:
Initial Term: £31,300,000 (Lot 1:£8,900,000) (Lot 2: £22,400,000)
Full Term: £66,600,000 (Lot 1: 12,000,000) (Lot 2: 54,600,000)
Provision for Additional Services: £36,400,000

VI.4. Klageprocedurer

VI.4.1. Organ med ansvar for klageprocedurerne

Officielt navn: Transport for London
Postadresse: Palestra, 197 Blackfriars Road
By: London
Postnummer: SE1 8NJ
Land: Det Forenede Kongerige

VI.4.2. Organ med ansvar for mæglingsprocedurerne

Officielt navn: Transport for London
Postadresse: Palestra, 197 Blackfriars Road
By: London
Postnummer: SE1 8NJ
Land: Det Forenede Kongerige

VI.5. Dato for afsendelse af denne bekendtgørelse

09/09/2021