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**United Kingdom-London: Road transport services  
2021/S 178-464895**

**Contract award notice**

**Results of the procurement procedure**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

Official name: Transport for London  
Postal address: Palestra, 197 Blackfriars Road  
Town: London  
NUTS code: UKI London  
Postal code: SE1 8NJ  
Country: United Kingdom  
Contact person: Miss Jessica Denton  
E-mail: [JESSDENTON@TFL.GOV.UK](mailto:JESSDENTON@TFL.GOV.UK)  
Telephone: +44 3432221234

**Internet address(es):**

Main address: <https://tfl.gov.uk>  
Address of the buyer profile: <https://tfl.gov.uk>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

Vehicle Licensing and Inspection Services and a Technology System for Taxi and Private Hire Services  
Reference number: DN456625

**II.1.2) Main CPV code**

60100000 Road transport services

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

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) **Information about lots**

This contract is divided into lots: yes

II.1.7) **Total value of the procurement (excluding VAT)**

Value excluding VAT: 103 000 000.00 GBP

II.2) **Description**

II.2.1) **Title:**

A Technology System and Customer Access Portal for Taxi and Private Hire Services

Lot No: 1

II.2.2) **Additional CPV code(s)**

22454000 Driving licences

32427000 Network system

48170000 Compliance software package

48218000 License management software package

72212170 Compliance software development services

72212218 License management software development services

72222300 Information technology services

II.2.3) **Place of performance**

NUTS code: UK United Kingdom

II.2.4) **Description of the procurement:**

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) **Award criteria**

Quality criterion - Name: Quality criterion - Name: System Design / Weighting: 35

Quality criterion - Name: Quality criterion - Name: Mobilisation and Transition / Weighting: 25

Quality criterion - Name: Quality criterion - Name: Service Management / Weighting: 25

Quality criterion - Name: Quality criterion - Name: Innovation & Continuous Improvement / Weighting: 15

Quality criterion - Name: Price - Weighting: PQP / Weighting: PQP

Price - Weighting: PQP

II.2.11) **Information about options**

Options: no

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**

Vehicle Licensing, Inspection and Contact Centre Services

Lot No: 2

II.2.2) **Additional CPV code(s)**

22454000 Driving licences

60120000 Taxi services

60130000 Special-purpose road passenger-transport services

63712000 Support services for road transport

71631200 Technical automobile inspection services

75100000 Administration services

II.2.3) **Place of performance**

NUTS code: UK United Kingdom

II.2.4) **Description of the procurement:**

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) Award criteria**

Quality criterion - Name: Quality Criterion - Name: Operational Services / Weighting: 40

Quality criterion - Name: Quality Criterion - Name: Mobilisation and Transition / Weighting: 25

Quality criterion - Name: Quality Criterion - Name: Service Management / Weighting: 25

Quality criterion - Name: Quality Criterion - Name: Innovation and Continuous Improvement / Weighting: 10

Quality criterion - Name: Price - Weighting: PQP / Weighting: PQP

Price - Weighting: PQP

**II.2.11) Information about options**

Options: no

**II.2.13) Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

**II.2.14) Additional information**

**Section IV: Procedure**

**IV.1) Description**

**IV.1.1) Type of procedure**

Competitive dialogue

**IV.1.3) Information about a framework agreement or a dynamic purchasing system**

**IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

**IV.2) Administrative information**

**IV.2.1) Previous publication concerning this procedure**

Notice number in the OJ S: [2020/S 007-011424](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

**Section V: Award of contract**

**Contract No:** tfl\_scp\_001789

**Lot No:** 1

**Title:**

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

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

28/07/2021

V.2.2) **Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Official name: Tata Consultancy Services Limited

Postal address: 18 Grosvenor Place

Town: London

NUTS code: UK United Kingdom

Postal code: SW1X 7HS

Country: United Kingdom

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: 8 900 000.00 GBP

Total value of the contract/lot: 12 000 000.00 GBP

V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** tfl\_scp\_001789

**Lot No:** 2

**Title:**

Vehicle Licensing, Inspection and Contact Centre Services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

17/08/2021

V.2.2) **Information about tenders**

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Official name: Marston (Holdings) Limited  
Postal address: Rutland House, 8th Floor, 148 Edmund Street,  
Town: Birmingham,  
NUTS code: UK United Kingdom  
Postal code: B3 2JR  
Country: United Kingdom  
The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: 22 400 000.00 GBP  
Total value of the contract/lot: 54 600 000.00 GBP

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**

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) **Procedures for review**

VI.4.1) **Review body**

Official name: Transport for London  
Postal address: Palestra, 197 Blackfriars Road  
Town: London  
Postal code: SE1 8NJ  
Country: United Kingdom

VI.4.2) **Body responsible for mediation procedures**

Official name: Transport for London  
Postal address: Palestra, 197 Blackfriars Road  
Town: London  
Postal code: SE1 8NJ  
Country: United Kingdom

VI.5) **Date of dispatch of this notice:**

09/09/2021