

Reino Unido-Londres: Servicios de transporte por carretera
OJ S 178/2021 14/09/2021
Anuncio de adjudicación de contrato
Servicios

Base jurídica:

Directiva 2014/24/UE

Apartado I: Poder adjudicador

I.1. Nombre y direcciones

Nombre oficial: Transport for London

Dirección postal: Palestra, 197 Blackfriars Road

Localidad: London

Código NUTS: UKI London

Código postal: SE1 8NJ

País: Reino Unido

Persona de contacto: Miss Jessica Denton

Correo electrónico: JESSDENTON@TFL.GOV.UK

Teléfono: +44 3432221234

Direcciones de internet:

Dirección principal: <https://tfl.gov.uk>

Dirección del perfil de comprador: <https://tfl.gov.uk>

I.4. Tipo de poder adjudicador

Organismo de Derecho público

I.5. Principal actividad

Servicios públicos generales

Apartado II: Objeto

II.1. Ámbito de la contratación

II.1.1. Denominación

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

Número de referencia: DN456625

II.1.2. Código CPV principal

60100000 Servicios de transporte por carretera

II.1.3. Tipo de contrato

Servicios

II.1.4. Breve descripción

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. Información relativa a los lotes

El contrato está dividido en lotes: sí

II.1.7. Valor total de la contratación

Valor IVA excluido: 103 000 000,00 GBP

II.2. Descripción

II.2.1. Denominación

A Technology System and Customer Access Portal for Taxi and Private Hire Services
Lote nº: 1

II.2.2. Código(s) CPV adicional(es)

22454000 Permisos de conducir, 32427000 Sistema de red, 48170000 Paquetes de software de conformidad, 48218000 Paquetes de software de gestión de licencias, 72212170 Servicios de desarrollo de software de conformidad, 72212218 Servicios de desarrollo de software de gestión de licencias, 72222300 Servicios de tecnología de la información

II.2.3. Lugar de ejecución

Código NUTS: UK United Kingdom

II.2.4. Descripción del contrato

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. Criterios de adjudicación

Criterio de calidad - Nombre: Quality criterion - Name: System Design / Ponderación: 35

Criterio de calidad - Nombre: Quality criterion - Name: Mobilisation and Transition /

Ponderación: 25

Criterio de calidad - Nombre: Quality criterion - Name: Service Management / Ponderación: 25

Criterio de calidad - Nombre: Quality criterion - Name: Innovation & Continuous Improvement /

Ponderación: 15

Criterio de calidad - Nombre: Price - Weighting: PQP / Ponderación: PQP

Precio - Ponderación: PQP

II.2.11. Información sobre las opciones

Opciones: no

II.2.13. Información sobre fondos de la Unión Europea

El contrato se refiere a un proyecto o programa financiado con fondos de la Unión Europea: no

II.2.14. Información adicional

II.2. Descripción

II.2.1. Denominación

Vehicle Licensing, Inspection and Contact Centre Services

Lote nº: 2

II.2.2. Código(s) CPV adicional(es)

22454000 Permisos de conducir, 60120000 Servicios de taxi, 60130000 Servicios especiales de transporte de pasajeros por carretera, 63712000 Servicios complementarios para el transporte por carretera, 71631200 Servicios de inspección técnica de automóviles, 75100000 Servicios de administración pública

II.2.3. Lugar de ejecución

Código NUTS: UK United Kingdom

II.2.4. Descripción del contrato

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. Criterios de adjudicación

Criterio de calidad - Nombre: Quality Criterion - Name: Operational Services / Ponderación: 40

Criterio de calidad - Nombre: Quality Criterion - Name: Mobilisation and Transition /

Ponderación: 25

Criterio de calidad - Nombre: Quality Criterion - Name: Service Management / Ponderación: 25

Criterio de calidad - Nombre: Quality Criterion - Name: Innovation and Continuous

Improvement / Ponderación: 10

Criterio de calidad - Nombre: Price - Weighting: PQP / Ponderación: PQP

Precio - Ponderación: PQP

II.2.11. Información sobre las opciones

Opciones: no

II.2.13. Información sobre fondos de la Unión Europea

El contrato se refiere a un proyecto o programa financiado con fondos de la Unión Europea: no

II.2.14. Información adicional

Apartado IV: Procedimiento

IV.1. Descripción

IV.1.1. Tipo de procedimiento

Diálogo competitivo

IV.1.3. Información sobre un acuerdo marco o un sistema dinámico de adquisición

IV.1.8. Información acerca del Acuerdo sobre Contratación Pública

El contrato está cubierto por el Acuerdo sobre Contratación Pública: no

IV.2. Información administrativa

IV.2.1.

Publicación anterior referente al presente procedimiento

Número de anuncio en el DO S: [2020/S 007-011424](#)

IV.2.8. Información sobre la terminación del sistema dinámico de adquisición

IV.2.9. Información sobre la anulación de la convocatoria de licitación en forma de anuncio de información previa

Apartado V: Adjudicación de contrato

Contrato nº: tfl_scp_001789

Lote nº: 1

Denominación:

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

Se adjudica un contrato/lote: sí

V.2. Adjudicación de contrato

V.2.1. Fecha de celebración del contrato

28/07/2021

V.2.2. Información sobre las ofertas

Número de ofertas recibidas: 3

El contrato ha sido adjudicado a un grupo de operadores económicos: no

V.2.3. Nombre y dirección del contratista

Nombre oficial: Tata Consultancy Services Limited

Dirección postal: 18 Grosvenor Place

Localidad: London

Código NUTS: UK United Kingdom

Código postal: SW1X 7HS

País: Reino Unido

El contratista es una PYME: no

V.2.4. Información sobre el valor del contrato/lote

Valor total inicial estimado del contrato/lote: 8 900 000,00 GBP

Valor total del contrato/lote: 12 000 000,00 GBP

V.2.5. Información sobre la subcontratación

Apartado V: Adjudicación de contrato

Contrato nº: tfl_scp_001789

Lote nº: 2

Denominación:

Vehicle Licensing, Inspection and Contact Centre Services

Se adjudica un contrato/lote: sí

V.2. Adjudicación de contrato

V.2.1. Fecha de celebración del contrato

17/08/2021

V.2.2. Información sobre las ofertas

Número de ofertas recibidas: 2

El contrato ha sido adjudicado a un grupo de operadores económicos: no

V.2.3. Nombre y dirección del contratista

Nombre oficial: Marston (Holdings) Limited

Dirección postal: Rutland House, 8th Floor, 148 Edmund Street,

Localidad: Birmingham,

Código NUTS: UK United Kingdom

Código postal: B3 2JR

País: Reino Unido

El contratista es una PYME: no

V.2.4. Información sobre el valor del contrato/lote

Valor total inicial estimado del contrato/lote: 22 400 000,00 GBP

Valor total del contrato/lote: 54 600 000,00 GBP

V.2.5. Información sobre la subcontratación

Apartado VI: Información complementaria

VI.3. Información adicional

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. Procedimientos de recurso

VI.4.1. Órgano competente para los procedimientos de recurso

Nombre oficial: Transport for London

Dirección postal: Palestra, 197 Blackfriars Road

Localidad: London

Código postal: SE1 8NJ

País: Reino Unido

VI.4.2. Órgano competente para los procedimientos de mediación

Nombre oficial: Transport for London

Dirección postal: Palestra, 197 Blackfriars Road

Localidad: London

Código postal: SE1 8NJ

País: Reino Unido

VI.5. Fecha de envío del presente anuncio

09/09/2021