

Suurbritannia / Ühendkuningriik-London: Maanteetransporditeenused

OJ S 178/2021 14/09/2021

Hankelepingu sõlmimise teade

Teenused

Õiguslik alus:

Direktiiv 2014/24/EL

I osa: Hankija

I.1. Nimi ja aadressid

Ametlik nimetus: Transport for London

Postiaadress: Palestra, 197 Blackfriars Road

Linn: London

NUTS kood: UKI London

Sihtnumber: SE1 8NJ

Riik: Ühendkuningriik

Kontaktisik: Miss Jessica Denton

E-post: JESSDENTON@TFL.GOV.UK

Telefon: +44 3432221234

Internetiaadress(id):Üldaadress: <https://tfl.gov.uk>Hankijaprofiili aadress: <https://tfl.gov.uk>**I.4. Hankija liik**

Avalik-õiguslik juriidiline isik

I.5. Põhitegevus

Üldised avalikud teenused

II osa: Ese

II.1. Hanke kogus või ulatus**II.1.1. Nimetus**

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

Viitenumber: DN456625

II.1.2. CPV põhikood

60100000 Maanteetransporditeenused

II.1.3. Lepingu liik

Teenused

II.1.4. Lühikirjeldus

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. Teave osade kohta

Hankeleping on jaotatud osadeks: jah

II.1.7. Hanke lõplik kogumaksumus

Maksumus käibemaksuta: 103 000 000,00 GBP

II.2. Kirjeldus

II.2.1. Nimetus

A Technology System and Customer Access Portal for Taxi and Private Hire Services
Osa nr: 1

II.2.2. CPV lisakood(id)

22454000 Autojuhiload, 32427000 Võrgusüsteem, 48170000 Vastavustarkvarapakett, 48218000 litsentside haldamise tarkvarapakett, 72212170 Vastavustarkvara arendusteenused, 72212218 litsentside haldamise tarkvara arendusteenused, 72222300 Infotehnoloogia teenused

II.2.3. Täitmise koht

NUTS kood: UK United Kingdom

II.2.4. Hanke kirjeldus

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. Hindamiskriteeriumid

Kvaliteedikriteerium - Nimi: Quality criterion - Name: System Design / Osakaal: 35

Kvaliteedikriteerium - Nimi: Quality criterion - Name: Mobilisation and Transition / Osakaal: 25

Kvaliteedikriteerium - Nimi: Quality criterion - Name: Service Management / Osakaal: 25

Kvaliteedikriteerium - Nimi: Quality criterion - Name: Innovation & Continuous Improvement / Osakaal: 15

Kvaliteedikriteerium - Nimi: Price - Weighting: PQP / Osakaal: PQP

Hind - Osakaal: PQP

II.2.11. Teave täiendavate hankevõimaluste kohta

Täiendavad hankevõimalused: ei

II.2.13. Teave Euroopa Liidu vahendite kohta

Hange on seotud Euroopa Liidu vahenditest rahastatava projekti ja/või programmiga: ei

II.2.14. Lisateave

II.2. Kirjeldus

II.2.1. Nimetus

Vehicle Licensing, Inspection and Contact Centre Services

Osa nr: 2

II.2.2. CPV lisakood(id)

22454000 Autojuhiload, 60120000 Taksoteenused, 60130000 Eriotstarbelised maanteetranspordi reisijateveeteenused, 63712000 Maanteetranspordi tugiteenused, 71631200 Autode tehnilise ülevaatuse teenused, 75100000 Riigihaldusteenused

II.2.3. Täitmise koht

NUTS kood: UK United Kingdom

II.2.4. Hanke kirjeldus

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. Hindamiskriteeriumid

Kvaliteedikriteerium - Nimi: Quality Criterion - Name: Operational Services / Osakaal: 40

Kvaliteedikriteerium - Nimi: Quality Criterion - Name: Mobilisation and Transition / Osakaal: 25

Kvaliteedikriteerium - Nimi: Quality Criterion - Name: Service Management / Osakaal: 25

Kvaliteedikriteerium - Nimi: Quality Criterion - Name: Innovation and Continuous Improvement / Osakaal: 10

Kvaliteedikriteerium - Nimi: Price - Weighting: PQP / Osakaal: PQP

Hind - Osakaal: PQP

II.2.11. Teave täiendavate hankevõimaluste kohta

Täiendavad hankevõimalused: ei

II.2.13. Teave Euroopa Liidu vahendite kohta

Hange on seotud Euroopa Liidu vahenditest rahastatava projekti ja/või programmiga: ei

II.2.14. Lisateave

IV osa: Hankemenetlus

IV.1. Kirjeldus

IV.1.1. Hankemenetluse liik

Võistlev dialoog

IV.1.3. Teave raamlepingu või dünaamilise hankesüsteemi kohta

IV.1.8. Teave Maailma Kaubandusorganisatsiooni hankelepingu (GPA) kohta

Hange on hõlmatud Maailma Kaubandusorganisatsiooni hankelepinguga: ei

IV.2. Haldusalane teave

IV.2.1. Käesoleva menetluse kohta varem avaldatud teade

Teate number ELTs: [2020/S 007-011424](#)

IV.2.8. Teave dünaamilise hankesüsteemi lõpetamise kohta

IV.2.9. Teave eelteadet kasutades välja kuulutatud hanke lõpetamise kohta

V osa: Hankelepingu sõlmimine

Hankelepingu nr: tfl_scp_001789

Osa nr: 1

Nimetus:

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

Sõlmitakse leping/osa kohta sõlmitakse leping: jah

V.2. Hankelepingu sõlmimine

V.2.1. Lepingu sõlmimise kuupäev

28/07/2021

V.2.2. Teave pakkumuste kohta

Laekunud pakkumuste arv: 3

Leping on sõlmitud ettevõtjate rühmaga: ei

V.2.3. Töövõtja nimi ja aadress

Ametlik nimetus: Tata Consultancy Services Limited

Postiaadress: 18 Grosvenor Place

Linn: London

NUTS kood: UK United Kingdom

Sihtnumber: SW1X 7HS

Riik: Ühendkuningriik

Töövõtja on VKE: ei

V.2.4. Teave lepingu/osa maksumuse kohta

Lepingu/osa esialgne eeldatav kogumaksumus: 8 900 000,00 GBP

Lepingu/osa lõplik kogumaksumus: 12 000 000,00 GBP

V.2.5. Teave allhangete kohta

V osa: Hankelepingu sõlmimine

Hankelepingu nr: tfl_scp_001789

Osa nr: 2

Nimetus:

Vehicle Licensing, Inspection and Contact Centre Services

Sõlmitakse leping/osa kohta sõlmitakse leping: jah

V.2. Hankelepingu sõlmimine

V.2.1. Lepingu sõlmimise kuupäev

17/08/2021

V.2.2. Teave pakkumuste kohta

Laekunud pakkumuste arv: 2

Leping on sõlmitud ettevõtjate rühmaga: ei

V.2.3. Töövõtja nimi ja aadress

Ametlik nimetus: Marston (Holdings) Limited
Postiaadress: Rutland House, 8th Floor, 148 Edmund Street,
Linn: Birmingham,
NUTS kood: UK United Kingdom
Sihtnumber: B3 2JR
Riik: Ühendkuningriik
Töövõtja on VKE: ei

V.2.4. Teave lepingu/osa maksumuse kohta

Lepingu/osa esialgne eeldatav kogumaksumus: 22 400 000,00 GBP
Lepingu/osa lõplik kogumaksumus: 54 600 000,00 GBP

V.2.5. Teave allhangete kohta

VI osa: Lisateave

VI.3. Lisateave

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. Läbivaatamise kord

VI.4.1. Läbivaatamise eest vastutav organ

Ametlik nimetus: Transport for London
Postiaadress: Palestra, 197 Blackfriars Road
Linn: London
Sihtnumber: SE1 8NJ
Riik: Ühendkuningriik

VI.4.2. Vahendusmenetluse eest vastutav organ

Ametlik nimetus: Transport for London
Postiaadress: Palestra, 197 Blackfriars Road
Linn: London
Sihtnumber: SE1 8NJ
Riik: Ühendkuningriik

VI.5. Käesoleva teate lähetamise kuupäev

09/09/2021