

**Royaume-Uni-Londres: Services de transport routier****OJ S 178/2021 14/09/2021****Avis d'attribution de marché****Services****Base juridique:**

Directive 2014/24/UE

**Section I: Pouvoir adjudicateur**

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**I.1. Nom et adresses**

Nom officiel: Transport for London

Adresse postale: Palestra, 197 Blackfriars Road

Ville: London

Code NUTS: UKI London

Code postal: SE1 8NJ

Pays: Royaume-Uni

Point(s) de contact: Miss Jessica Denton

Courriel: [JESSDENTON@TFL.GOV.UK](mailto:JESSDENTON@TFL.GOV.UK)

Téléphone: +44 3432221234

**Adresse(s) internet:**Adresse principale: <https://tfl.gov.uk>Adresse du profil d'acheteur: <https://tfl.gov.uk>**I.4. Type de pouvoir adjudicateur**

Organisme de droit public

**I.5. Activité principale**

Services généraux des administrations publiques

**Section II: Objet**

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**II.1. Étendue du marché****II.1.1. Intitulé**

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

Numéro de référence: DN456625

**II.1.2. Code CPV principal**

60100000 Services de transport routier

**II.1.3. Type de marché**

Services

**II.1.4. Description succincte**

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 sur les lots**

Ce marché est divisé en lots: oui

#### **II.1.7. Valeur totale du marché**

Valeur hors TVA: 103 000 000,00 GBP

### **II.2. Description**

#### **II.2.1. Intitulé**

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

Lot n°: 1

#### **II.2.2. Code(s) CPV additionnel(s)**

22454000 Permis de conduire, 32427000 Système de réseau, 48170000 Logiciels de vérification de conformité, 48218000 Logiciels de gestion des licences, 72212170 Services de développement de logiciels de vérification de conformité, 72212218 Services de développement de logiciels de gestion des licences, 72222300 Services de technologies de l'information

#### **II.2.3. Lieu d'exécution**

Code NUTS: UK United Kingdom

#### **II.2.4. Description des prestations**

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. Critères d'attribution**

Critère de qualité - Nom: Quality criterion - Name: System Design / Pondération: 35

Critère de qualité - Nom: Quality criterion - Name: Mobilisation and Transition / Pondération: 25

Critère de qualité - Nom: Quality criterion - Name: Service Management / Pondération: 25

Critère de qualité - Nom: Quality criterion - Name: Innovation & Continuous Improvement / Pondération: 15

Critère de qualité - Nom: Price - Weighting: PQP / Pondération: PQP

Prix - Pondération: PQP

#### **II.2.11. Information sur les options**

Options: non

#### **II.2.13. Information sur les fonds de l'Union européenne**

Le contrat s'inscrit dans un projet/programme financé par des fonds de l'Union européenne: non

#### **II.2.14. Informations complémentaires**

##### **II.2. Description**

##### **II.2.1. Intitulé**

Vehicle Licensing, Inspection and Contact Centre Services

Lot n°: 2

##### **II.2.2. Code(s) CPV additionnel(s)**

22454000 Permis de conduire, 60120000 Services de taxi, 60130000 Services spécialisés de transport routier de passagers, 63712000 Services d'appui dans le domaine des transports routiers, 71631200 Services de contrôle technique automobile, 75100000 Services de l'administration publique

##### **II.2.3. Lieu d'exécution**

Code NUTS: UK United Kingdom

##### **II.2.4. Description des prestations**

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. Critères d'attribution**

Critère de qualité - Nom: Quality Criterion - Name: Operational Services / Pondération: 40

Critère de qualité - Nom: Quality Criterion - Name: Mobilisation and Transition / Pondération: 25

Critère de qualité - Nom: Quality Criterion - Name: Service Management / Pondération: 25

Critère de qualité - Nom: Quality Criterion - Name: Innovation and Continuous Improvement / Pondération: 10

Critère de qualité - Nom: Price - Weighting: PQP / Pondération: PQP

Prix - Pondération: PQP

#### **II.2.11. Information sur les options**

Options: non

#### **II.2.13. Information sur les fonds de l'Union européenne**

Le contrat s'inscrit dans un projet/programme financé par des fonds de l'Union européenne: non

#### **II.2.14. Informations complémentaires**

### **Section IV: Procédure**

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#### **IV.1. Description**

##### **IV.1.1. Type de procédure**

Dialogue compétitif

##### **IV.1.3. Information sur l'accord-cadre ou le système d'acquisition dynamique**

##### **IV.1.8. Information concernant l'accord sur les marchés publics (AMP)**

Le marché est couvert par l'accord sur les marchés publics: non

#### **IV.2. Renseignements d'ordre administratif**

#### **IV.2.1. Publication antérieure relative à la présente procédure**

Numéro de l'avis au JO série S: [2020/S 007-011424](#)

#### **IV.2.8. Informations sur l'abandon du système d'acquisition dynamique**

#### **IV.2.9. Informations sur l'abandon de la procédure d'appel à la concurrence sous la forme d'un avis de préinformation**

### **Section V: Attribution du marché**

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**Marché n°:** tfl\_scp\_001789

**Lot n°:** 1

**Intitulé:**

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

Un marché/lot est attribué: oui

#### **V.2. Attribution du marché**

##### **V.2.1. Date de conclusion du marché**

28/07/2021

##### **V.2.2. Informations sur les offres**

Nombre d'offres reçues: 3

Le marché a été attribué à un groupement d'opérateurs économiques: non

##### **V.2.3. Nom et adresse du titulaire**

Nom officiel: Tata Consultancy Services Limited

Adresse postale: 18 Grosvenor Place

Ville: London

Code NUTS: UK United Kingdom

Code postal: SW1X 7HS

Pays: Royaume-Uni

Le titulaire est une PME: non

##### **V.2.4. Informations sur le montant du marché/du lot**

Estimation initiale du montant total du marché/du lot: 8 900 000,00 GBP

Valeur totale du marché/du lot: 12 000 000,00 GBP

##### **V.2.5. Information sur la sous-traitance**

### **Section V: Attribution du marché**

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**Marché n°:** tfl\_scp\_001789

**Lot n°:** 2

**Intitulé:**

Vehicle Licensing, Inspection and Contact Centre Services

Un marché/lot est attribué: oui

## **V.2. Attribution du marché**

### **V.2.1. Date de conclusion du marché**

17/08/2021

### **V.2.2. Informations sur les offres**

Nombre d'offres reçues: 2

Le marché a été attribué à un groupement d'opérateurs économiques: non

### **V.2.3. Nom et adresse du titulaire**

Nom officiel: Marston (Holdings) Limited

Adresse postale: Rutland House, 8th Floor, 148 Edmund Street,

Ville: Birmingham,

Code NUTS: UK United Kingdom

Code postal: B3 2JR

Pays: Royaume-Uni

Le titulaire est une PME: non

### **V.2.4. Informations sur le montant du marché/du lot**

Estimation initiale du montant total du marché/du lot: 22 400 000,00 GBP

Valeur totale du marché/du lot: 54 600 000,00 GBP

### **V.2.5. Information sur la sous-traitance**

## **Section VI: Renseignements complémentaires**

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### **VI.3. Informations complémentaires**

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. Procédures de recours**

#### **VI.4.1. Instance chargée des procédures de recours**

Nom officiel: Transport for London

Adresse postale: Palestra, 197 Blackfriars Road

Ville: London

Code postal: SE1 8NJ

Pays: Royaume-Uni

#### **VI.4.2. Organe chargé des procédures de médiation**

Nom officiel: Transport for London

Adresse postale: Palestra, 197 Blackfriars Road

Ville: London

Code postal: SE1 8NJ

Pays: Royaume-Uni

### **VI.5. Date d'envoi du présent avis**

09/09/2021