

**Ríocht Aontaithe, an-Londain: Road transport services****OJ S 178/2021 14/09/2021****Fógra um dhámhachtain conartha****Seirbhísí****Bunús dlí:**

Treoir 2014/24/AE

**Alt I: Údarás conarthachta**

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**I.1. Ainm agus seoltaí**

Ainm oifigiúil: Transport for London

Seoladh poist: Palestra, 197 Blackfriars Road

Baile: London

Cód NUTS: UKI London

Cód poist: SE1 8NJ

Tír: An Ríocht Aontaithe

Teagmhálaí: Miss Jessica Denton

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

Guthán: +44 3432221234

**Seoladh/seoltaí idirlín:**Príomhsheoladh: <https://tfl.gov.uk>Seoladh phróifíl an cheannaitheora: <https://tfl.gov.uk>**I.4. An cineál údaráis chonarthachta**

Comhlacht faoi rialú an dlí phoiblí

**I.5. Príomhghníomhaíocht**

Seirbhísí poiblí ginearálta

**Alt II: Cuspóir**

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**II.1. Raon feidhme an tsoláthair****II.1.1. Teideal**

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

Uimhir thagartha: DN456625

**II.1.2. Príomhchód CPV**

60100000 Road transport services

**II.1.3. An cineál conartha**

Seirbhísí

**II.1.4. Cur síos achomair**

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. Faisnéis faoi bhearta**

Tá an conradh seo roinnte ina bhearta: tá

#### **II.1.7. Luach iomlán an tsoláthair**

Luach gan CBL san áireamh: 103 000 000,00 GBP

### **II.2. Cur síos**

#### **II.2.1. Teideal**

A Technology System and Customer Access Portal for Taxi and Private Hire Services  
Uimhir an bhirt: 1

#### **II.2.2. Cód(Cóid) CPV breise**

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. Láthair feidhmíochta**

Cód NUTS: UK United Kingdom

#### **II.2.4. Cur síos ar an soláthar**

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. Critéir dámhachtana

Critéar cáilíochta - Ainm: Quality criterion - Name: System Design / Ualú: 35

Critéar cáilíochta - Ainm: Quality criterion - Name: Mobilisation and Transition / Ualú: 25

Critéar cáilíochta - Ainm: Quality criterion - Name: Service Management / Ualú: 25

Critéar cáilíochta - Ainm: Quality criterion - Name: Innovation & Continuous Improvement / Ualú: 15

Critéar cáilíochta - Ainm: Price - Weighting: PQP / Ualú: PQP

Praghas - Ualú: PQP

### II.2.11. Faisnéis faoi roghanna

Roghanna: níl

### II.2.13. Faisnéis faoi Chistí an Aontais Eorpaigh

Baineann an soláthar le tionscadal agus/nó clár arna mhaoiniú ag cistí an Aontais Eorpaigh: níl

### II.2.14. Faisnéis bhreise

#### II.2. Cur síos

##### II.2.1. Teideal

Vehicle Licensing, Inspection and Contact Centre Services

Uimhir an bhirt: 2

##### II.2.2. Cód(Cóid) CPV breise

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. Láthair feidhmíochta

Cód NUTS: UK United Kingdom

##### II.2.4. Cur síos ar an soláthar

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. Critéir dámhachtana**

Critéar cáilíochta - Ainm: Quality Criterion - Name: Operational Services / Ualú: 40

Critéar cáilíochta - Ainm: Quality Criterion - Name: Mobilisation and Transition / Ualú: 25

Critéar cáilíochta - Ainm: Quality Criterion - Name: Service Management / Ualú: 25

Critéar cáilíochta - Ainm: Quality Criterion - Name: Innovation and Continuous Improvement / Ualú: 10

Critéar cáilíochta - Ainm: Price - Weighting: PQP / Ualú: PQP

Praghas - Ualú: PQP

#### **II.2.11. Faisnéis faoi roghanna**

Roghanna: níl

#### **II.2.13. Faisnéis faoi Chistí an Aontais Eorpaigh**

Baineann an soláthar le tionscadal agus/nó clár arna mhaoiniú ag cistí an Aontais Eorpaigh: níl

#### **II.2.14. Faisnéis bhreise**

### **Alt IV: Nós imeachta**

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#### **IV.1. Cur síos**

##### **IV.1.1. An cineál nós imeachta**

Caidreamh iomaíoch

##### **IV.1.3. Faisnéis faoi chomhaontú creatlaí nó faoi chóras ceannaigh dinimiciúil**

##### **IV.1.8. Faisnéis faoi Chomhaontú Soláthair Rialtais (GPA)**

Tá an soláthar cumhdaithe ag an gComhaontas Soláthair Rialtais: níl

#### **IV.2. Faisnéis riaracháin**

##### **IV.2.1. Foilseachán roimhe seo maidir leis an nós imeachta seo**

Uimhir an fhógra in IO S: [2020/S 007-011424](#)

##### **IV.2.8. Faisnéis maidir le foirceannadh an chórais cheannaigh dhinimiciúil**

##### **IV.2.9. Faisnéis maidir le foirceannadh an ghlaio ar iomaíocht i bhfoirm fógra faisnéise roimh ré**

## Alt V: Dámhachtain an chonartha

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Uimhir an chonartha: tfl\_scp\_001789

Uimhir an bhirt: 1

**Teideal:**

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

Tá conradh/beart dáfa: tá

### V.2. Dámhachtain an chonartha

#### V.2.1. Dáta shocrú an chonartha

28/07/2021

#### V.2.2. Faisnéis faoi thairiscintí

Líon na dtairiscintí atá faighte: 3

Dámhadh an conradh do ghrúpa oibreoirí eacnamaíocha: níl

#### V.2.3. Ainm agus seoladh an chonraitheora

Ainm oifigiúil: Tata Consultancy Services Limited

Seoladh poist: 18 Grosvenor Place

Baile: London

Cód NUTS: UK United Kingdom

Cód poist: SW1X 7HS

Tír: An Ríocht Aontaithe

FBM atá sa chonraitheoir: níl

#### V.2.4. Faisnéis faoi luach an chonartha/an bhirt

Luach iomlán measta tosaigh an chonartha/an bhirt: 8 900 000,00 GBP

Luach iomlán an chonartha/an bhirt: 12 000 000,00 GBP

#### V.2.5. Faisnéis faoi fhochoonraitheoireacht

## Alt V: Dámhachtain an chonartha

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Uimhir an chonartha: tfl\_scp\_001789

Uimhir an bhirt: 2

**Teideal:**

Vehicle Licensing, Inspection and Contact Centre Services

Tá conradh/beart dáfa: tá

### V.2. Dámhachtain an chonartha

#### V.2.1. Dáta shocrú an chonartha

17/08/2021

#### V.2.2. Faisnéis faoi thairiscintí

Líon na dtairiscintí atá faighte: 2

Dámhadh an conradh do ghrúpa oibreoirí eacnamaíocha: níl

### **V.2.3. Ainm agus seoladh an chonraitheora**

Ainm oifigiúil: Marston (Holdings) Limited  
Seoladh poist: Rutland House, 8th Floor, 148 Edmund Street,  
Baile: Birmingham,  
Cód NUTS: UK United Kingdom  
Cód poist: B3 2JR  
Tír: An Ríocht Aontaithe  
FBM atá sa chonraitheoir: níl

### **V.2.4. Faisnéis faoi luach an chonartha/an bhirt**

Luach iomlán measta tosaigh an chonartha/an bhirt: 22 400 000,00 GBP  
Luach iomlán an chonartha/an bhirt: 54 600 000,00 GBP

### **V.2.5. Faisnéis faoi fhochoonraitheoireacht**

## **Alt VI: Faisnéis chomhlántach**

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### **VI.3. Faisnéis bhreise**

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. Nósanna imeachta athbhreithniúcháin**

#### **VI.4.1. Comhlacht athbhreithniúcháin**

Ainm oifigiúil: Transport for London  
Seoladh poist: Palestra, 197 Blackfriars Road  
Baile: London  
Cód poist: SE1 8NJ  
Tír: An Ríocht Aontaithe

#### **VI.4.2. Comhlacht atá freagrach as nósanna imeachta idirghabhála**

Ainm oifigiúil: Transport for London  
Seoladh poist: Palestra, 197 Blackfriars Road  
Baile: London  
Cód poist: SE1 8NJ  
Tír: An Ríocht Aontaithe

### **VI.5. Dáta seolta an fhógra seo**

09/09/2021