

Ujedinjena Kraljevina-London: Usluge cestovnog prijevoza
OJ S 178/2021 14/09/2021
Obavijest o dodjeli ugovora
Usluge

Pravna osnova:

Direktiva 2014/24/EU

Odjeljak I: Javni naručitelj

I.1. Naziv i adrese

Službeni naziv: Transport for London
Poštanska adresa: Palestra, 197 Blackfriars Road
Mjesto: London
NUTS kod: UKI London
Poštanski broj: SE1 8NJ
Država: Ujedinjeno Kraljevstvo
Osoba za kontakt: Miss Jessica Denton
E-pošta: JESSDENTON@TFL.GOV.UK
Telefon: +44 3432221234

Internetska(-e) adresa(-e):

Glavna adresa: <https://tfl.gov.uk>
Adresa profila kupca: <https://tfl.gov.uk>

I.4. Vrsta javnog naručitelja

Tijelo kojime se upravlja na temelju javnog prava

I.5. Glavna djelatnost

Opće javne usluge

Odjeljak II: Predmet

II.1. Opseg nabave

II.1.1. Naziv

Vehicle Licensing and Inspection Services and a Technology System for Taxi and Private Hire Services
Referentni broj: DN456625

II.1.2. Glavna CPV oznaka

60100000 Usluge cestovnog prijevoza

II.1.3. Vrsta ugovora

Usluge

II.1.4. Kratak opis

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. Podaci o grupama

Ovaj ugovor podijeljen je na grupe: da

II.1.7. Ukupna vrijednost nabave

Vrijednost bez PDV-a: 103 000 000,00 GBP

II.2. Opis

II.2.1. Naziv

A Technology System and Customer Access Portal for Taxi and Private Hire Services
Grupa br.: 1

II.2.2. Dodatne šifre CPV-a

22454000 Vozačke dozvole, 32427000 Mrežni sustav, 48170000 Programski paket za sukladnost, 48218000 Programski paket za upravljanje dozvolama, 72212170 Usluge razvoja programske podrške za sukladnost, 72212218 Usluge razvoja programske podrške za upravljanje dozvolama, 72222300 Usluge informacijske tehnologije

II.2.3. Mjesto izvršenja

NUTS kod: UK United Kingdom

II.2.4. Opis nabave

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. Kriteriji za dodjelu

Kriterij kvalitete - Naziv: Quality criterion - Name: System Design / Ponder: 35

Kriterij kvalitete - Naziv: Quality criterion - Name: Mobilisation and Transition / Ponder: 25

Kriterij kvalitete - Naziv: Quality criterion - Name: Service Management / Ponder: 25

Kriterij kvalitete - Naziv: Quality criterion - Name: Innovation & Continuous Improvement / Ponder: 15

Kriterij kvalitete - Naziv: Price - Weighting: PQP / Ponder: PQP

Cijena - Ponder: PQP

II.2.11. Podaci o opcijama

Opcije: ne

II.2.13. Podaci o fondovima Europske unije

Nabava je povezana s projektom i/ili programom koji se financira iz fondova Europske unije: ne

II.2.14. Dodatni podaci

II.2. Opis

II.2.1. Naziv

Vehicle Licensing, Inspection and Contact Centre Services

Grupa br.: 2

II.2.2. Dodatne šifre CPV-a

22454000 Vozačke dozvole, 60120000 Taksi usluge, 60130000 Usluge cestovnog putničkog prijevoza za posebne namjene , 63712000 Prateće usluge u cestovnom prometu, 71631200 Usluge tehničkog pregleda vozila, 75100000 Usluge javne uprave

II.2.3. Mjesto izvršenja

NUTS kod: UK United Kingdom

II.2.4. Opis nabave

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. Kriteriji za dodjelu

Kriterij kvalitete - Naziv: Quality Criterion - Name: Operational Services / Ponder: 40

Kriterij kvalitete - Naziv: Quality Criterion - Name: Mobilisation and Transition / Ponder: 25

Kriterij kvalitete - Naziv: Quality Criterion - Name: Service Management / Ponder: 25

Kriterij kvalitete - Naziv: Quality Criterion - Name: Innovation and Continuous Improvement / Ponder: 10

Kriterij kvalitete - Naziv: Price - Weighting: PQP / Ponder: PQP

Cijena - Ponder: PQP

II.2.11. Podaci o opcijama

Opcije: ne

II.2.13. Podaci o fondovima Europske unije

Nabava je povezana s projektom i/ili programom koji se financira iz fondova Europske unije: ne

II.2.14. Dodatni podaci

Odjeljak IV: Postupak

IV.1. Opis

IV.1.1. Vrsta postupka

Natjecateljski dijalog

IV.1.3. Podaci o okvirnom sporazumu ili dinamičkom sustavu nabave

IV.1.8. Podaci o Sporazumu o javnoj nabavi (GPA)

Nabava je obuhvaćena Sporazumom o javnoj nabavi: ne

IV.2. Administrativni podaci

IV.2.1. Prethodna objava povezana s ovim postupkom

Broj objave u Dodatku SL-u: [2020/S 007-011424](#)

IV.2.8. Podaci o prekidu dinamičkog sustava nabave

IV.2.9. Podaci o ukidanju poziva na nadmetanje u obliku prethodne informacijske obavijesti

Odjeljak V: Dodjela ugovora

Ugovor br.: tfl_scp_001789

Grupa br.: 1

Naziv:

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

Ugovor/grupa je dodijeljen(a): da

V.2. Dodjela ugovora

V.2.1. Datum sklapanja ugovora

28/07/2021

V.2.2. Podaci o ponudama

Broj zaprimljenih ponuda: 3

Ugovor je dodijeljen skupini gospodarskih subjekata: ne

V.2.3. Naziv i adresa ugovaratelja

Službeni naziv: Tata Consultancy Services Limited

Poštanska adresa: 18 Grosvenor Place

Mjesto: London

NUTS kod: UK United Kingdom

Poštanski broj: SW1X 7HS

Država: Ujedinjeno Kraljevstvo

Ugovaratelj je malo ili srednje poduzeće.: ne

V.2.4. Podaci o vrijednosti ugovora/grupe

Početna procijenjena ukupna vrijednost ugovora/grupe: 8 900 000,00 GBP

Ukupna vrijednost ugovora/grupe: 12 000 000,00 GBP

V.2.5. Podaci o podugovaranju

Odjeljak V: Dodjela ugovora

Ugovor br.: tfl_scp_001789

Grupa br.: 2

Naziv:

Vehicle Licensing, Inspection and Contact Centre Services

Ugovor/grupa je dodijeljen(a): da

V.2. Dodjela ugovora

V.2.1. Datum sklapanja ugovora

17/08/2021

V.2.2. Podaci o ponudama

Broj zaprimljenih ponuda: 2

Ugovor je dodijeljen skupini gospodarskih subjekata: ne

V.2.3. Naziv i adresa ugovaratelja

Službeni naziv: Marston (Holdings) Limited
Poštanska adresa: Rutland House, 8th Floor, 148 Edmund Street,
Mjesto: Birmingham,
NUTS kod: UK United Kingdom
Poštanski broj: B3 2JR
Država: Ujedinjeno Kraljevstvo
Ugovaratelj je malo ili srednje poduzeće.: ne

V.2.4. Podaci o vrijednosti ugovora/grupe

Početna procijenjena ukupna vrijednost ugovora/grupe: 22 400 000,00 GBP
Ukupna vrijednost ugovora/grupe: 54 600 000,00 GBP

V.2.5. Podaci o podugovaranju

Odjeljak VI: Dopunski podaci

VI.3. Dodatni podaci

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. Postupci pravne zaštite

VI.4.1. Tijelo nadležno za postupak pravne zaštite

Službeni naziv: Transport for London
Poštanska adresa: Palestra, 197 Blackfriars Road
Mjesto: London
Poštanski broj: SE1 8NJ
Država: Ujedinjeno Kraljevstvo

VI.4.2. Tijelo nadležno za postupke mirenja

Službeni naziv: Transport for London
Poštanska adresa: Palestra, 197 Blackfriars Road
Mjesto: London
Poštanski broj: SE1 8NJ
Država: Ujedinjeno Kraljevstvo

VI.5. Datum slanja ove obavijesti

09/09/2021