

**Jungtinė Karalystė, Didžioji Britanija-Londonas: Kelių transporto paslaugos**

OJ S 178/2021 14/09/2021

Skelbimas apie sutarties skyrimą

Paslaugos

**Teisinis pagrindas:**

Direktyva 2014/24/ES

**I dalis: Perkančioji organizacija**

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**I.1. Pavadinimas ir adresai**

Oficialus pavadinimas: Transport for London

Adresas: Palestra, 197 Blackfriars Road

Miestas: London

NUTS kodas: UKI London

Pašto kodas: SE1 8NJ

Šalis: Jungtinė Karalystė

Asmuo ryšiams: Miss Jessica Denton

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

Telefonas: +44 3432221234

**Interneto adresas (-ai):**Pagrindinis adresas: <https://tfl.gov.uk>Pirkėjo profilio adresas: <https://tfl.gov.uk>**I.4. Perkančiosios organizacijos tipas**

Viešosios teisės reglamentuojama įstaiga

**I.5. Pagrindinė veikla**

Bendros viešosios paslaugos

**II dalis: Objektas**

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**II.1. Pirkimo apimtis****II.1.1. Pavadinimas**

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

Nuorodos numeris: DN456625

**II.1.2. Pagrindinis BVPŽ kodas**

60100000 Kelių transporto paslaugos

**II.1.3. Sutarties tipas**

Paslaugos

**II.1.4. Trumpas aprašymas**

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. Informacija apie pirkimo dalis**

Ši sutartis suskaidyta į pirkimo dalis: taip

#### **II.1.7. Bendra pirkimo vertė**

Vertė be PVM: 103 000 000,00 GBP

### **II.2. Aprašymas**

#### **II.2.1. Pavadinimas**

A Technology System and Customer Access Portal for Taxi and Private Hire Services  
Pirkimo dalies Nr.: 1

#### **II.2.2. Kitas (-i) šio pirkimo BVPŽ kodas (-ai)**

22454000 Vairuotojo pažymėjimai, 32427000 Tinklo sistema, 48170000 Atitikties programinės įrangos paketai, 48218000 Licencijų valdymo programinės įrangos paketai, 72212170 Atitikties programinės įrangos kūrimo paslaugos, 72212218 Licencijų valdymo programinės įrangos kūrimo paslaugos, 72222300 Informacijos technologijos paslaugos

#### **II.2.3. Įgyvendinimo vieta**

NUTS kodas: UK United Kingdom

#### **II.2.4. Pirkimo aprašymas**

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. Sutarties skyrimo kriterijai

Kokybės kriterijus - Vardas: Quality criterion - Name: System Design / Lyginamasis svoris: 35  
Kokybės kriterijus - Vardas: Quality criterion - Name: Mobilisation and Transition / Lyginamasis svoris: 25

Kokybės kriterijus - Vardas: Quality criterion - Name: Service Management / Lyginamasis svoris: 25

Kokybės kriterijus - Vardas: Quality criterion - Name: Innovation & Continuous Improvement / Lyginamasis svoris: 15

Kokybės kriterijus - Vardas: Price - Weighting: PQP / Lyginamasis svoris: PQP  
Kaina - Lyginamasis svoris: PQP

### II.2.11. Informacija apie pasirinkimo galimybes

Pasirinkimo galimybės: ne

### II.2.13. Informacija apie Europos Sąjungos fondus

Pirkimas yra susijęs su projektu ir (arba) programa, finansuojama Europos Sąjungos lėšomis: ne

### II.2.14. Papildoma informacija

#### II.2. Aprašymas

##### II.2.1. Pavadinimas

Vehicle Licensing, Inspection and Contact Centre Services  
Pirkimo dalies Nr.: 2

##### II.2.2. Kitas (-i) šio pirkimo BVPŽ kodas (-ai)

22454000 Vairuotojo pažymėjimai, 60120000 Taksi paslaugos, 60130000 Specialiojo keleivinio kelių transporto paslaugos, 63712000 Kelių transporto pagalbinės paslaugos, 71631200 Automobilių techninės inspekcijos paslaugos, 75100000 Administravimo paslaugos

##### II.2.3. Įgyvendinimo vieta

NUTS kodas: UK United Kingdom

##### II.2.4. Pirkimo aprašymas

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. Sutarties skyrimo kriterijai**

Kokybės kriterijus - Vardas: Quality Criterion - Name: Operational Services / Lyginamasis svoris: 40

Kokybės kriterijus - Vardas: Quality Criterion - Name: Mobilisation and Transition / Lyginamasis svoris: 25

Kokybės kriterijus - Vardas: Quality Criterion - Name: Service Management / Lyginamasis svoris: 25

Kokybės kriterijus - Vardas: Quality Criterion - Name: Innovation and Continuous Improvement / Lyginamasis svoris: 10

Kokybės kriterijus - Vardas: Price - Weighting: PQP / Lyginamasis svoris: PQP

Kaina - Lyginamasis svoris: PQP

### **II.2.11. Informacija apie pasirinkimo galimybes**

Pasirinkimo galimybės: ne

### **II.2.13. Informacija apie Europos Sąjungos fondus**

Pirkimas yra susijęs su projektu ir (arba) programa, finansuojama Europos Sąjungos lėšomis: ne

### **II.2.14. Papildoma informacija**

## **IV dalis: Procedūra**

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### **IV.1. Aprašymas**

#### **IV.1.1. Procedūros tipas**

Konkurencinis dialogas

#### **IV.1.3. Informacija apie preliminarią sutartį arba dinaminę pirkimo sistemą**

#### **IV.1.8. Informacija apie Sutartį dėl viešųjų pirkimų (SVP)**

Ar pirkimui taikoma Sutartis dėl viešųjų pirkimų?: ne

### **IV.2. Administracinė informacija**

#### **IV.2.1. Ankstesnis skelbimas apie šią procedūrą**

Skelbimo Europos Sąjungos oficialiajame leidinyje numeris: [2020/S 007-011424](#)

#### **IV.2.8. Informacija apie dinaminės pirkimo sistemos taikymo nutraukimą**

#### **IV.2.9. Informacija apie kvietimo dalyvauti konkurse naudojant išankstinį informacinį skelbimą nutraukimą**

### **V dalis: Sutarties skyrimas**

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**Sutarties Nr.:** tfl\_scp\_001789

**Pirkimo dalies Nr.:** 1

**Pavadinimas:**

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

Sutartis/pirkimo dalis skiriama: taip

#### **V.2. Sutarties skyrimas**

##### **V.2.1. Sutarties sudarymo data**

28/07/2021

##### **V.2.2. Informacija apie pasiūlymus**

Gautų pasiūlymų skaičius: 3

Sutartis paskirta ekonominės veiklos vykdytojų grupei: ne

##### **V.2.3. Rangovo pavadinimas ir adresas**

Oficialus pavadinimas: Tata Consultancy Services Limited

Adresas: 18 Grosvenor Place

Miestas: London

NUTS kodas: UK United Kingdom

Pašto kodas: SW1X 7HS

Šalis: Jungtinė Karalystė

Rangovas yra MVĮ: ne

##### **V.2.4. Informacija apie sutarties/pirkimo dalies vertę**

Pradinė numatoma bendra sutarties/pirkimo dalies vertė: 8 900 000,00 GBP

Bendra sutarties / pirkimo dalies vertė: 12 000 000,00 GBP

##### **V.2.5. Informacija apie subrangos sutarčių sudarymą**

### **V dalis: Sutarties skyrimas**

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**Sutarties Nr.:** tfl\_scp\_001789

**Pirkimo dalies Nr.:** 2

**Pavadinimas:**

Vehicle Licensing, Inspection and Contact Centre Services

Sutartis/pirkimo dalis skiriama: taip

## **V.2. Sutarties skyrimas**

### **V.2.1. Sutarties sudarymo data**

17/08/2021

### **V.2.2. Informacija apie pasiūlymus**

Gautų pasiūlymų skaičius: 2

Sutartis paskirta ekonominės veiklos vykdytojų grupei: ne

### **V.2.3. Rangovo pavadinimas ir adresas**

Oficialus pavadinimas: Marston (Holdings) Limited

Adresas: Rutland House, 8th Floor, 148 Edmund Street,

Miestas: Birmingham,

NUTS kodas: UK United Kingdom

Pašto kodas: B3 2JR

Šalis: Jungtinė Karalystė

Rangovas yra MVĮ: ne

### **V.2.4. Informacija apie sutarties/pirkimo dalies vertę**

Pradinė numatoma bendra sutarties/pirkimo dalies vertė: 22 400 000,00 GBP

Bendra sutarties / pirkimo dalies vertė: 54 600 000,00 GBP

### **V.2.5. Informacija apie subrangos sutarčių sudarymą**

## **VI dalis: Papildoma informacija**

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### **VI.3. Papildoma informacija**

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. Peržiūros procedūros**

#### **VI.4.1. Peržiūros institucija**

Oficialus pavadinimas: Transport for London

Adresas: Palestra, 197 Blackfriars Road

Miestas: London

Pašto kodas: SE1 8NJ

Šalis: Jungtinė Karalystė

#### **VI.4.2. Už tarpininkavimą atsakinga įstaiga**

Oficialus pavadinimas: Transport for London

Adresas: Palestra, 197 Blackfriars Road

Miestas: London

Pašto kodas: SE1 8NJ

Šalis: Jungtinė Karalystė

### **VI.5. Šio skelbimo išsiuntimo data**

09/09/2021