

Ir-Renju Unit-Londra: Servizzi ta' trasport bit-triq
OJ S 178/2021 14/09/2021
Avviż dwar l-għoti ta' kuntratt
Servizzi

Il-baži ġuridika:
Direttiva 2014/24/UE

Taqsim I: Awtorità kontraenti

I.1. Isem u indirizzi

Isem uffiċjali: Transport for London
Indirizz postali: Palestra, 197 Blackfriars Road
Belt: London
Kodiċi NUTS: UKI London
Kodiċi postali: SE1 8NJ
Pajjiż: Ir-Renju Unit
Persuna ta' kuntatt: Miss Jessica Denton
Posta elettronika: JESSDENTON@TFL.GOV.UK
Telefown: +44 3432221234

Indirizz(i) tal-Internet:

Indirizz ewlieni: <https://tfl.gov.uk>
Indirizz tal-profil tax-xerrej: <https://tfl.gov.uk>

I.4. Tip ta' awtorità kontraenti

Korp irregolat mil-liġi pubblika

I.5. Attività ewlenija

Servizzi pubbliċi ġenerali

Taqsim II: L-għan

II.1. L-għan tal-ksib

II.1.1. Titlu

Vehicle Licensing and Inspection Services and a Technology System for Taxi and Private Hire Services
Numru ta' referenza: DN456625

II.1.2. Kodiċi ewlieni CPV

60100000 Servizzi ta' trasport bit-triq

II.1.3. It-tip ta' kuntratt

Servizzi

II.1.4. Deskrizzjoni qasira

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. Informazzjoni dwar il-lottijiet

Dan il-kuntratt huwa maqsum f'lottijiet: iva

II.1.7. Valur totali tal-ksib

Valur mingħajr VAT: 103 000 000,00 GBP

II.2. Deskrizzjoni

II.2.1. Titlu

A Technology System and Customer Access Portal for Taxi and Private Hire Services
Nru tal-lott: 1

II.2.2. Kodiċi(jiet) addizzjonali tal-VKK

22454000 Liċenzi tas-sewqan, 32427000 Sistema tan-network, 48170000 Pakkett ta' softwer għall-konformità, 48218000 Pakkett ta' softwer għall-ġestjoni tal-liċenzji, 72212170 Servizzi ta' żvilupp ta' softwer ta' konformità, 72212218 Servizzi ta' żvilupp ta' softwer għall-ġestjoni tal-liċenzji, 72222300 Servizzi teknoloġiċi ta' l-informatika

II.2.3. Il-post tat-twettiq

Kodiċi NUTS: UK United Kingdom

II.2.4. Deskrizzjoni tal-akkwist

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. Kriterji tal-għoti

Il-kriterju tal-kwalità - L-Isem: Quality criterion - Name: System Design / Peżar: 35

Il-kriterju tal-kwalità - L-Isem: Quality criterion - Name: Mobilisation and Transition / Peżar: 25

Il-kriterju tal-kwalità - L-Isem: Quality criterion - Name: Service Management / Peżar: 25

Il-kriterju tal-kwalità - L-Isem: Quality criterion - Name: Innovation & Continuous Improvement / Peżar: 15

Il-kriterju tal-kwalità - L-Isem: Price - Weighting: PQP / Peżar: PQP

Prezz - Peżar: PQP

II.2.11. Informazzjoni dwar l-għażliet

Għażliet: le

II.2.13. Informazzjoni dwar Fondi tal-Unjoni Ewropea

L-akkwist huwa marbut ma' proġett u/jew programm iffinanzjat mill-fondi tal-Unjoni Ewropea: le

II.2.14. Informazzjoni addizzjonali

II.2. Deskrizzjoni

II.2.1. Titlu

Vehicle Licensing, Inspection and Contact Centre Services

Nru tal-lott: 2

II.2.2. Kodiċi(jiet) addizzjonali tal-VKK

22454000 Liċenzi tas-sewqan, 60120000 Servizzi tat-taxi, 60130000 Servizzi ta' trasport b'għan speċjali tal-passiġġieri bit-triq, 63712000 Servizzi bħala appoġġ tat-trasport bit-triq, 71631200 Servizzi ta' l-ispezzjoni teknika awtomobilistika, 75100000 Servizzi ta' l-amministrazzjoni

II.2.3. Il-post tat-twettiq

Kodiċi NUTS: UK United Kingdom

II.2.4. Deskrizzjoni tal-akkwist

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. Kriterji tal-għoti

Il-kriterju tal-kwalità - L-Isem: Quality Criterion - Name: Operational Services / Peżar: 40

Il-kriterju tal-kwalità - L-Isem: Quality Criterion - Name: Mobilisation and Transition / Peżar: 25

Il-kriterju tal-kwalità - L-Isem: Quality Criterion - Name: Service Management / Peżar: 25

Il-kriterju tal-kwalità - L-Isem: Quality Criterion - Name: Innovation and Continuous Improvement / Peżar: 10

Il-kriterju tal-kwalità - L-Isem: Price - Weighting: PQP / Peżar: PQP

Prezz - Peżar: PQP

II.2.11. Informazzjoni dwar l-għażliet

Għażliet: le

II.2.13. Informazzjoni dwar Fondi tal-Unjoni Ewropea

L-akkwist huwa marbut ma' proġett u/jew programm iffinanzjat mill-fondi tal-Unjoni Ewropea: le

II.2.14. Informazzjoni addizzjonali

Taqsimha IV: Proċedura

IV.1. Deskrizzjoni

IV.1.1. Tip ta' proċedura

Djalogu kompetittiv

IV.1.3. Informazzjoni dwar ftehim qafas jew sistema dinamika ta' xiri

IV.1.8. Informazzjoni dwar il-Ftehim dwar l-Akkwisti Pubbliċi (GPA)

L-akkwist huwa kopert mill-GPA: le

IV.2. Informazzjoni amministrattiva

IV.2.1. Pubblikazzjoni preċedenti dwar din il-proċedura

Numru tal-avviż fil-ĠU S: [2020/S 007-011424](#)

IV.2.8. Informazzjoni dwar it-tmiem tas-sistema dinamika tax-xiri

IV.2.9.

Informazzjoni dwar it-tmiem tas-sejha għall-kompetizzjoni fl-għamla ta' avviż ta' informazzjoni minn qabel

Taqsim V: Għoti tal-kuntratt

Nru tal-kuntratt: tfl_scp_001789

Nru tal-lott: 1

Titlu:

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

Kuntratt/lott jingħata: iva

V.2. Għoti tal-kuntratt

V.2.1. Id-data tal-iffirmar tal-kuntratt

28/07/2021

V.2.2. Informazzjoni dwar sejhiet għall-offerti

In-numru ta' offerti li waslu: 3

Il-kuntratt ingħata lil grupp ta' operaturi ekonomiċi: le

V.2.3. Isem u indirizz tal-kuntrattur

Isem uffiċjali: Tata Consultancy Services Limited

Indirizz postali: 18 Grosvenor Place

Belt: London

Kodiċi NUTS: UK United Kingdom

Kodiċi postali: SW1X 7HS

Pajjiż: Ir-Renju Unit

Il-kuntrattur huwa SME: le

V.2.4. Informazzjoni dwar il-valur tal-kuntratt/lott

Stima tal-valur totali inizjali tal-kuntratt/lott: 8 900 000,00 GBP

Valur totali tal-kuntratt/lott: 12 000 000,00 GBP

V.2.5. Informazzjoni dwar is-sottokuntrattar

Taqsim V: Għoti tal-kuntratt

Nru tal-kuntratt: tfl_scp_001789

Nru tal-lott: 2

Titlu:

Vehicle Licensing, Inspection and Contact Centre Services

Kuntratt/lott jingħata: iva

V.2. Għoti tal-kuntratt

V.2.1. Id-data tal-iffirmar tal-kuntratt

17/08/2021

V.2.2. Informazzjoni dwar sejniet għall-offerti

In-numru ta' offerti li waslu: 2

Il-kuntratt ingħata lil grupp ta' operaturi ekonomiċi: le

V.2.3. Isem u indirizz tal-kuntrattur

Isem uffiċjali: Marston (Holdings) Limited

Indirizz postali: Rutland House, 8th Floor, 148 Edmund Street,

Belt: Birmingham,

Kodiċi NUTS: UK United Kingdom

Kodiċi postali: B3 2JR

Pajjiż: Ir-Renju Unit

Il-kuntrattur huwa SME: le

V.2.4. Informazzjoni dwar il-valur tal-kuntratt/lott

Stima tal-valur totali inizjali tal-kuntratt/lott: 22 400 000,00 GBP

Valur totali tal-kuntratt/lott: 54 600 000,00 GBP

V.2.5. Informazzjoni dwar is-sottokuntrattar

Taqsim VI: Informazzjoni kumplementari

VI.3. Informazzjoni addizzjonali

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. Proċeduri ta' analiżi mill-ġdid

VI.4.1. Korp responsabbli għall-proċeduri ta' analiżi mill-ġdid

Isem uffiċjali: Transport for London

Indirizz postali: Palestra, 197 Blackfriars Road

Belt: London

Kodiċi postali: SE1 8NJ

Pajjiż: Ir-Renju Unit

VI.4.2. Korp responsabbli għall-proċeduri ta' medjazzjoni

Isem uffiċjali: Transport for London

Indirizz postali: Palestra, 197 Blackfriars Road

Belt: London

Kodiċi postali: SE1 8NJ

Pajjiż: Ir-Renju Unit

VI.5. Data ta' meta ntbagħat dan l-avviż

09/09/2021