

**Regatul Unit-Londra: Servicii de transport rutier****OJ S 178/2021 14/09/2021****Anunț de atribuire a contractului****Servicii****Temei juridic:**

Directiva 2014/24/UE

**Secțiunea I: Autoritatea contractantă**

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**I.1. Denumire și adrese**

Denumire oficială: Transport for London

Adresă: Palestra, 197 Blackfriars Road

Localitate: London

Cod NUTS: UKI London

Cod poștal: SE1 8NJ

Țară: Regatul Unit

Persoană de contact: Miss Jessica Denton

E-mail: [JESSDENTON@TFL.GOV.UK](mailto:JESSDENTON@TFL.GOV.UK)

Telefon: +44 3432221234

**Adresă (adrese) internet:**Adresa principală: <https://tfl.gov.uk>Adresa profilului cumpărătorului: <https://tfl.gov.uk>**I.4. Tipul autorității contractante**

Organism de drept public

**I.5. Activitate principală**

Servicii publice generale

**Secțiunea II: Obiect**

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**II.1. Obiectul achiziției****II.1.1. Titlu**

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

Număr de referință: DN456625

**II.1.2. Cod CPV principal**

60100000 Servicii de transport rutier

**II.1.3. Tipul contractului**

Servicii

**II.1.4. Descriere succintă**

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. Informații privind loturile**

Contractul este împărțit în loturi: da

#### **II.1.7. Valoarea totală a achiziției**

Valoare fără TVA: 103 000 000,00 GBP

### **II.2. Descriere**

#### **II.2.1. Titlu**

A Technology System and Customer Access Portal for Taxi and Private Hire Services  
Lot nr.: 1

#### **II.2.2. Cod(uri) CPV suplimentar(e)**

22454000 Permise de conducere, 32427000 Sistem de rețea, 48170000 Pachete software de conformitate, 48218000 Pachete software pentru gestionarea licențelor, 72212170 Servicii de dezvoltare de software de conformitate, 72212218 Servicii de dezvoltare de software pentru gestionarea licențelor, 72222300 Servicii de tehnologie a informațiilor

#### **II.2.3. Locul de executare**

Cod NUTS: UK United Kingdom

#### **II.2.4. Descrierea achiziției publice**

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. Criterii de atribuire

Criteriu privind calitatea - Nume: Quality criterion - Name: System Design / Pondere: 35

Criteriu privind calitatea - Nume: Quality criterion - Name: Mobilisation and Transition / Pondere : 25

Criteriu privind calitatea - Nume: Quality criterion - Name: Service Management / Pondere: 25

Criteriu privind calitatea - Nume: Quality criterion - Name: Innovation & Continuous Improvement / Pondere: 15

Criteriu privind calitatea - Nume: Price - Weighting: PQP / Pondere: PQP

Prețul - Pondere: PQP

### II.2.11. Informații privind opțiunile

Opțiuni: nu

### II.2.13. Informații despre fondurile Uniunii Europene

Achiziția se referă la un proiect și/sau program finanțat din fonduri ale Uniunii Europene: nu

### II.2.14. Informații suplimentare

#### II.2. Descriere

##### II.2.1. Titlu

Vehicle Licensing, Inspection and Contact Centre Services

Lot nr.: 2

##### II.2.2. Cod(uri) CPV suplimentar(e)

22454000 Permise de conducere, 60120000 Servicii de taxi, 60130000 Servicii de transport rutier specializat de pasageri, 63712000 Servicii anexe pentru transportul rutier, 71631200 Servicii de inspecție tehnică a automobilelor, 75100000 Servicii de administrație publică

##### II.2.3. Locul de executare

Cod NUTS: UK United Kingdom

##### II.2.4. Descrierea achiziției publice

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. Criterii de atribuire**

Criteriu privind calitatea - Nume: Quality Criterion - Name: Operational Services / Pondere: 40

Criteriu privind calitatea - Nume: Quality Criterion - Name: Mobilisation and Transition /

Pondere: 25

Criteriu privind calitatea - Nume: Quality Criterion - Name: Service Management / Pondere: 25

Criteriu privind calitatea - Nume: Quality Criterion - Name: Innovation and Continuous

Improvement / Pondere: 10

Criteriu privind calitatea - Nume: Price - Weighting: PQP / Pondere: PQP

Prețul - Pondere: PQP

#### **II.2.11. Informații privind opțiunile**

Opțiuni: nu

#### **II.2.13. Informații despre fondurile Uniunii Europene**

Achiziția se referă la un proiect și/sau program finanțat din fonduri ale Uniunii Europene: nu

#### **II.2.14. Informații suplimentare**

### **Secțiunea IV: Procedură**

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#### **IV.1. Descriere**

##### **IV.1.1. Tipul procedurii**

Dialog competitiv

##### **IV.1.3. Informații privind un acord-cadru sau un sistem dinamic de achiziții**

##### **IV.1.8. Informații despre Acordul privind achizițiile publice (AAP)**

Achiziția intră sub incidența Acordului privind achizițiile publice: nu

#### **IV.2. Informații administrative**

##### **IV.2.1. Publicare anterioară privind această procedură**

Numărul anunțului în JO S: [2020/S 007-011424](#)

##### **IV.2.8. Informații privind încetarea sistemului dinamic de achiziții**

#### **IV.2.9. Informații privind încetarea unei invitații la o procedură concurențială de ofertare sub forma unui anunț de intenție**

#### **Secțiunea V: Atribuirea contractului**

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**Contract nr.:** tfl\_scp\_001789

**Lot nr.:** 1

**Titlu:**

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

Se atribuie un contract/un lot: da

#### **V.2. Atribuirea contractului**

##### **V.2.1. Data încheierii contractului**

28/07/2021

##### **V.2.2. Informații privind ofertele**

Numărul de oferte primite: 3

Contractul a fost atribuit unui grup de operatori economici: nu

##### **V.2.3. Numele și adresa contractantului**

Denumire oficială: Tata Consultancy Services Limited

Adresă: 18 Grosvenor Place

Localitate: London

Cod NUTS: UK United Kingdom

Cod poștal: SW1X 7HS

Țară: Regatul Unit

Contractantul este un IMM: nu

##### **V.2.4. Informații privind valoarea contractului/lotului**

Valoarea totală estimată inițială a contractului/lotului: 8 900 000,00 GBP

Valoarea totală a contractului/lotului: 12 000 000,00 GBP

##### **V.2.5. Informații privind subcontractarea**

#### **Secțiunea V: Atribuirea contractului**

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**Contract nr.:** tfl\_scp\_001789

**Lot nr.:** 2

**Titlu:**

Vehicle Licensing, Inspection and Contact Centre Services

Se atribuie un contract/un lot: da

#### **V.2. Atribuirea contractului**

##### **V.2.1. Data încheierii contractului**

17/08/2021

### **V.2.2. Informații privind ofertele**

Numărul de oferte primite: 2

Contractul a fost atribuit unui grup de operatori economici: nu

### **V.2.3. Numele și adresa contractantului**

Denumire oficială: Marston (Holdings) Limited

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

Localitate: Birmingham,

Cod NUTS: UK United Kingdom

Cod poștal: B3 2JR

Țară: Regatul Unit

Contractantul este un IMM: nu

### **V.2.4. Informații privind valoarea contractului/lotului**

Valoarea totală estimată inițială a contractului/lotului: 22 400 000,00 GBP

Valoarea totală a contractului/lotului: 54 600 000,00 GBP

### **V.2.5. Informații privind subcontractarea**

## **Secțiunea VI: Informații complementare**

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### **VI.3. Informații suplimentare**

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. Proceduri de contestare**

#### **VI.4.1. Organismul de soluționare a contestațiilor**

Denumire oficială: Transport for London

Adresă: Palestra, 197 Blackfriars Road

Localitate: London

Cod poștal: SE1 8NJ

Țară: Regatul Unit

#### **VI.4.2. Organismul competent pentru procedurile de mediere**

Denumire oficială: Transport for London

Adresă: Palestra, 197 Blackfriars Road

Localitate: London

Cod poștal: SE1 8NJ

Țară: Regatul Unit

### **VI.5. Data expedierii prezentului anunț**

09/09/2021