

Spojené kráľovstvo-Londýn: Služby cestnej dopravy

OJ S 178/2021 14/09/2021

Oznámenie o výsledku verejného obstarávania

Služby

**Právny základ:**

Smernica 2014/24/EÚ

## Oddiel I: Verejný obstarávateľ

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### I.1. Názov a adresy

Úradný názov: Transport for London

Poštová adresa: Palestra, 197 Blackfriars Road

Mesto/obec: London

Kód NUTS: UKI London

PSC: SE1 8NJ

Štát: Spojené kráľovstvo

Kontaktná osoba: Miss Jessica Denton

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

Telefón: +44 3432221234

**Internetová adresa (internetové adresy):**

Hlavná adresa: <https://tfl.gov.uk>

Adresa stránky profilu kupujúceho: <https://tfl.gov.uk>

### I.4. Druh verejného obstarávateľa

Organizácia riadená verejným právom

### I.5. Hlavná činnosť

Všeobecné verejné služby

## Oddiel II: Predmet

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### II.1. Rozsah obstarávania

#### II.1.1. Názov

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

Referenčné číslo: DN456625

#### II.1.2. Hlavný kód CPV

60100000 Služby cestnej dopravy

#### II.1.3. Druh zákazky

Služby

#### II.1.4. Stručný 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. Informácie o častiach**

Táto zákazka sa delí na časti: áno

#### **II.1.7. Celková hodnota obstarávania**

Hodnota bez DPH: 103 000 000,00 GBP

### **II.2. Opis**

#### **II.2.1. Názov**

A Technology System and Customer Access Portal for Taxi and Private Hire Services  
Časť č.: 1

#### **II.2.2. Dodatočné kódy CPV**

22454000 Vodičské preukazy, 32427000 Sieťový systém, 48170000 Softvérový balík na kontrolu súladu, 48218000 Softvérový balík na riadenie licencií, 72212170 Služby na vývoj softvéru na kontrolu súladu, 72212218 Služby na vývoj softvéru na riadenie licencií, 72222300 Služby informačných technológií

#### **II.2.3. Miesto vykonania**

Kód NUTS: UK United Kingdom

#### **II.2.4. Opis obstarávania**

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. Kritériá na vyhodnotenie ponúk

Kritérium kvality - Názov: Quality criterion - Name: System Design / Relatívna váha: 35

Kritérium kvality - Názov: Quality criterion - Name: Mobilisation and Transition / Relatívna váha : 25

Kritérium kvality - Názov: Quality criterion - Name: Service Management / Relatívna váha: 25

Kritérium kvality - Názov: Quality criterion - Name: Innovation & Continuous Improvement / Relatívna váha: 15

Kritérium kvality - Názov: Price - Weighting: PQP / Relatívna váha: PQP

Cena - Relatívna váha: PQP

### II.2.11. Informácie o opciách

Opcie: nie

### II.2.13. Informácie o fondoch Európskej únie

Obstarávanie sa týka projektu a/alebo programu financovaného z fondov Európskej únie: nie

### II.2.14. Doplňujúce informácie

#### II.2. Opis

##### II.2.1. Názov

Vehicle Licensing, Inspection and Contact Centre Services

Časť č.: 2

##### II.2.2. Dodatočné kódy CPV

22454000 Vodičské preukazy, 60120000 Taxislužba, 60130000 Služby osobnej cestnej dopravy na osobitné účely, 63712000 Pomocné služby pre cestnú dopravu, 71631200 Technická inšpekcia automobilov, 75100000 Verejná správa

##### II.2.3. Miesto vykonania

Kód NUTS: UK United Kingdom

##### II.2.4. Opis obstarávania

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. Kritériá na vyhodnotenie ponúk**

Kritérium kvality - Názov: Quality Criterion - Name: Operational Services / Relatívna váha: 40

Kritérium kvality - Názov: Quality Criterion - Name: Mobilisation and Transition / Relatívna váha : 25

Kritérium kvality - Názov: Quality Criterion - Name: Service Management / Relatívna váha: 25

Kritérium kvality - Názov: Quality Criterion - Name: Innovation and Continuous Improvement / Relatívna váha: 10

Kritérium kvality - Názov: Price - Weighting: PQP / Relatívna váha: PQP

Cena - Relatívna váha: PQP

### **II.2.11. Informácie o opciách**

Opcie: nie

### **II.2.13. Informácie o fondoch Európskej únie**

Obstarávanie sa týka projektu a/alebo programu financovaného z fondov Európskej únie: nie

### **II.2.14. Doplňujúce informácie**

## **Oddiel IV: Postup**

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### **IV.1. Opis**

#### **IV.1.1. Druh postupu**

Súťažný dialóg

#### **IV.1.3. Informácie o rámcovej dohode alebo dynamickom nákupnom systéme**

#### **IV.1.8. Informácie o dohode o vládnom obstarávaní (GPA)**

Na toto obstarávanie sa vzťahuje dohoda o vládnom obstarávaní: nie

### **IV.2. Administratívne informácie**

#### **IV.2.1. Predchádzajúce uverejnenie týkajúce sa tohto obstarávacieho konania**

Číslo oznámenia v Ú. v. EÚ: [2020/S 007-011424](#)

#### **IV.2.8. Informácie o ukončení dynamického nákupného systému**

## IV.2.9. Informácie o ukončení výzvy na súťaž vo forme predbežného oznámenia

### Oddiel V: Zadanie zákazky

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Zákazka č.: tfl\_scp\_001789

Časť č.: 1

**Názov:**

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

Zákazka/časť je pridelená: áno

#### V.2. Zadanie zákazky

##### V.2.1. Dátum uzatvorenia zmluvy

28/07/2021

##### V.2.2. Informácie o ponukách

Počet prijatých ponúk: 3

Zákazka bola pridelená skupine hospodárskych subjektov: nie

##### V.2.3. Názov a adresa dodávateľa

Úradný názov: Tata Consultancy Services Limited

Poštová adresa: 18 Grosvenor Place

Mesto/obec: London

Kód NUTS: UK United Kingdom

PSČ: SW1X 7HS

Štát: Spojené kráľovstvo

Dodávateľom je MSP: nie

##### V.2.4. Informácie o hodnote zákazky/časti

Pôvodná predpokladaná celková hodnota zákazky/časti: 8 900 000,00 GBP

Celková hodnota zákazky/časti: 12 000 000,00 GBP

##### V.2.5. Informácie o subdodávkach

### Oddiel V: Zadanie zákazky

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Zákazka č.: tfl\_scp\_001789

Časť č.: 2

**Názov:**

Vehicle Licensing, Inspection and Contact Centre Services

Zákazka/časť je pridelená: áno

#### V.2. Zadanie zákazky

##### V.2.1. Dátum uzatvorenia zmluvy

17/08/2021

##### V.2.2.

### **Informácie o ponukách**

Počet prijatých ponúk: 2

Zákazka bola pridelená skupine hospodárskych subjektov: nie

#### **V.2.3. Názov a adresa dodávateľa**

Úradný názov: Marston (Holdings) Limited

Poštová adresa: Rutland House, 8th Floor, 148 Edmund Street,

Mesto/obec: Birmingham,

Kód NUTS: UK United Kingdom

PSC: B3 2JR

Štát: Spojené kráľovstvo

Dodávateľom je MSP: nie

#### **V.2.4. Informácie o hodnote zákazky/časti**

Pôvodná predpokladaná celková hodnota zákazky/časti: 22 400 000,00 GBP

Celková hodnota zákazky/časti: 54 600 000,00 GBP

#### **V.2.5. Informácie o subdodávkach**

### **Oddiel VI: Doplnkové informácie**

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#### **VI.3. Doplnujúce informácie**

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. Postupy preskúmania**

##### **VI.4.1. Orgán zodpovedný za preskúmanie**

Úradný názov: Transport for London

Poštová adresa: Palestra, 197 Blackfriars Road

Mesto/obec: London

PSC: SE1 8NJ

Štát: Spojené kráľovstvo

##### **VI.4.2. Orgán zodpovedný za mediáciu**

Úradný názov: Transport for London

Poštová adresa: Palestra, 197 Blackfriars Road

Mesto/obec: London

PSC: SE1 8NJ

Štát: Spojené kráľovstvo

#### **VI.5. Dátum odoslania tohto oznámenia**

09/09/2021