

Združeno kraljestvo-London: Storitve cestnega prevoza
OJ S 178/2021 14/09/2021
Obvestilo o oddaji naročila
Storitve

Pravna podlaga:
Direktiva 2014/24/EU

Oddelek I: Javni naročnik**I.1. Ime in naslovi**

Uradno ime: Transport for London
Poštni naslov: Palestra, 197 Blackfriars Road
Kraj: London
Šifra NUTS: UKI London
Poštna številka: SE1 8NJ
Država: Združeno kraljestvo
Kontaktna oseba: Miss Jessica Denton
E-naslov: JESSDENTON@TFL.GOV.UK
Telefon: +44 3432221234

Internetni naslovi:

Glavni naslov: <https://tfl.gov.uk>
Internetni naslov profila kupca: <https://tfl.gov.uk>

I.4. Vrsta javnega naročnika

Oseba javnega prava

I.5. Glavna področja dejavnosti

Javna uprava

Oddelek II: Predmet**II.1. Obseg naročila****II.1.1. Naslov**

Vehicle Licensing and Inspection Services and a Technology System for Taxi and Private Hire Services
Referenčna številka dokumenta: DN456625

II.1.2. Glavna koda CPV

60100000 Storitve cestnega prevoza

II.1.3. Vrsta naročila

Storitve

II.1.4. Kratek 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. Informacije o sklopih

Naročilo je razdeljeno na sklope: da

II.1.7. Skupna vrednost javnega naročila

Vrednost brez DDV: 103 000 000,00 GBP

II.2. Opis

II.2.1. Naslov

A Technology System and Customer Access Portal for Taxi and Private Hire Services

Št. sklopa: 1

II.2.2. Dodatna(-e) koda(-e) CPV

22454000 Vozniška dovoljenja, 32427000 Omrežni sistem, 48170000 Programski paket za skladnost, 48218000 Programski paket za upravljanje licenc, 72212170 Storitve razvoja programske opreme za skladnost, 72212218 Storitve razvoja programske opreme za upravljanje licenc, 72222300 Storitve informacijske tehnologije

II.2.3. Kraj izvedbe

Šifra NUTS: UK United Kingdom

II.2.4. Opis javnega naročila

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. Merila za izbiro ponudbe

Merilo kakovosti - Ime: Quality criterion - Name: System Design / Ponder: 35

Merilo kakovosti - Ime: Quality criterion - Name: Mobilisation and Transition / Ponder: 25

Merilo kakovosti - Ime: Quality criterion - Name: Service Management / Ponder: 25

Merilo kakovosti - Ime: Quality criterion - Name: Innovation & Continuous Improvement / Ponder: 15

Merilo kakovosti - Ime: Price - Weighting: PQP / Ponder: PQP

Cena - Ponder: PQP

II.2.11. Informacije o variantah

Variante: ne

II.2.13. Informacije o sredstvih EU

Naročilo se nanaša na projekt in/ali program, ki se financira s sredstvi EU: ne

II.2.14. Dodatne informacije

II.2. Opis

II.2.1. Naslov

Vehicle Licensing, Inspection and Contact Centre Services

Št. sklopa: 2

II.2.2. Dodatna(-e) koda(-e) CPV

22454000 Vozniška dovoljenja, 60120000 Taksi storitve, 60130000 Storitve cestnega potniškega prevoza za posebne namene, 63712000 Podporne storitve za cestni prevoz, 71631200 Storitve tehničnih pregledov avtomobilov, 75100000 Storitve uprave

II.2.3. Kraj izvedbe

Šifra NUTS: UK United Kingdom

II.2.4. Opis javnega naročila

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. Merila za izbiro ponudbe

Merilo kakovosti - Ime: Quality Criterion - Name: Operational Services / Ponder: 40

Merilo kakovosti - Ime: Quality Criterion - Name: Mobilisation and Transition / Ponder: 25

Merilo kakovosti - Ime: Quality Criterion - Name: Service Management / Ponder: 25

Merilo kakovosti - Ime: Quality Criterion - Name: Innovation and Continuous Improvement / Ponder: 10

Merilo kakovosti - Ime: Price - Weighting: PQP / Ponder: PQP

Cena - Ponder: PQP

II.2.11. Informacije o variantah

Variante: ne

II.2.13. Informacije o sredstvih EU

Naročilo se nanaša na projekt in/ali program, ki se financira s sredstvi EU: ne

II.2.14. Dodatne informacije

Oddelek IV: Postopek

IV.1. Opis

IV.1.1. Vrsta postopka

Konkurenčni dialog

IV.1.3. Informacije o okvirnem sporazumu ali dinamičnem nabavnem sistemu

IV.1.8. Informacije o Sporazumu o vladnih naročilih

Naročilo ureja Sporazum o vladnih naročilih: ne

IV.2. Upravne informacije

IV.2.1. Prejšnja objava v zvezi s tem postopkom

Številka obvestila v UL: [2020/S 007-011424](#)

IV.2.8. Informacije o prenehanju dinamičnega nabavnega sistema

IV.2.9. Informacije o zaključku javnega razpisa v obliki predhodnega informativnega obvestila

Oddelek V: Oddaja naročila

Št. naročila: tfl_scp_001789

Št. sklopa: 1

Naslov:

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

Naročilo je oddano/sklop je oddan: da

V.2. Oddaja naročila

V.2.1. Datum sklenitve pogodbe

28/07/2021

V.2.2. Informacije o ponudbah

Število prejetih ponudb: 3

Naročilo je bilo oddano skupini gospodarskih subjektov: ne

V.2.3. Ime in naslov izvajalca

Uradno ime: Tata Consultancy Services Limited

Poštni naslov: 18 Grosvenor Place

Kraj: London

Šifra NUTS: UK United Kingdom

Poštna številka: SW1X 7HS

Država: Združeno kraljestvo

Izvajalec je MSP: ne

V.2.4. Informacije o vrednosti javnega naročila/sklopa

Začetna skupna ocenjena vrednost javnega naročila/sklopa: 8 900 000,00 GBP

Skupna vrednost naročila/sklopa: 12 000 000,00 GBP

V.2.5. Informacije o naročilih, oddanih podizvajalcem

Oddelek V: Oddaja naročila

Št. naročila: tfl_scp_001789

Št. sklopa: 2

Naslov:

Vehicle Licensing, Inspection and Contact Centre Services

Naročilo je oddano/sklop je oddan: da

V.2. Oddaja naročila

V.2.1. Datum sklenitve pogodbe

17/08/2021

V.2.2. Informacije o ponudbah

Število prejetih ponudb: 2

Naročilo je bilo oddano skupini gospodarskih subjektov: ne

V.2.3. Ime in naslov izvajalca

Uradno ime: Marston (Holdings) Limited
Poštni naslov: Rutland House, 8th Floor, 148 Edmund Street,
Kraj: Birmingham,
Šifra NUTS: UK United Kingdom
Poštna številka: B3 2JR
Država: Združeno kraljestvo
Izvajalec je MSP: ne

V.2.4. Informacije o vrednosti javnega naročila/sklopa

Začetna skupna ocenjena vrednost javnega naročila/sklopa: 22 400 000,00 GBP
Skupna vrednost naročila/sklopa: 54 600 000,00 GBP

V.2.5. Informacije o naročilih, oddanih podizvajalcem

Oddelek VI: Dopolnilne informacije

VI.3. Dodatne informacije

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. Postopki za revizijo

VI.4.1. Organ, pristojen za revizijo

Uradno ime: Transport for London
Poštni naslov: Palestra, 197 Blackfriars Road
Kraj: London
Poštna številka: SE1 8NJ
Država: Združeno kraljestvo

VI.4.2. Organ, pristojen za postopek mediacije

Uradno ime: Transport for London
Poštni naslov: Palestra, 197 Blackfriars Road
Kraj: London
Poštna številka: SE1 8NJ
Država: Združeno kraljestvo

VI.5. Datum pošiljanja tega obvestila

09/09/2021