

Förenade kungariket-London: Vägtransporter
OJ S 178/2021 14/09/2021
Meddelande om tilldelning av kontrakt
Tjänster

Rättslig grund:
direktiv 2014/24/EU

Avsnitt I: Upphandlande myndighet**I.1. Namn och adresser**

Officiellt namn: Transport for London
Postadress: Palestra, 197 Blackfriars Road
Ort: London
Nuts-kod: UKI London
Postnummer: SE1 8NJ
Land: Förenade kungariket
Kontaktperson: Miss Jessica Denton
E-post: JESSDENTON@TFL.GOV.UK
Telefon: +44 3432221234

Internetadress(er):

Allmän adress: <https://tfl.gov.uk>
Upphandlarprofil: <https://tfl.gov.uk>

I.4. Typ av upphandlande myndighet

Offentligrättsligt organ

I.5. Huvudsaklig verksamhet

Allmänna offentliga tjänster

Avsnitt II: Föremål**II.1. Upphandlingens omfattning****II.1.1. Benämning på upphandlingen**

Vehicle Licensing and Inspection Services and a Technology System for Taxi and Private Hire Services
Referensnummer: DN456625

II.1.2. Huvudsaklig CPV-kod

60100000 Vägtransporter

II.1.3. Typ av kontrakt

Tjänster

II.1.4. Kort beskrivning

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. Information om delar

Kontraktet är uppdelat i flera delar: ja

II.1.7. Upphandlingens totala värde

Värde exkl. moms: 103 000 000,00 GBP

II.2. Beskrivning

II.2.1. Benämning på upphandlingen

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

II.2.2. Ytterligare CPV-kod(er)

22454000 Körkort, 32427000 Nätsystem, 48170000 Programvara för kontroll av överensstämmelse, 48218000 Programvara för licenshantering, 72212170 Programvaruutvecklingstjänster för kontroll av överensstämmelse, 72212218 Programvaruutvecklingstjänster för licenshantering, 72222300 IT-tjänster

II.2.3. Plats för utförande

Nuts-kod: UK United Kingdom

II.2.4. Beskrivning av upphandlingen

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. Tilldelningskriterier

Kvalitetskriterium - Namn: Quality criterion - Name: System Design / Viktning: 35

Kvalitetskriterium - Namn: Quality criterion - Name: Mobilisation and Transition / Viktning: 25

Kvalitetskriterium - Namn: Quality criterion - Name: Service Management / Viktning: 25

Kvalitetskriterium - Namn: Quality criterion - Name: Innovation & Continuous Improvement / Viktning: 15

Kvalitetskriterium - Namn: Price - Weighting: PQP / Viktning: PQP

Pris - Viktning: PQP

II.2.11. Information om optioner

Option: nej

II.2.13. Information om EU-medel

Kontraktet är knutet till projekt och/eller program som finansieras med EU-medel: nej

II.2.14. Kompletterande upplysningar

II.2. Beskrivning

II.2.1. Benämning på upphandlingen

Vehicle Licensing, Inspection and Contact Centre Services

Del nr: 2

II.2.2. Ytterligare CPV-kod(er)

22454000 Körkort, 60120000 Taxitjänster, 60130000 Passagerartransport på väg för särskilda ändamål, 63712000 Kringtjänster för vägtransporter, 71631200 Bilbesiktning, 75100000 Statsförvaltning

II.2.3. Plats för utförande

Nuts-kod: UK United Kingdom

II.2.4. Beskrivning av upphandlingen

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. Tilldelningskriterier

Kvalitetskriterium - Namn: Quality Criterion - Name: Operational Services / Viktning: 40

Kvalitetskriterium - Namn: Quality Criterion - Name: Mobilisation and Transition / Viktning: 25

Kvalitetskriterium - Namn: Quality Criterion - Name: Service Management / Viktning: 25

Kvalitetskriterium - Namn: Quality Criterion - Name: Innovation and Continuous Improvement / Viktning: 10

Kvalitetskriterium - Namn: Price - Weighting: PQP / Viktning: PQP

Pris - Viktning: PQP

II.2.11. Information om optioner

Option: nej

II.2.13. Information om EU-medel

Kontraktet är knutet till projekt och/eller program som finansieras med EU-medel: nej

II.2.14. Kompletterande upplysningar

Avsnitt IV: Förfarande

IV.1. Beskrivning

IV.1.1. Typ av förfarande

Konkurrenspräglad dialog

IV.1.3. Information om ramavtal eller dynamiskt inköpssystem

IV.1.8. Information om avtalet om offentlig upphandling

Upphandlingen omfattas av avtalet om offentlig upphandling: nej

IV.2. Administrativ information

IV.2.1. Tidigare offentliggörande angående detta förfarande

Meddelandenummer i EUT: [2020/S 007-011424](#)

IV.2.8. Information om avslutande av det dynamiska inköpssystemet

IV.2.9. Information om avslutande av anbudsinfordran i form av ett förhandsmeddelande

Avsnitt V: Kontraktstilldelning

Kontrakt nr: tfl_scp_001789

Del nr: 1

Benämning på upphandlingen:

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

Ett kontrakt/delkontrakt tilldelas: ja

V.2. Kontraktstilldelning

V.2.1. Datum för beslut om tilldelning av kontrakt

28/07/2021

V.2.2. Information om anbuden

Antal mottagna anbud: 3

Kontraktet har tilldelats en grupp av ekonomiska aktörer: nej

V.2.3. Uppdragstagarens namn och adress

Officiellt namn: Tata Consultancy Services Limited

Postadress: 18 Grosvenor Place

Ort: London

Nuts-kod: UK United Kingdom

Postnummer: SW1X 7HS

Land: Förenade kungariket

Uppdragstagaren är ett litet eller medelstort företag: nej

V.2.4. Upplysningar om kontraktets/delens värde

Det uppskattade totala värdet av kontraktet/delen: 8 900 000,00 GBP

Kontraktets/delens totala värde: 12 000 000,00 GBP

V.2.5. Information om underentreprenader

Avsnitt V: Kontraktstilldelning

Kontrakt nr: tfl_scp_001789

Del nr: 2

Benämning på upphandlingen:

Vehicle Licensing, Inspection and Contact Centre Services

Ett kontrakt/delkontrakt tilldelas: ja

V.2. Kontraktstilldelning

V.2.1. Datum för beslut om tilldelning av kontrakt

17/08/2021

V.2.2. Information om anbuden

Antal mottagna anbud: 2

Kontraktet har tilldelats en grupp av ekonomiska aktörer: nej

V.2.3. Uppdragstagarens namn och adress

Officiellt namn: Marston (Holdings) Limited
Postadress: Rutland House, 8th Floor, 148 Edmund Street,
Ort: Birmingham,
Nuts-kod: UK United Kingdom
Postnummer: B3 2JR
Land: Förenade kungariket
Uppdragstagaren är ett litet eller medelstort företag: nej

V.2.4. Upplysningar om kontraktets/delens värde

Det uppskattade totala värdet av kontraktet/delen: 22 400 000,00 GBP
Kontraktets/delens totala värde: 54 600 000,00 GBP

V.2.5. Information om underentreprenader

Avsnitt VI: Kompletterande upplysningar

VI.3. Kompletterande upplysningar

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. Överprövningsförfaranden

VI.4.1. Behörigt organ vid överprövning

Officiellt namn: Transport for London
Postadress: Palestra, 197 Blackfriars Road
Ort: London
Postnummer: SE1 8NJ
Land: Förenade kungariket

VI.4.2. Behörigt organ vid medling

Officiellt namn: Transport for London
Postadress: Palestra, 197 Blackfriars Road
Ort: London
Postnummer: SE1 8NJ
Land: Förenade kungariket

VI.5. Datum då meddelandet sänts

09/09/2021