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Tender

Free-Flow Charging Package C: Non-UK Enforcement Services

Department for Transport

F02: Contract notice

Notice identifier: 2022/S 000-001254

Procurement identifier (OCID): ocds-h6vhtk-02cf25

Published 14 January 2022, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Department for Transport

Great Minster House, 33 Horseferry Road

London

LS11 9AT

Contact

Oliver Whittle

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Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://nationalhighways.co.uk/>

Buyer's address

<https://highways.bravosolution.co.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://highways.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://highways.bravosolution.co.uk/>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Free-Flow Charging Package C: Non-UK Enforcement Services

Reference number

FFC.C

II.1.2) Main CPV code

- 79941000 - Toll-collection services

II.1.3) Type of contract

Services

II.1.4) Short description

National Highways is the government company charged with operating, maintaining and improving motorways and major (trunk) roads in England. National Highways is procuring (as a procurement agent on behalf of the Secretary of State for Transport, as described in the National Highways framework document Annex C paragraph 2) a second generation free-flow charging service solution for the existing Dartford-Thurrock River Crossing road user charging scheme.

A road user charge has been collected at this crossing since 2003 to manage the high demand for its use. Work is currently underway to transition to the second-generation of free-flow charging.

In support of the above, National Highways is seeking to procure the third element of the second-generation Free-Flow Charging solution - Non-UK Enforcement Services (Package C).

This follows the award of separate contracts in April 2021 for Package A (Road User Charging) and Package B (UK Enforcement Services), and forms a key part of the transition to the second-generation service which will take place in November 2022.

II.1.5) Estimated total value

Value excluding VAT: £8,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 34980000 - Transport tickets
- 48000000 - Software package and information systems
- 63712210 - Highway toll services
- 63712311 - Bridge toll services
- 63712321 - Tunnel toll services
- 72000000 - IT services: consulting, software development, Internet and support
- 79342300 - Customer services
- 79940000 - Collection agency services
- 98351110 - Parking enforcement services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

II.2.4) Description of the procurement

National Highways is the government company charged with operating, maintaining and improving motorways and major (trunk) roads in England. National Highways' road network totals around 4 300 miles and is commonly known as the strategic road network.

The Dartford-Thurrock River Crossing is a critical part of the strategic road network in the South East of England. It spans the River Thames between Dartford and Thurrock, approximately 16 miles east of central London, and forms a trunk road link (the A282 Trunk Road) that connects the M25 London Orbital motorway either side of the Thames to create a complete strategic road network around London.

National Highways is procuring (as a procurement agent on behalf of the Secretary of State for Transport, as described in the National Highways framework document Annex C paragraph 2) a second generation free-flow charging service solution for the existing Dartford-Thurrock River Crossing road user charging scheme. A road user charge has

been collected at this crossing since 2003 to manage the high demand for its use.

National Highways' second generation free-flow charging service solution will be contracted through 3 main packages, each under a separate contract notice. This contract notice is for Non-UK Enforcement Services (Package C) as part of the overall free-flow charging service solution.

The other proposed elements of the free-flow charging solution are Road User Charging Services (Package A) and UK Enforcement Services (Package B). Package A and B were subject to separate contract notices and separate procurement exercises and contracts were awarded in April 2021.

The contract will cover the management of enforcement activities where the person liable resides outside of the United Kingdom, including penalty charge notice payment processing, website provision and merchant acquirer services.

The Package C contract will deliver the implementation of a new solution and transition of existing data within 7 months of the contract commencement date, anticipated to be April 2022.

Key elements of the service will include the provision of revenue protection services covering the enforcement lifecycle, including:

- handling penalty charge records for contravention candidates and identifying the persons liable,
- issuing and recovering penalty charge notices,
- managing and supporting the full scope of representations and appeals in the enforcement lifecycle, and
- interfacing with debt registration organisations.

The service will also comprise of payment processing, in addition to financial reconciliation, banking, a payment gateway, and accounting services related to the road user charging scheme.

The service will also require the provision of a customer support offering, utilising a suite of contact channels for managing communications (e.g. enquiries, complaints, Freedom of Information requests).

In addition, the service provider will be required to output management information to a new National Highways data platform (currently in development).

II.2.5) Award criteria

Quality criterion - Name: Quality criterion / Weighting: 70%

Price - Weighting: 30%

II.2.6) Estimated value

Value excluding VAT: £8,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

43

This contract is subject to renewal

Yes

Description of renewals

The contract will consist of an initial 43-month term, comprising an 7 month mobilisation and implementation period followed by a 36 month initial term. There will also be an option to extend for two additional 12 month periods.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-018359](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

14 February 2022

Local time

10:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

14 February 2022

Local time

10:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

To access the procurement documents, economic operators should register for a free eSourcing account at:

<https://highways.bravosolution.co.uk>

Once economic operators have received their log in details, economic operators should log in and click the 'ITTs Open To All Suppliers' link and select the listing under reference number 6477. Economic operators should review the introductory page to the ITT and click 'Express Interest' to continue (this will move the ITT to your 'My ITTs' page, which is a secure area reserved for your projects only). Economic operators can access any attachments by clicking 'Buyer Attachments' in the 'ITT Details' box.

Economic operators can use the 'Messages' function to communicate with National Highways and seek any clarification. To respond to this call for competition, click 'My Response' under 'ITT Details', and select 'Create Response' or to 'Decline to Respond'. If you require any further assistance, economic operators should contact the eSourcing helpdesk on +44 8000698630 or help@bravosolution.co.uk

This contract notice (and the associated procurement documents) are published in good faith. No warranty is given as to the accuracy or completeness of the information contained in it.

Any liability for inaccuracy or incompleteness is expressly disclaimed by National Highways and its advisors. Economic operators are advised to satisfy themselves that they understand all the requirements of the contract and procurement exercise before submitting their request to participate.

Nothing in this contract notice (and the associated procurement documents) will be taken as constituting an offer (whether implied or otherwise), or any agreement, whether

express or implied between National Highways and any other party.

National Highways reserves the right to cancel, amend or vary the procurement exercise at any point prior to the award of the contract (whole or in part) and with no liability on its part. National Highways and/or its advisors are not liable for any costs resulting from any amendment or cancellation of this procurement exercise nor any other costs, charges, fees, expenses, claims or disbursements (howsoever arising and including third party costs) incurred by those economic operators submitting a request to participate for this contract. Economic operators submit a request to participate at their own risk and expense.

VI.4) Procedures for review

VI.4.1) Review body

See details at VI.4.3

See details at VI.4.3

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

National Highways will incorporate a minimum 10 calendar day standstill period at the point information on award of the contract is communicated to tenderers. Appeals must be lodged in accordance with the Public Contracts Regulations 2015 (SI 2015 No 102) as amended.