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Contract

Provision of Blue Badge, Freedom Pass and Taxi Card Service

London Borough Of Bexley

F03: Contract award notice

Notice identifier: 2022/S 000-007858

Procurement identifier (OCID): ocids-h6vhtk-02f217

Published 23 March 2022, 12:14pm

Section I: Contracting authority

I.1) Name and addresses

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET

BEXLEYHEATH

DA6 7AT

Contact

PROCUREMENT SUPPORT TEAM

Email

procurement@bexley.gov.uk

Telephone

+44 2030455137

Country

United Kingdom

NUTS code

UKI51 - Bexley and Greenwich

Internet address(es)

Main address

<https://www.bexley.gov.uk/>

Buyer's address

WWW.BEXLEY.GOV.UK

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Blue Badge, Freedom Pass and Taxi Card Service

Reference number

5360

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Bexley is seeking a provider to deliver a service for three concessionary travel schemes: Blue Badge parking, Disabled Person's Freedom Pass and Taxi-card applications.

The aim of this contract is to help people with severe mobility problems caused by visible and non-visible ('hidden') disabilities to access goods and services, by allowing them to park close to their destination, travel free on London's public transport, and in licensed taxis at subsidised rates.

The service outcomes required are:

- fair and consistent treatment of Blue Badge, Freedom Pass and Taxi - card applicants
- customer-friendly and clear
- timely and cost-efficient
- resistant to abuse

To facilitate these outcomes, a case management system will be needed that takes advantage of digital opportunities allowing the pathway for automatically eligible clients to be completed in a seamless and timely manner. For non-automatic eligibility the intervention of a mobility expert maybe required

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,225,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI51 - Bexley and Greenwich

Main site or place of performance

Bexley and Greenwich

II.2.4) Description of the procurement

The London Borough of Bexley is seeking a provider to deliver a service for three concessionary travel schemes: Blue Badge parking, Disabled Person's Freedom Pass and Taxi-card applications.

The aim of this contract is to help people with severe mobility problems caused by visible and non-visible ('hidden') disabilities to access goods and services, by allowing them to park close to their destination, travel free on London's public transport, and in licensed taxis at subsidised rates.

The service outcomes required are:

- fair and consistent treatment of Blue Badge, Freedom Pass and Taxi - card applicants
- customer-friendly and clear
- timely and cost-efficient
- resistant to abuse

To facilitate these outcomes, a case management system will be needed that takes advantage of digital opportunities allowing the pathway for automatically eligible clients to be completed in a seamless and timely manner. For non-automatic eligibility the intervention of a mobility expert will be required only when the evidence provided is unclear.

II.2.5) Award criteria

Price

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-027305](#)

Section V. Award of contract

Contract No

5360

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 March 2022

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Inspire Community Trust

20 Whitehall Lane, Slade Green, Erith

Kent

DA8 2DH

Country

United Kingdom

NUTS code

- UKI51 - Bexley and Greenwich

National registration number

05296168

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,225,000

Total value of the contract/lot: £1,225,000

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=677997890>

GO Reference: GO-2022323-PRO-19845295

VI.4) Procedures for review

VI.4.1) Review body

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET, KENT

BEXLEYHEATH

DA6 7AT

Telephone

+44 2030455137

Fax

+44 2082946385

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

London Borough Of Bexley

CIVIC OFFICES, WATLING STREET

BEXLEYHEATH

DA6 7AT

Email

PROCUREMENT@BEXLEY.GOV.UK

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET, KENT

BEXLEYHEATH

DA6 7LB

Email

PROCUREMENT@BEXLEY.GOV.UK

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+44 2030455137

Fax

+44 2082946835

Country

United Kingdom