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Awarded contract

The Provision of Vehicle Licensing and Inspection Services and an End to End Information Technology System to the Public Carriage Office

Transport for London

F20: Modification notice

Notice reference: 2023/S 000-013079

Published: 9 May 2023, 10:43am

Section I: Contracting authority/entity

I.1) Name and addresses

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

Email

samward1@tfl.gov.uk

Country

United Kingdom

NUTS code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://tfl.gov.uk>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Provision of Vehicle Licensing and Inspection Services and an End to End Information Technology System to the Public Carriage Office

Reference number

PRO1856

II.1.2) Main CPV code

- 63712000 - Support services for road transport

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 32427000 - Network system
- 71631200 - Technical automobile inspection services
- 72212170 - Compliance software development services
- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement at the time of conclusion of the contract:

Following an OJEU compliant competitive tender exercise, conducted under a competitive dialogue procedure, NSL Ltd were appointed to provide the licensing and inspection services and an end to end information technology system to the Public Carriage Office .

This service supports TfL's regulation and licensing of Taxi & Private Hire (TPH) in London.

The Contract commenced on 13/02/2012 and became operational on 28/02/2013 for an initial duration of 5 years and TfL exercised the option to extend for a further 5 years to 28 February 2023 (the "Contract")

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

End date

28 February 2024

Section IV. Procedure
IV.2) Administrative information**IV.2.1) Contract award notice concerning this contract**

Notice number: [2012/S 071-117655](#)

Section V. Award of contract/concession
Contract No

PRO1856

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

13 February 2012

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

NSL Limited

4th Floor, Westgate House, Westgate

London

W5 1YY

Country

United Kingdom

NUTS code

- UKI - London

Companies House

06033060

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £62,700,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court, Royal Courts of Justice

London

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 63712000 - Support services for road transport

VII.1.2) Additional CPV code(s)

- 32427000 - Network system
- 71631200 - Technical automobile inspection services
- 72212170 - Compliance software development services
- 72222300 - Information technology services

VII.1.3) Place of performance

NUTS code

- UKI - London

VII.1.4) Description of the procurement:

The purpose of the current contract is to provide vehicle licensing and inspection services and an end-to-end information technology system to TPH. The supplier for this service is NSL Limited. There is no change of scope to the current contract in which all existing services will remain unchanged but is an extension of time only for the current contract.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

End date

28 February 2024

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£62,700,000

VII.1.7) Name and address of the contractor/concessionaire

NSL Limited

4th Floor, Westgate House, West Gate

London

W5 1YY

Country

United Kingdom

NUTS code

- UKI - London

Companies House

06033060

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the

contract):

The modification to which this notice relates is for an extension of time for a period of up to twelve months following the expiry of the Contract on 28 February 2023. This extension is to continue the provision of the current Taxi and Private Hire licensing system, ensuring continuity by Transport for London to meet its statutory obligations as a Licensing Authority. This is an extension of time only for a period to allow time for the new system to go live.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

TfL compliantly procured a replacement Technology System (Lot 1) and Vehicle Licensing and Inspection Services (Lot 2) as described in the contract notice dated 8th January 2020 (2020/S 007-011424) and subsequent contract award notice (2021/S 000-022441) dated 9 September 2021 ("Replacement Contract").

The new Technology System (Lot 1) is currently in its implementation phase but is unexpectedly not available for operation due to several factors, including but not limited to, delays in final user acceptance testing. TfL is continuing to work with the new provider, to ensure the Technology System is delivered in accordance with TfL's requirements as soon as possible.

The extension to the Contract has become necessary because;

- a change of provider via a re-procurement would cause a significant inconvenience and cost due to the resource demands, to which the same resources are already dedicated to ensuring the new Technology System is ready as soon as possible.
- the timescales to re-procure and implement a new service system would be a minimum of 24 months, this cannot be achieved within this gap in services.
- the cost of another provider developing and implementing a new system would need to be recovered within 12 months for it to be financially sustainable, this means any other provider's solution would be significantly more expensive than extending the current provider.
- the duration of the extension is up to 12 months and the intention is to move to the new Technology System as soon as possible. The existing system allows this flexibility, and TfL could not offer any alternative service provider any certainty to the duration of this gap in

services within this 12 month period.

- there are no systems products readily available that are capable of meeting TfL's specific requirements, a bespoke system has to accommodate the below;
- London has unique legislation with distinct differences to what apply to other authorities, for example the Knowledge test, ULEZ & Congestion charge,
- TfL hand-held devices which is unique to our services, without it, TfL would not be able to carry out on street compliance,
- Direct system interfaces with third party services including the Post Office, MIS Reporting, QAS (Quick Address Search), Public Register (Licence Checker), Find a Local Minicab, DVSA (VOSA), DVLA, MIB (Motor Insurance Bureau) PRINT Fulfilment (Print Solution Provider), Scanning Solution Provider, Financial Reconciliation, DBS Check Provider, Congestion Charging Exemptions List, Vehicle Inspection Mobile App, Payment Gateway Portal,
- Securely transfer of nearly 9 terabytes of data held in the current system.
- Due to the above, alternative systems providers would need a significant amount of development and configuration to do even the most basic of these functions and would take longer than what this extension period is for.
- if TfL opted not to extend the current licensing system, this would cause significant disruption to the London taxi trade.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £73,038,840

Total contract value after the modifications

Value excluding VAT: £79,038,840