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Tender

London Cable Car Operations and Maintenance (O&M) Contract

Transport for London

F05: Contract notice – utilities

Notice identifier: 2023/S 000-015118

Procurement identifier (OCID): ocds-h6vhtk-03cfe0

Published 26 May 2023, 2:43pm

Section I: Contracting entity

I.1) Name and addresses

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

Contact

Ami Keilah

Email

v_AmiKeilah@tfl.gov.uk

Telephone

+44 3432221234

Country

United Kingdom

Region code

UK14 - Inner London – East

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://tfl.gov.uk/modes/london-cable-car/>

Buyer's address

<https://service.ariba.com/Supplier.aw>

I.3) Communication

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

<https://s1-eu.ariba.com/Sourcing/Main/ad/selfRegistration?realm=TfL>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1-eu.ariba.com/Sourcing/Main/ad/selfRegistration?realm=TfL>

I.6) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

London Cable Car Operations and Maintenance (O&M) Contract

Reference number

tfl_scp_002012

II.1.2) Main CPV code

- 60000000 - Transport services (excl. Waste transport)

II.1.3) Type of contract

Services

II.1.4) Short description

Dockland Light Railway Limited (DLRL) are seeking a sole supplier for the provision of services for the Operations and Maintenance (O&M) contract for the London Cable Car (LCC) for a period of five (5) years (initial contract period) and with an option to extend by one or more extensions (at DLRL's option) for a maximum of three (3) additional years.

The O&M contract has five defined operating functions that the Contractor will need to provide services for:

1. Operations
2. Cableway Maintenance
3. Facilities Management
4. Retail
5. Business Revenue Development

With respect to the cableway maintenance services (point 2 above), the successful Contractor will be required to enter into a nominated sub-contract (the Cableway Sub-Contract) with a specified cableway maintenance sub-contractor. The successful Contractor will therefore not be required to independently procure the cableway maintenance services but will be required to manage the Cableway Sub-Contract.

Please note the following in order to access the tender documents to this procurement:

Tender documents will be provided electronically via TfL's e-tendering portal SAP Ariba.

Responses should be submitted electronically via TfL's e-tendering portal SAP Ariba.

Interested Tenderers are to register with SAP Ariba via TfL's Supplier self-registration link, in order to participate in the tender process:

<https://s1-eu.ariba.com/Sourcing/Main/ad/selfRegistration?realm=TfL>.

SAP Ariba Supplier Registration Help Page:

https://help.sap.com/docs/ARIBA_NETWORK_SUPPLIERS/ddd75910f67b4212b1c83f9d68cd2f01/de32f3eaf0181014be26e0d2a68be9ef.html.

If you have any queries regarding your registration, please email:

Ariba_Supplier_Enablement@tfl.gov.uk

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Tenderers must also click 'Intend to Bid' in order to fully register against the contract opportunity.

II.1.5) Estimated total value

Value excluding VAT: £72,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London - Royal Docks and the Greenwich Peninsula

II.2.4) Description of the procurement

Dockland Light Railway (DLRL) are seeking a sole supplier for the provision of services for the Operations and Maintenance (O&M) contract for the London Cable Car (LCC) for a period of five (5) years (initial contract period) and with an option to extend by one or more extensions (at DLRL's option) for a maximum of three (3) additional years.

The O&M contract has five defined operating functions that the Contractor will need to provide services for:

1. Operations
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With respect to the cableway maintenance services (point 2 above), the successful Contractor will be required to enter into a nominated sub-contract (the Cableway Sub-Contract) with a specified cableway maintenance sub-contractor. The successful Contractor will therefore not be required to independently procure the cableway maintenance services but will be required to manage the Cableway Sub-Contract.

The Contractor will be required to ensure they:

1. Deliver a service with a high quality and safety output which is reliable that meets all relevant requirements of UK Law and Regulations in line with the Volume 3 Contract terms and conditions
2. Deliver business priorities through the management of our capital renewals, enhancements, assurance regimes and management of DLRL contracts e.g., management of the successful cableway maintenance sub-contractor (via a novated contract).
3. Provide an environmentally sustainable river crossing service that helps to reduce TfL's overall carbon footprint in order to achieve a Net Zero Carbon (NZC) outcome
4. Be customer focused and have excellent operational staff who engage with LCC customers from ticket purchase to the end of the journey to improve yield
5. Keen to explore and implement other income streams (excluding customer pricing, and product marketing)

6. Represent the best in London through diversity, accessibility, and inclusion, making sure there is something for everyone on the LCC experience
7. Can continuously listen, react, and improve in everything DLRL does for the LCC
8. Support LCC neighbours and local partners in their goals and challenges
9. Can encourage and develop new initiatives/innovation for business development and improve profitability e.g., innovation through technology to complement the customer experience
10. Can be agile and adapt to a changing London
11. Work collaboratively as one organization with DLRL and TfL Commercial
12. Deliver a high-quality service that can add value and value for money
13. Work to and create processes that are less resource intensive for both parties i.e., the reduction in the volume of variations being completed
14. Operate as a market-leading commercialised leisure operation similar to other attraction across the UK whilst maintaining to be a mode of transport for the general public
15. Support the generation of revenue through various steams

The requirements of this contract also includes the provision for ancillary good and services including but not limited to the supply of parts and materials, modifications, renewals, enhancements, and other management and planning services.

An initial draft version (which remains subject to change prior to, and following, the issue of the ITT) of each of the O&M Contract and the Cableway Sub-Contract can be found in Appendix 6 - Volume 3 Contract terms and conditions (Draft) and Appendix 7 - LCC Cableway Maintenance Subcontract (Draft) to the SQ.

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

The London Cable Car (LCC) Contract is for a for a period of five (5) years (initial contract period) and with an option to extend by one or more extensions (at DLRL's option) for a maximum of three (3) additional years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: 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

Full details of the requirements can be found in the procurement documents accessible via Transport for London (TfL) e-sourcing portal.

Award criteria are as stated in the procurement documents.

Applicants should note that they may be required to supply audited accounts in line with the requirements set out in the Standard Selection Questionnaire (SQ).

III.1.2) Economic and financial standing

List and brief description of selection criteria

Please refer to the procurement documents (Standard Selection Questionnaire (SQ)).

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

Please refer to the procurement documents SQ and Appendix 5 - Procurement Information for Tenderers (Invitation To Tender (ITT) Stage)).

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Please refer to the procurement documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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

Date

27 June 2023

Local time

1:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

19 July 2023

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

Expressions of interest must be by way of completion and return of the selection questionnaire (SQ) (in accordance with the requirements set out in the SQ by the time limit in (Section IV.2.3) above)).

The contracting authority (DLRL) considers that this contract is suitable for consortia.

Tenderers should note that the procurement documents provide indicative information of the contracting authority's (DLRL) intended approach in the procurement process at this stage and are for general information only.

The contracting authority (DLRL) reserves the right to vary, amend and update any aspects of the procurement documents and final details and versions of the procurement documents will be confirmed to applicants successful in being selected to participate in the relevant tender stages of the procurement procedure.

The contracting authority (DLRL) reserves the right not to award the opportunity or to award only part (or a different arrangement) of the opportunity described in this Contract Notice.

An overview of the intended procurement process at Invitation to Tender (ITT) stage (subject to change and to the terms of the ITT documents themselves) can be found in Appendix 5 - Procurement Information for Tenderers (Invitation To Tender (ITT)) of the suite of documents provided for the Standard Selection Questionnaire (SQ) stage. DLRL intends to make a draft version of the ITT documents available to Tenderers.

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TfL will not be liable to any person for any costs whatsoever incurred in the preparation of bids or in otherwise responding to the SQ or ITT.

The contract value stated on this notice is an estimate range based on forecast purchase volumes and does not represent a promise or any guarantee to those amounts.

VI.4) Procedures for review

VI.4.1) Review body

High Court, Royal Courts of Justice London

London

Country

United Kingdom