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Contract

GLA 82114 Appeal Services to Road User Charging

Greater London Authority

F03: Contract award notice

Notice identifier: 2025/S 000-015222

Procurement identifier (OCID): ocds-h6vhtk-038adc

Published 15 April 2025, 12:39pm

Section I: Contracting authority

I.1) Name and addresses

Greater London Authority

Kamal Chunchie Way

LONDON

E16 1ZE

Contact

Ilva Cunka

Email

ilvacunka@tfl.gov.uk

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://tfl.gov.uk>

Buyer's address

<https://tfl.gov.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Urban railway, tramway, trolleybus or bus services, and property developer and management company

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

GLA 82114 Appeal Services to Road User Charging

Reference number

GLA 82114

II.1.2) Main CPV code

- 75110000 - General public services

II.1.3) Type of contract

Services

II.1.4) Short description

Requirement for a Service Provider to provide Appeal Services for Road User Charging Schemes within Greater London; provision of the IT systems, back office functions, administration support and customer facing services as well as a hearing centre.

GLA's operational objective is to provide an accessible and efficient Appeals Service that provides an independent adjudication service for customers who wish to challenge the issue of a PCN by TfL ensuring a fair and impartial hearing for all parties.

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: £9,200,422

II.2) Description

II.2.2) Additional CPV code(s)

- 75100000 - Administration services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This procurement process commenced with a compliance check prior to the undertaking of any technical or commercial submission evaluation. Economic operators must have passed this compliance check to further progress in the tender evaluation process.

The contract was awarded to the economic operator who submitted the Most Economically Advantageous Tender (MEAT) based on the evaluation criteria and weightings as set out in the ITT tender pack.

The successful economic operator will be providing Appeals Services for Road User Charging Schemes within Greater London.

The duration stated in II.2.11 comprises a core term of five (5) years with an option to extend up to a further two (2) years at the Contracting Authority's sole discretion.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

Five (5) years initial term, with optional extension of up to additional two (2) years, at the sole discretion of the contracting authority.

The total duration of contract, inclusive of the potential extension provisions, is seven (7) years.

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-036554](#)

Section V. Award of contract

Contract No

GLA 82114

Title

Appeal Services for Road User Charging Schemes

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 December 2023

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

London Councils Ltd

59 1/2 Southwark Street

London

SE1 0AL

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

03037449

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £9,200,422

Total value of the contract/lot: £9,200,422

Section VI. Complementary information

VI.3) Additional information

The date of conclusion of the contract is 05/12/2023 and the contract commencement date is 10/12/2023.

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

In accordance with the Public Contracts Regulations 2015 (S.I. 2015/102), Part 3.

Please note that award decision notices (standstill letters) were issued following the completion of the ITT stage and a standstill period was observed.

This is the point at which the award decision was taken and at which the competitive procurement process concluded.