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Tender

Hired Passenger Transport (Taxi) Open Framework

London Borough of Harrow

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-015750

Procurement identifier (OCID): ocds-h6vhtk-04ef7d ([view related notices](#))

Published 17 April 2025, 9:34am

Scope

Reference

ocds-h6vhtk-04ef7d

Description

This tender notice is for the award of a public contract through an open procedure in accordance with section 20(1) and (2)(a) of the PA 2023.

The London Borough of Harrow is re-procuring a Hired Passenger Transport Framework which includes over 360 taxi routes, encompassing escorts and a variety of vehicle types, including saloon cars, MPVs, wheelchair-accessible taxis, and minibuses with capacities of up to 16 seats. The number of routes is expected to increase by approximately 3% annually.

The provision of Hired Passenger Transport and ad hoc transport services are for vulnerable children and adults. Services are commissioned by the London Borough of Harrow and will primarily cover the hired passenger transport for Harrow and Brent Special Needs Transport.

The aim is to improve the lives of vulnerable children, young people, and adults, including those with additional needs, and their carers, by providing a safe, secure, sensitive, and reliable transport service for users. The needs of the child or adult are a key factor in the provision of the service to ensure that Service Users receive personalised and quality assured transport services that respond flexibly to their needs.

Service Providers will be required to ensure that employees comply with the requirements of the law relating to London Taxi and Private Hire and (the "Act") Public Hire Vehicles (London) Act 1998.

Please refer to Document 3 'Service Specification' which forms part of the tender documents.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £133,000,000 excluding VAT
- £159,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2025 to 31 July 2031
- Possible extension to 31 July 2033
- 8 years

Description of possible extension:

The first framework would be for a term of 3 years and the second framework would be for a term of 3 years with an option to extend by 2 years at the discretion of the Council, giving a total of 8 years

When re-opening in year 3, framework providers may be appointed based on their original submission or will have the option to submit a new tender, and new providers may submit to join the Open Framework. Providers will be re-ranked for the second framework.

Main procurement category

Services

CPV classifications

- 60170000 - Hire of passenger transport vehicles with driver

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Justification for not using lots

The transport (Taxi) service requirements for each route vary, as different vehicle types—such as saloon cars, MPVs, wheelchair-accessible taxis, and minibuses—may be suitable for the same route depending on passenger needs. Because of this flexibility, structuring the procurement using predefined "lots" would be too restrictive and could limit competition and efficiency.

Instead, running mini competitions among all framework providers allows for greater adaptability and resilience. This approach ensures that providers can submit proposals with different vehicle types that meet the route requirements, increasing the likelihood of securing the best-value and most appropriate transport solutions. Additionally, this method enhances service continuity by enabling alternative vehicle options if specific types become unavailable.

By avoiding a rigid "lots" structure and instead facilitating competition within the framework, we maximize both flexibility and efficiency while ensuring that transport services remain responsive to varying needs.

Framework

Open framework scheme end date (estimated)

31 July 2033

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

There is no limit to the number of suppliers that can be party to the framework.

Route Allocations - Call off Process

Direct Awards - Direct awards of Emergency placements to the highest ranked framework provider who can meet the specific requirement where; the services (route) to be supplied under the contract are strictly necessary for reasons of extreme and unavoidable urgency, and as a result the contract (route) cannot be awarded on the basis of a mini competition. For the benefit of doubt, urgency is unavoidable if it is not attributable to any act or omission of the Authority and could not have been foreseen by the Authority.

Mini-Competition - Once a specific requirement (route) is identified by the Authority for services under the Framework, the Authority may circulate a full specification to all the Providers on the Framework.

Providers will have a set period in which to submit their quotations for delivering the specific requirements as set out in the circulated specification. The Authority will issue its award criteria which will be used to award scores to Providers' quotations.

Routes may be awarded based on the most advantageous response (price and quality) or price only. The Harrow and Brent Transport Hub of the Authority that issues the specification will evaluate the quotations submitted by the Providers and then award the contract for the Provider that has the highest score or lowest price.

In the event the award criteria is both price and quality, then the price weighting shall range between 30% to 70% and the quality weighting shall range between 30% to 70%.

In the event the award is to be based on price only, if two or more bids received are within a maximum of £15 per day of each other, the Authority reserves the right not to allocate the route to the lowest bid. The Authority may then allocate the award based on the order of priority as follows:

I. reasonable distribution of routes among Service Providers

II. age of vehicle - newer vehicles preferred

III. fuel type - electric preferred over hybrid, hybrid preferred over petrol, petrol preferred over diesel

IV. vehicle capacity

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Legal and financial capacity conditions of participation

The associated tender documents set out conditions of participation that must be met in order for a supplier to be awarded the public contract. The procurement documents are available for unrestricted and full direct access, free of charge, at <http://www.londontenders.org/>

Opportunity Id: DN766858

Technical ability conditions of participation

The associated tender documents set out conditions of participation that must be met in order for a supplier to be awarded the public contract. The procurement documents are available for unrestricted and full direct access, free of charge, at <http://www.londontenders.org/>

Opportunity Id: DN766858

Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

30 April 2025, 12:00pm

Tender submission deadline

12 May 2025, 12:00pm

Submission address and any special instructions

Tenders or requests to participate must be submitted electronically via
<http://www.londontenders.org/>

Opportunity Id: DN766858

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 June 2025

Recurring procurement

Publication date of next tender notice (estimated): 9 March 2028

Award criteria

| Name | Type | Weighting |
|--------------|-------------|------------------|
| Quality | Quality | 60% |
| Price | Price | 30% |
| Social Value | Quality | 10% |

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<http://www.londontenders.org/>

All tender documents comprising of those listed below are being provided at the same time that this tender notice is published at <http://www.londontenders.org/> Opportunity Id: DN766858.

Document 1 PSQ Instructions and Assessment Methodology

Document 2 Invitation to Tender

Document 3 Service Specification

Document 4 Pricing Schedule

Document 5a Framework Agreement

Document 5b Call-Off Contract

Document 6 Market Engagement Slides

Appendix 1 Route CPH-53 B (Escorted)

Appendix 1 Route GUV-52 H (Escorted)

Appendix 1 Route IS-63 H (2)

Appendix 1 Route MS-52 H (3)

Appendix 1 Route MUT-51 H

Appendix 1 Route RCP-53 B

Appendix 1 Route SBS-51 H

Appendix 1 Route SES-52 B (Escorted)

Appendix 1 Route UC-69 H (Unescorted)

Appendix 1 Route WHS-51 B

Technical specifications to be met

<http://www.londontenders.org/>

The tender specification is being provided at the same time that the tender notice is published at <http://www.londontenders.org/> Opportunity Id: DN766858.

Contracting authority

London Borough of Harrow

- Public Procurement Organisation Number: PQRC-2343-GRQR

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Website: <https://www.harrow.gov.uk/>

Region: UKI74 - Harrow and Hillingdon

Organisation type: Public authority - sub-central government