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Tender

Driver Quality Monitoring

Transport for London

F05: Contract notice – utilities

Notice identifier: 2021/S 000-017954

Procurement identifier (OCID): ocds-h6vhtk-02cd90

Published 28 July 2021, 3:25pm

Section I: Contracting entity

I.1) Name and addresses

Transport for London

5 Endeavour Square

LONDON

E20 1JN

Contact

Miss Alina Ladha

Email

AlinaLadha@tfl.gov.uk

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://procontract.due-north.com/Procurer/Advert/View?advertId=14d93d82-a9ef-eb11-810d-005056b64545&fromAdvertEvent=True>

Buyer's address

<https://tfl.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://procontract.due-north.com/Procurer/Advert/View?advertId=14d93d82-a9ef-eb11-810d-005056b64545&fromAdvertEvent=True>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Procurer/Advert/View?advertId=14d93d82-a9ef-eb11-810d-005056b64545&fromAdvertEvent=True>

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Driver Quality Monitoring

Reference number

DN519316

II.1.2) Main CPV code

- 71600000 - Technical testing, analysis and consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

TfL is currently looking for one Service Provider to supply Driver Quality Monitoring (DQM) Services across the London bus network.

DQM is conducted through the covert assessment of bus drivers while in service. Assessors undertake around 7,700 assessments per year and score drivers against 23 categories. A report is produced for each assessment which consists of a score between 1 and 4 for each category and a small commentary. Assessments will be conducted using a web based or mobile application on a handheld device which will transmit the data to a database management system. Information held on the database will be accessible by bus operators and TfL. The data is used to monitor driver performance, inform areas of improvement and produce bus operator performance tables.

TfL funds Driver Quality Monitoring (DQM) to ensure and promote safe bus driving through an independent, objective assessment of driving standards. The Crime and Disorder Act 2008 places a duty on all authorities to do all they reasonably can to prevent crime and disorder. The operation of DQM is believed to result in an increase in driving standards and driver behaviour therefore helping to satisfy TfL's duty under the Crime and Disorder Act.

The initial Contract term will be three (3) years with an option, exercisable at TfL's sole discretion, to extend the duration of the Contract for a further period or periods up to a total of two (2) years.

If you have any questions please contact us via the ProContract portal.

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II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 34100000 - Motor vehicles
- 34900000 - Miscellaneous transport equipment and spare parts
- 71000000 - Architectural, construction, engineering and inspection services
- 72224000 - Project management consultancy services
- 79340000 - Advertising and marketing services
- 80000000 - Education and training services
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

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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

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The initial Contract term will be three (3) years with an option, exercisable at TfL's sole discretion, to extend the duration of the Contract for a further period or periods up to a total of two (2) years.

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

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: No

IV.2) Administrative information

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

Date

27 August 2021

Local time

12:00pm

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: No

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

5 Endeavour Square

London

E20 1JN

Country

United Kingdom