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Planning

Free-Flow Charging Package C: Non-UK Enforcement Services

Highways England

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-018359

Procurement identifier (OCID): ocds-h6vhtk-02cf25

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Section I: Contracting authority

I.1) Name and addresses

Highways England

Bridge House

Guildford

GU14LZ

Contact

Oliver Whittle

Email

oliver.whittle@highwaysengland.co.uk

Telephone

+44 7707296322

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://highwaysengland.co.uk/>

Buyer's address

<https://highways.bravosolution.co.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Free-Flow Charging Package C: Non-UK Enforcement Services

Reference number

FFC.C

II.1.2) Main CPV code

- 79941000 - Toll-collection services

II.1.3) Type of contract

Services

II.1.4) Short description

Highways England is the government company charged with operating, maintaining and improving motorways and major (trunk) roads in England. Highways England's road network totals around 4,300 miles and is commonly known as the strategic road network.

The Dartford-Thurrock River Crossing is a critical part of the strategic road network in the South East of England. It spans the River Thames between Dartford and Thurrock, approximately 16 miles east of central London, and forms a trunk road link (the A282 Trunk Road) that connects the M25 London Orbital motorway either side of the Thames to create a complete strategic road network around London.

A road user charge has been collected at this crossing since 2003 to manage the high demand for its use, and the first generation of free-flow charging was introduced in late 2014. Work is currently underway to transition to the second-generation of free-flow charging.

In support of the above, Highways England is preparing for the procurement of the third element of the second-generation Free-Flow Charging solution - Non UK Enforcement Services (Package C).

This follows the award of separate contracts in April 2021 for Package A (Road User Charging) and Package B (UK Enforcement Services), and forms a key part of the transition to the second-generation service which will take place in November 2022.

II.1.5) Estimated total value

Value excluding VAT: £3,600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 34980000 - Transport tickets
- 48000000 - Software package and information systems
- 63712210 - Highway toll services
- 63712311 - Bridge toll services
- 63712321 - Tunnel toll services
- 63712400 - Parking services
- 72000000 - IT services: consulting, software development, Internet and support
- 79342300 - Customer services
- 79940000 - Collection agency services
- 98351110 - Parking enforcement services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The management of enforcement activities for vehicles registered outside of the UK including penalty charge notice payment processing, website provision and merchant acquirer services.

The contract will deliver the implementation of a new solution and transition of existing data within 8 months of the contract commencement date, anticipated to be March 2022.

Key elements of the service will include provision of revenue protection services covering

the enforcement lifecycle, including:

- handling penalty charge records for contravention candidates and identifying the persons liable,
- issuing and recovering penalty charge notices, and
- managing and supporting the full scope of representations and appeals in the enforcement lifecycle.

The service will also comprise of payment processing, in addition to financial reconciliation, banking, a payment gateway, and accounting services related to the road user charging scheme.

The service will also require the provision of a customer support offering, utilising a suite of contact channels for managing communications (e.g. enquiries, complaints, Freedom of Information requests, subject access requests).

In addition, the service provider will be required to output management information to a new Highways England data platform (currently in development).

II.2.14) Additional information

Suppliers should note that any procurements that may be launched following this PIN, and any resulting contracts that may be awarded, may be in the name of Highways England on behalf of the Secretary of State for Transport or in the name of the Secretary of State for Transport.

II.3) Estimated date of publication of contract notice

8 November 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This PIN is provided solely for the purposes of notifying potential suppliers of the upcoming opportunity to provide services in relation to Package C.

The PIN summarises certain aspects of the potential procurement, but does not purport to contain complete descriptions of all such potential arrangements, nor does it describe all arrangements that have been or may be entered into in relation to any possible procurement. Any structures and capabilities described in this PIN are proposals only and should not be taken as final.

The recipient of this PIN should note that the information contained in this PIN is preliminary in nature and is subject to amendment and completion. No decision has been made as to the form of any procurement and, as with all public procurements, it is subject to approval.

Accordingly, no reliance should be placed on any information contained in this PIN and no representation, warranty or covenant, express or implied, is or will be made, and no responsibility or liability is or will be accepted by Highways England or any of its advisors as to the accuracy, adequacy or completeness of such information within this PIN.

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This PIN is written and provided in good faith; Highways England reserves the right to vary or not proceed with the procurement in any way and has no liability for costs, losses or other financial impacts to any party reading this PIN.