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Contract

Provision of the vehicle licensing, inspection services and an end-to-end information technology system contract (RAM) to TPH

Transport for London

F20: Modification notice

Notice identifier: 2024/S 000-018858

Procurement identifier (OCID): ocds-h6vhtk-047103

Published 19 June 2024, 11:00am

Section I: Contracting authority/entity

I.1) Name and addresses

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

Contact

Michael Banahene

Email

michaelbanahene@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>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of the vehicle licensing, inspection services and an end-to-end information technology system contract (RAM) to TPH

Reference number

2010/S 236-360601

II.1.2) Main CPV code

- 63712000 - Support services for road transport

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 32427000 - Network system
- 71631200 - Technical automobile inspection services
- 72212170 - Compliance software development services
- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement at the time of conclusion of the contract:

Following an OJEU compliant competitive tender, conducted under a competitive dialogue procedure, NSL Ltd were appointed to provide the licensing and inspection services and an end to end information technology system to the Public Carriage Office.

This service supports TfL's regulation and licensing of Taxi & Private Hire (TPH) in London.

The Contract commenced on 13/02/2012 and became operational on 28/02/2013 for an initial duration of 5 years and TfL exercised the option to extend for a further 5 years to 28 February 2023 (the "Contract")

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

Duration in months

108

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2012/S 071-117655](#)

Section V. Award of contract/concession

Contract No

PRO1856

Title

The Provision of Vehicle Licensing and Inspection Services and an End to End Information Technology System to the Public Carriage Office

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

13 February 2012

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

NSL Limited

4th Floor Westgate house, Westgate

London

W5 1YY

Country

United Kingdom

NUTS code

- UKI - London

Justification for not providing organisation identifier

Not on any register

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £62,700,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court, Royal Courts of Justice London

London

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 63712000 - Support services for road transport

VII.1.2) Additional CPV code(s)

- 32427000 - Network system
- 71631200 - Technical automobile inspection services
- 72212170 - Compliance software development services
- 72222300 - Information technology services

VII.1.3) Place of performance

NUTS code

- UKI - London

VII.1.4) Description of the procurement:

The Purpose of the current contract is to provide vehicle licensing and inspection services and an end-to-end information technology system to TPH. The supplier for this service is NSL Limited. There is no change of scope to the current contract in which all existing services will remain unchanged but is an extension of time only for the current contract.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

End date

28 February 2025

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£91,116,229.63

VII.1.7) Name and address of the contractor/concessionaire

NSL Limited

4th Floor, Westgate House, Westgate

London

W5 1YY

Country

United Kingdom

NUTS code

- UKI - London

Justification for not providing organisation identifier

Not on any register

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The modification to which this notice relates is for an extension of time for a period of up to twelve months following the expiry of the Contract on 28 February 2024. This extension is to continue the provision of the current Taxi and Private Hire licensing system, ensuring continuity by Transport for London to meet its statutory obligations as a Licensing Authority. This is an extension of the time only for a period to allow time for the new system to go live.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The extension to the Contract has become necessary because the Replacement Contract is in its implementation phase and the new Technology System is not yet fully operational due to the complexities of the requirements. Given the Replacement Contract is already in place, re-procurement of an interim service provider would cause significant inconvenience and substantial duplication of costs for the Contracting Authority in respect of: 1) the costs of a another system for a short period of time, which would become redundant once the Replacement Contract becomes operational, and 2) the costs of additional resources that would be required, while substantial internal resources are already dedicated to ensuring the Replacement Contract is implemented as soon as possible.

Furthermore due to the technical design requirements there is significant and highly complex data migration requirements (including application of data transformation rules and data cleansing routines) for all current and historical system, operational and transactional records (circa 2 million records), related metadata, audit data, documents, images, call scripts, business processes into a fully operational, functional, fully tested, and a mapped target database and data model with integrated document and image storage. In addition, there will be Development, testing and the implementation of 25+ business critical system data interfaces (internal and external) and many of which require essential and extensive 3rd party engagement and collaboration over long periods of development, configuration and testing to ensure full functionality and full integration into service system. For these technical reasons a change in contractor cannot be made in an interim period and an additional re-procurement and implementation of a new interim system solution will be a minimum of 24 months.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £81,885,519.63

Total contract value after the modifications

Value excluding VAT: £9,116,229.63