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Planning

Road User Charging Enforcement Operations (EOps)

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-019271

Procurement identifier (OCID): ocds-h6vhtk-03df51

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Section I: Contracting authority

I.1) Name and addresses

Transport for London

Endeavour Square

London

E20 1JN

Contact

RUC Re-let Commercial Team

Email

rucprocurement@tfl.gov.uk

Telephone

+44 2070384000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://tfl.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Road User Charging Enforcement Operations (EOps)

Reference number

WS1425601406

II.1.2) Main CPV code

- 60112000 - Public road transport services

II.1.3) Type of contract

Services

II.1.4) Short description

TfL requires a service provider to deliver the Enforcement Operations for its Road User Charging Schemes.

The EOps provider, will design, build, mobilise, successfully implement / deliver the operating systems and services to meet the outcomes of EOps and all the contractual requirements.

The EOps contract will cover the end-to end enforcement operations including systems, infrastructure, implementation, operation, maintenance, support and staffing that will enable TfL to issue Penalty Charge Notices (PCNs), manage the representations/appeals processes, process PCN payments, progress Penalty Charges (PCs) through every stage of the notice processing lifecycle, and manage and process inbound and outbound customer correspondence.

The purpose of this Prior Information Notice (PIN) is to:

- understand the market interest in this potential opportunity; and
- identify suppliers who would like to participate in the Market Sounding Questionnaire.

To register an expression of interest please complete the following steps:

1.Register on the TfL Capital Procurement (Bravo) e-tendering portal

(<https://lucpd.bravosolution.co.uk>).

2. Search for "ppq_28 - Road User Charging Enforcement Operations (EOps) Expression of Interest (EOI)" within Bravo.
3. Download the document EOps PIN and EOI v1.0 which contains details on the scope and requirements for EOps, the planned process and timescales.
4. Complete the Appendix 2 within this document
5. Attach the completed document within the Qualification Envelope and press "Validate your Response"

If you require any further assistance with the above steps, please contact the RUC Commercial Team via email on rucprocurement@tfl.gov.uk, quoting WS1425601406.

This PIN and EOI request information to assist TfL in understanding the current supply market and the technical knowledge, experience, capability, capacity, organisational and financial standing of potential suppliers. Information provided by responding suppliers will be used to inform TfL in its consideration of the nature of any future procurement process for EOps.

Participation in this PIN and EOI and any related market engagement will not disadvantage or affect any responding supplier's ability to participate in any future procurement activity.

TfL will not enter a contract based on the responses to this PIN and EOI, and no information contained in this PIN and EOI or in any communication made between TfL and any supplier in connection with this should be relied upon as constituting a contract, agreement, or representation that any contract will be offered as a result of this PIN and EOI. If TfL decides to progress with any procurement exercise for EOps, TfL will publish a separate contract notice.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 60112000 - Public road transport services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Greater London

II.2.4) Description of the procurement

TfL operates and enforces several Road User Charging (RUC) schemes within Greater London. These RUC schemes are focused on the improvement of air quality, tackling congestion, and improving safety on all of London's road infrastructure.

The RUC schemes contribute to the delivery of the Mayor's Transport Strategy. The RUC schemes operated by TfL are as follows:

- Congestion Charge (CC)
- Low Emission Zone (LEZ)
- Ultra-Low Emission Zone (ULEZ)
- Traffic Enforcement (TE)
- Direct Vision Standards (DVS)
- Tunnel User Charging (TUC) (Future charging zones)

As part of the RUC Programme, TfL is planning for the future re-procurement of the services provided under the existing EOps contract. At the point of contract under the new EOps contract, TfL anticipates that the EOps contract will cover the following broad scope:

- Front-office services, including the contact centre facing systems and contact centre staff.
- Back-office services including the provision of staff to process representations, appeals and customer contacts
- The EOps system, which is the system responsible for processing Penalty Charge

Notices (PCNs) and managing the representations/appeals processes for RUC schemes and compliance schemes. This system is also used for traffic and parking violations, also known as Traffic Enforcement Notice Processing (TENP).

- The provision of payment services and the potential provision of digital services such on-line solutions and innovation to enhance both the customer experience and drive higher payment rates.
- The EOps contract tender will further need to have provisions for printing, scanning and postal services for both the EOps and for the Business Operations (BOps) aspects of TfL's RUC system.
- This EOps system solution will need provisions for evidence, record and document management.

II.3) Estimated date of publication of contract notice

30 November 2023

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