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Tender

London Cycle Hire Scheme

Transport for London

F02: Contract notice

Notice identifier: 2023/S 000-020380

Procurement identifier (OCID): ocds-h6vhtk-03be61

Published 14 July 2023, 4:36pm

The closing date and time has been changed to:

4 September 2023, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Transport for London

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LONDON

E201JN

Contact

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Email

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Telephone

+44 7753386307

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.tfl.gov.uk

Buyer's address

<http://TfL.sourcing-eu.ariba.com>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<http://TfL.sourcing-eu.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://TfL.sourcing-eu.ariba.com>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

London Cycle Hire Scheme

Reference number

WS1202240459 / tfl_scp_002316

II.1.2) Main CPV code

- 60112000 - Public road transport services

II.1.3) Type of contract

Services

II.1.4) Short description

Transport for London (TfL) is seeking to undertake a procurement of services comprised in the London Cycle Hire Scheme (the "Scheme"). Delivery of the LCHS consists of bicycle supply, management, repair, maintenance; docking station supply, installation, operation, management, repair and maintenance; revenue collection and payment; and various front and back-office IT services (including provision of the mobile app for the Scheme).

The duration of the contract will be for an initial term of five (5) years with the option at TfL's sole discretion to extend for one or more periods up to a maximum of a further five (5) years.

II.1.5) Estimated total value

Value excluding VAT: £500,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 34000000 - Transport equipment and auxiliary products to transportation
- 45233293 - Installation of street furniture
- 48000000 - Software package and information systems
- 50000000 - Repair and maintenance services
- 51000000 - Installation services (except software)
- 63712000 - Support services for road transport
- 66133000 - Processing and clearing services
- 66172000 - Financial transaction processing and clearing-house services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London, United Kingdom

II.2.4) Description of the procurement

The London Cycle Hire Scheme (currently known as "Santander Cycles") was established in 2010 and covers 13 London boroughs with 815 docking stations, 21,500 docking points and 12,237 bikes. 500 e-bikes were introduced into the scheme in late 2022. Usage of the Scheme has grown steadily, with 11,827,013 bicycle hires in the financial year 2021/22.

This procurement is for a contract to supply, operate (including redistribution) and maintain classic (mechanical) bicycles and e-bicycles and associated on-street docking stations. The procurement also includes the development, delivery and maintenance of all systems (including IT) necessary to operate the London Cycle Hire Scheme, customer-facing systems (including payment and the mobile app), and interfaces with TfL systems. Currently the delivery of the London Cycle Hire Scheme is split over multiple operators. This procurement will re-aggregate the requirements for the Scheme under a single contract with a single provider.

A key objective of the procurement is an improvement in the customer offering across all customer interfaces, particularly via digital platforms, as well as the provision of an on-street asset (bicycle docking station) refresh/replacement programme. TfL is also seeking a solution that offers the flexibility to evolve as the market and technology develops, to expand the Scheme into wider London and incorporate market-driven innovations.

Transport for London wishes to procure a single supplier to provide the following services for the Scheme under a bespoke services contract:

Asset Provision, Operation and Maintenance

The design, supply, installation, operation, maintenance and disposal of all existing and future scheme assets as required for the delivery of the Scheme, including (without limitation):

- bicycles, both classic (mechanical) and electric, including all associated component parts and spares;
- GPS technology on all new bikes introduced to the Scheme;
- supporting infrastructure, including:
 - docking stations (including In Dock charging)
 - power infrastructure and installation for docking stations;
 - foundations for docking stations;
 - installation/construction of Scheme on-street infrastructure.

The development of tools, procedures, processes and systems for strategic asset management.

Day-to-Day Scheme Management

The strategic real-time deployment (including use of additional hub locations) and redistribution of bicycles, including (without limitation):

- preventative and reactive maintenance, of both bicycles and on street assets including use of scheduling;
- bicycle tagging and tracking;
- incident management;

- retrieval of abandoned/found bicycles;
- design, build and/or source, testing and commissioning of the next generation of bicycles;
- cleaning of docking stations and bicycles;
- performance monitoring and reporting.

The management and maintenance of scheme assets and associated power and infrastructure.

The provision of, and management of, operational premises in London to support the operation of the Scheme.

Customer Interface

The design, development, maintenance and delivery of all user interface software, including (without limitation):

- mobile app;
- website;
- terminal user interfaces;
- user payment systems;
- customer accounts;
- generation of promotional codes;
- responsive customer reward system

Systems

The design, development, maintenance and delivery of all required front and back-office systems infrastructure and associated management activities for the delivery of the Scheme, including (without limitation):

- revenue collection and payment systems;
- gathering and reporting of management information;

- the ability for back-end system management for authorised users;
- effective operation and integration with all TfL and partner interfaces (as required);
- console requirements as detailed in the tender documentation;
- all required data management and processing, with the ability to integrate;
- the transition from the existing systems. Details of the existing systems and the transition from current systems are further described in the procurement documents.

Additional Requirements

Additional services that may be required to be delivered by the successful supplier during the contract term include:

- Increasing the number of assets used by the Scheme, such assets to be provided by the supplier.
- Managing required changes in the numbers of different types of assets, such as different types of bicycle or docking stations.
- Introducing new sites.
- Expanding the geographical operating area of the Scheme.
- Developing the Scheme to incorporate other projects, services and assets including (but not limited to) infrastructure, charging arrangements, assets, operation, maintenance and support.
- Upgrades in technology.
- Enabling "Hybrid Parking", that is, establishing bicycle parking and hiring outside of existing docking points.
- Introducing new micromobility vehicle types to the scheme, e.g. electric scooters.
- Connecting the service system to additional interfaces.
- Adding safety features for bicycles and/or cyclists.
- Implementing requirements resulting from a change of sponsor (e.g. change in livery, addition of sponsor accessories).

- Operating similar, separate projects or initiatives as required by TfL.
- Updating, enhancing and/or expanding the services, systems and/or IT infrastructure used in any of the service requirements and/or for any additional schemes, operations for similar projects or initiatives.
- Implementing amendments to the services and the service systems to support new customer charging methods such as, but not limited to, time-based or demand-based customer charging mechanisms.
- Reflecting general advances in technology in the Scheme infrastructure including in respect of Scheme assets and service system design.
- Introduction of on street card readers that are compatible with TfL payment Gateway at any terminal.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £500,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Yes. The contract can be extended at TfL's sole discretion on multiple occasions after the initial term of five (5) years for a maximum extension period of five (5) years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

The value stated in Section II.1.5 and Section II.2.6 represents the maximum estimated value of works, services and/or supplies anticipated across the ten (10) year period (should TfL choose to extend beyond the initial five (5) year period). The estimated total value range may be 400,000,000 to 500,000,000 GBP.

TfL is conducting this procurement pursuant to the PCR 2015.

TfL will be using its SAP Ariba portal to manage communication with suppliers who express interest in this procurement in response to this contract notice.

Expected Process

TfL will use the Standard Selection Questionnaire (SSQ), which can be accessed via the SAP Ariba portal. Following assessment of SSQ submissions, TfL intends to invite a maximum of five (5) candidate suppliers to participate in the tender process and submit initial tenders, based on the highest scoring SSQ submissions which achieve the minimum quality threshold applicable to the SSQ as set out in the procurement documents. However, in the event of a tie between the 5th placed candidate and the 6th placed candidate, both candidates will be invited to participate and submit initial tenders.

After the submission of initial tenders, TfL intends to invite a maximum of three (3) tenderers whose tenders achieve the highest scores to participate in the dialogue phase and to submit final tenders following close of dialogue provided they achieve the minimum quality thresholds applicable to the ITPD, as set out in the procurement documents. TfL, at its sole discretion, may invite the fourth placed tenderer to participate in the dialogue phase and submit a final tender only in the event that the fourth placed tenderer's combined initial tender score is within one scoring mark of the third placed tenderer.

Further information on the expected tender process is set out in the procurement documentation.

Tenders must remain capable of acceptance for a period of twelve (12) months from the submission of tenders.

While TfL is seeking to award the contract to a single contractor to undertake all the works detailed in the procurement documents, interested parties are encouraged to engage and utilise SMEs within their supply chain.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Full details of the conditions for participation in the procurement can be found in the procurement documents accessible via the SAP Ariba portal.

Applicants should note that they may be required to supply audited accounts.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Please see the form of contract included with the procurement documents.

The successful tenderer may be required to provide a performance guarantee from its parent company in the form set out in the contract documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-010634](#)

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

Originally published as:

Date

21 August 2023

Local time

12:00pm

Changed to:

Date

4 September 2023

Local time

12:00pm

See the [change notice](#).

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

28 September 2023

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 12 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

VI.3) Additional information

Suppliers are required to respond to all sections of the SSQ and must submit responses in accordance with the instructions and response deadline stated in section IV.2.2. Each response must be submitted electronically via the SAP Ariba portal.

Interested suppliers are to register with the SAP Ariba Business Network via TfL's Supplier self-registration link, in order to participate in the tender process,

<https://s1-eu.ariba.com/Sourcing/Main/ad/selfRegistration?realm=TfL>

Once registered on the SAP Ariba Business Network, you can then express an interest by sending your Ariba Network ID (ANID) and the LCHS primary bid contact details (name, email address, phone number) to the following email address: v_jeffreypike@tfl.gov.uk with the subject "LCHS - Request to Participate".

Suppliers must also click 'Intend to Bid' in order to fully register against the contract opportunity.

SAP Ariba Supplier Registration Help Page:

https://help.sap.com/docs/ARIBA_NETWORK_SUPPLIERS/ddd75910f67b4212b1c83f9d68cd2f01/de32f3eaf0181014be26e0d2a68be9ef.html

If you have any queries regarding your registration, please email:
Ariba_Supplier_Enablement@tfl.gov.uk

TfL reserves the right without notice to change the procurement process detailed in the procurement documents or to amend the information provided, including, but not limited to, changing the timetable, the scope and the procurement process. This will be subject to the normal rules of public law and transparency.

Moreover, TfL reserves the right to provide further information to supplement the procurement process. Suppliers enter this procurement process at their own risk. TfL shall not accept liability nor reimburse a tenderer for any costs or losses it incurs in relation to its participation in the procurement process, regardless of whether or not TfL has made changes to the procurement process.

TfL also reserves the right, at any point and without notice, to discontinue the procurement process without awarding a contract, whether such discontinuance is related to the content of tenders or otherwise.

The Contracting Authority strongly encourages those interested in tendering to undertake their activities in line with Responsible Procurement principles. Further information on TfL's Responsible Procurement policies can be found on the following website: <https://tfl.gov.uk/corporate/publications-and-reports/procurement-information>.

The UK government has announced its commitment to greater data transparency. Accordingly, TfL reserves the right to publishing its tender documents, contracts and data from invoices received. In doing so, TfL may at its absolute discretion take account of the exemptions that would be available under the Freedom of Information Act 2000 and Environmental Information Regulations 2004.

Further information on TfL may be found at www.tfl.gov.uk.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom