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Tender

Provision of Blue Badge, Freedom Pass and Taxi Card Service

London Borough Of Bexley

F02: Contract notice

Notice identifier: 2021/S 000-027305

Procurement identifier (OCID): ocds-h6vhtk-02f217

Published 1 November 2021, 12:14pm

Section I: Contracting authority

I.1) Name and addresses

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET

BEXLEYHEATH

DA6 7AT

Contact

PROCUREMENT SUPPORT TEAM

Email

procurement@bexley.gov.uk

Telephone

+44 2030455137

Country

United Kingdom

NUTS code

UKI51 - Bexley and Greenwich

Internet address(es)

Main address

<https://www.bexley.gov.uk/>

Buyer's address

WWW.BEXLEY.GOV.UK

I.3) Communication

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

<https://procontract.due-north.com/Home/About>

Additional information can be obtained from the above-mentioned address

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Blue Badge, Freedom Pass and Taxi Card Service

Reference number

5360

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Bexley is seeking a provider to deliver a service for three concessionary travel schemes: Blue Badge parking, Disabled Person's Freedom Pass and Taxi-card applications.

The aim of this contract is to help people with severe mobility problems caused by visible and non-visible ('hidden') disabilities to access goods and services, by allowing them to park close to their destination, travel free on London's public transport, and in licensed taxis at subsidised rates.

The service outcomes required are:

- fair and consistent treatment of Blue Badge, Freedom Pass and Taxi - card applicants
- customer-friendly and clear
- timely and cost-efficient
- resistant to abuse

To facilitate these outcomes, a case management system will be needed that takes advantage of digital opportunities allowing the pathway for automatically eligible clients to

be completed in a seamless and timely manner. For non-automatic eligibility the intervention of a mobility expert maybe required

II.1.5) Estimated total value

Value excluding VAT: £1,225,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI51 - Bexley and Greenwich

Main site or place of performance

Bexley and Greenwich

II.2.4) Description of the procurement

The London Borough of Bexley is seeking a provider to deliver a service for three concessionary travel schemes: Blue Badge parking, Disabled Person's Freedom Pass and Taxi-card applications.

The aim of this contract is to help people with severe mobility problems caused by visible and non-visible ('hidden') disabilities to access goods and services, by allowing them to park close to their destination, travel free on London's public transport, and in licensed taxis at subsidised rates.

The service outcomes required are:

- fair and consistent treatment of Blue Badge, Freedom Pass and Taxi - card applicants
- customer-friendly and clear
- timely and cost-efficient
- resistant to abuse

To facilitate these outcomes, a case management system will be needed that takes advantage of digital opportunities allowing the pathway for automatically eligible clients to be completed in a seamless and timely manner. For non-automatic eligibility the intervention of a mobility expert will be required only when the evidence provided is unclear.

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: £1,255,000

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

Start date

11 April 2022

End date

9 April 2027

This contract is subject to renewal

Yes

Description of renewals

extend for period or periods of up to 24 months

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 1

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

9 December 2021

Local time

5:00pm

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.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click [here](#):

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=638880758>

GO Reference: GO-2021111-PRO-19166595

VI.4) Procedures for review

VI.4.1) Review body

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET, KENT

BEXLEYHEATH

DA6 7AT

Telephone

+44 2030455137

Fax

+44 2082946385

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

London Borough Of Bexley

CIVIC OFFICES, WATLING STREET

BEXLEYHEATH

DA6 7AT

Email

PROCUREMENT@BEXLEY.GOV.UK

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

London Borough Of Bexley

LONDON BOROUGH OF BEXLEY, CIVIC OFFICES, WATLING STREET, KENT

BEXLEYHEATH

DA6 7LB

Email

PROCUREMENT@BEXLEY.GOV.UK

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