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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): ocids-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](mailto: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](http://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

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**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

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## **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

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## **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

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## **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.

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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](mailto: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](mailto:PROCUREMENT@BEXLEY.GOV.UK)

Telephone

+44 2030455137

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