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Contract

ICT13144 ATS Booking and Scheduling Solution

Transport for London

F03: Contract award notice

Notice identifier: 2022/S 000-035464

Procurement identifier (OCID): ocids-h6vhtk-038da1

Published 15 December 2022, 10:23am

Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

Contact

Billy Simson

Email

billysimson@tfl.gov.uk

Telephone

+44 3432221234

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/>

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

ICT13144 ATS Booking and Scheduling Solution

Reference number

ICT13144

II.1.2) Main CPV code

- 60112000 - Public road transport services

II.1.3) Type of contract

Services

II.1.4) Short description

Contract for ATS Booking and Scheduling solution for Dial-a-Ride and other transportation.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,600,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London and surrounding area's.

II.2.4) Description of the procurement

Deliver a booking and scheduling solution which maintains key functionalities such as ; Trip Booking, Trip Scheduling, Customer Account and Registration, Fleet Management, Driver Rostering, Trip Delivery, Operational Reporting and Business Intelligence, Data Migrations and Workflows, General Administration.

Deliver a new single technological platform with additional functionality to meet the goals of the ATS Roadmap. Additional functionality includes but not limited to: A responsive customer-facing website (as minimum - app interface desirable) which is compliant with TfL accessibility design guidelines. A scalable solution for multiple customers and multiple service providers. Include a responsive scheduling system which can respond to real-time situations (e.g. delays, breakdowns etc.)

II.2.5) Award criteria

Quality criterion - Name: Solution Design / Weighting: 70

Quality criterion - Name: Mobilisation & Transition / Weighting: 16

Quality criterion - Name: Service Management / Weighting: 14

Quality criterion - Name: Privacy Data Protection / Weighting: Pass/Fail

Quality criterion - Name: Cyber Security / Weighting: Pass/Fail

Price - Weighting: Price Per Quality Point.

II.2.11) Information about options

Options: Yes

Description of options

Option to extend of up to 3 years (1+1+1).

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2019/S 054-124597](#)

Section V. Award of contract

Lot No

N/A

Title

ICT13144 Booking and Scheduling Solution for Assisted Transport Services (ATS)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 November 2022

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Via Technologies Europe B.V Limited

Dog and Duck Yard, Princeton Street

London

WC1R 4BH

Country

United Kingdom

NUTS code

- UKI - London

Dun & Bradstreet

492364037

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,600,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom