

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036554-2022>

Tender

## **Appeal Services to Road User Charging**

Greater London Authority

F02: Contract notice

Notice identifier: 2022/S 000-036554

Procurement identifier (OCID): ocds-h6vhtk-038adc

Published 23 December 2022, 1:43pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Greater London Authority

Kamal Chunchie Way

LONDON

E16 1ZE

#### **Contact**

Ilva Cunka

#### **Email**

[ilvacunka@tfl.gov.uk](mailto:ilvacunka@tfl.gov.uk)

#### **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](http://www.tfl.gov.uk)

**I.3) Communication**

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

<https://s1-eu.riba.com/Sourcing/Main/aw?awh=r&awssk=GW1gHIU8&realm=TfL&dard=1>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1-eu.riba.com/Sourcing/Main/aw?awh=r&awssk=GW1gHIU8&realm=TfL&dard=1>

**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**

Appeal Services to Road User Charging

Reference number

GLA 82114

### **II.1.2) Main CPV code**

- 75110000 - General public services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Procurement run by Transport for London on behalf of Greater London Authority.

Requirement for a Service Provider to provide Appeal Services for Road User Charging Schemes within Greater London; provision of the IT systems, back office functions, administration support and customer facing services as well as a hearing centre.

GLA's operational objective is to provide an accessible and efficient Appeals Service that provides an independent adjudication service for customers who wish to challenge the issue of a PCN by TfL ensuring a fair and impartial hearing for all parties.

The procurement process is being conducted electronically on the e-Tendering portal SAP Ariba. The portal can be accessed via the following link:

(<https://www.ariba.com/login>)

Suppliers interested in this tender opportunity please email [ilvacunka@tfl.gov.uk](mailto:ilvacunka@tfl.gov.uk) to be added to the suppliers list and to access tender pack (suppliers who responded to the Notice reference: 2022/S 000-034424 have been added on SAP Ariba).

To register on SAP Ariba, please use the following link:

<https://s1-eu.ariba.com/Sourcing/Main/aw?awh=r&awssk=GW1gHIU8&realm=TfL&dard=1>

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 75100000 - Administration services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

To provide Appeals Services for Road User Charging Schemes within Greater London

### **II.2.5) Award criteria**

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

### **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

Option to extend by up to further 24 months

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend by up to further 24 months

---

## **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

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open 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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-034424](#)

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

Date

9 February 2023

Local time

12:00pm

**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: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

9 February 2023

Local time

1:00pm

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: A new procurement is estimated to be run in late 2027 or, should the contract extension options are exercised, in late 2029

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Transport for London

London

Email

[ilvacunka@tfl.gov.uk](mailto:ilvacunka@tfl.gov.uk)

Country

United Kingdom