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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

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

I.3) Communication

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

<https://s1-eu.ariba.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.ariba.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 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

Country

United Kingdom