



## **1. Introduction**

Cambridge City council is responsible for the licensing of Hackney Carriage Vehicles and Private hire Vehicles within the city. A requirement of being licensed with Cambridge City Council, is the licenced vehicle must be tested and pass a certificate of Compliance before they can be licenced. Once licenced they must undergo a Certificate of Compliance every 6 months. This is to ensure that the vehicle is mechanically fit and proper for its purpose as a licenced vehicle.

The council currently has 377 vehicles licenced, all of which require 2 vehicle tests per year.

At present, vehicles are inspected and tested at the council garage. The council would like to now review if there are companies who are interested in the testing/inspecting of these vehicles. The companies will be required to comply with council requirements.

Inspections will not only cover the mechanical fitness of the vehicle (which must be to MOT standard), but also take into account its condition, cleanliness, the accuracy of the taximeter if fitted, also its suitability if appropriate, for use as a wheelchair accessible vehicle. Further to this, inspections will be required to ensure vehicle meet the councils current policy requirements.

Inspections and tests are also required throughout the year for new or replacement vehicles and those repaired following accident damage. Wheelchair accessible vehicles, in addition to the full vehicle inspection, will also be required to undergo a short initial wheelchair vehicle specification test.

Vehicles that fail a test will be permitted a re-test in line with DVSA guidance. Vehicles submitted outside of these guidelines will once again be subject to payment of the full vehicle inspection fee.

When vehicles fail their MOT or certificate of compliance the garage will be required to immediately notify the council via e-mail by sending a testing check list letter.

The MOT and Certificate of Compliance must be completed in triplicate, the first copy is to be given to the owner of the vehicle, the second copy is to be forwarded to the Licensing Team via email at Cambridge City Council and the third copy retained by the Vehicle Examiner in accordance with the requirements for retaining MOT data.

It may, on occasions be necessary for an Officer of the Council's Licensing Section to attend a vehicle examination. At such times the appointed vehicle examiner (subject to HSE requirements) will be required to give the Licensing Officer access to the vehicle testing area.

## **2. Questions and Answers**

Bidders are able to seek clarification or explanation of the details of this RfQ and are asked to submit them via the Proactis portal.

Responses to any questions will be given (via the portal) within 48 working hours.

Questions raised and answers given may form part of the final contract.

## **3. Overview of Requirements and Specification**

This project will be judged on a price/quality split of 20% Price and 80% Quality.

Below is the requirement that will assist you in completing your submission for this work. The criteria for assessing your bid will be in Section 5 Submission and Quality and Section 6 Pricing

### **a. Requirements for the Testing stations**

- The garage must be located within the Cambridge City Boundary.
- The garage must be an approved MOT testing station (as listed here: [Active MOT test stations - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/collections/active-mot-test-stations))
- Testing stations will be required to complete a standard MOT test for all vehicles. MOT results will then be required to be uploaded onto the general MOT database. MOTs are required to be completed every 6 months for a licenced vehicle.
- In addition to a MOT the testing station must also complete the Certificate of Compliance (COC). This is to check the vehicle complies with council policy.
- Wheelchair accessible vehicles in addition to the full vehicle inspection, will also be required to undergo a short initial wheelchair vehicle specification test.

### **b. Inspecting vehicles**

- Vehicles to be tested to the required standard.

- Testers to complete a tick sheet as part of the MOT and COC.
- An appointed vehicle examination centre must be available for the testing of vehicles from Mondays to Fridays throughout the year except on public holidays and Christmas and maintain its status as an approved MOT testing station for the duration of the appointment.
- Vehicles are required to be inspected twice a year (Test 1 prior to attaining licence, Test 2 a mid-term test). Other inspections will be required such as change of vehicle, after certain types of accident damage and temporary vehicle checks.
- COC check list criteria

	<b>PART 1: Licensing Policy Items</b>	Pass	Fail
1	Meter seal – untampered		
2	Meter calibration – correctly calibrated to councils current fare chart prices		
3	Livery – HCV vehicles must be 1. A silver base colour (as described on the V5 registration document for each vehicle) for all Hackney Carriage Vehicles. 2. The 'wrap' of two gloss stripes, one placed either side of the vehicle (running horizontally from the front of the vehicle to the back of the vehicle) should be the following colour/ designs: Avery 813 Grass Green Solid Stripe 3. The stripes must be fitted along the side of the vehicle and should follow the natural line of the vehicle. 4. The stripe should have a break on any part of it, on the front passenger and driver doors, to allow for the positioning of the crests. 5. For Multi-Seater Vehicles, the stripe must be a thickness of 6 inches (150mm).  PHV vehicles must not be silver in colour.		
4	HCV 'crest' driver & passenger front ( advertising rear doors only)		
5	Private Hire Vehicle- Pre Booked Only "door sign in 1" lettering		
6	Roof sign - For hire illuminated sign (HCV only) front - 'TAXI'. Rear view 'Cambridge Licensed Taxi Cab'		
7	Seats & Mats & carpets - These should be clean and in good condition. Fabric should be free from excessive tears, burns and stains. All carpets should not show signs of excessive wearing and must be safely and securely fitted. If mats are used, these too should be clean and secure.		
8	Fare card & Complaint card – council fare chart must be displayed visible to passenger		
9	First aid kit (securely fitted, with adequate supplies)		
10	Fire extinguisher (Check date and pressure)		
11	Interior/exterior cleanliness		
12	Window openings – mechanisms must be intact and working order		
13	Door locks – mechanisms must be intact and working order		
14	Grab handles - mechanisms must be intact and working order		
15	Step illumination		
16	Step condition		
17	Plate security - Private Hire / Hackney Carriage Vehicle plate issued by the Council must be securely fitted to the vehicle on the bracket supplied by the Council affixed directly above or below the vehicle's own number plate.		
18	Emergency exit		
19	Emergency exit signage		
20	Seat configuration		
21	Sufficient ingress and egress from all seats		
22	Vehicle dimensions		

23	Wheelchair access		
24	Wheelchair restraint		
25	Ramps – are stored securely and in useable condition		
26	LOLER certificate - check validity		
27	No smoking symbol in all compartments (front and back)		
28	Adverts (none allowed on PHV)		
29	CCTV installed – Ensure system is securely fitted and operational inc below.		
	- System turns on when ignition on		
	- Entirely of internal vehicle captured (passengers and drivers)		
	- Audio button(s) accessible for both driver and all passengers		
	- Audio button comes on when button pressed, LED light illuminates		
	- Hard drive positioned in boot or somewhere out of reach to		
	- Sticker's advertising CCTV installed in vehicle		
30	Windscreen and other Glass: The windscreen must free from signs, notices, advertisements, plates, marks, numbers, letters, figures, symbols, emblems, insignias, beads/ mascots, or any devices whatsoever, except for those required by other statute and / or permitted by the Licensing Officer. The windscreen and all other glass fitted must be safety glass i.e., glass that, if fractured, does not fly into fragments capable of causing cuts. It shall also be free of chips or cracks in accordance with standard M.O.T requirements. Tinted windows must comply with the relevant legislation		
31	Bodywork & Bumpers: The vehicle's bodywork must be free from <b>significant</b> dents, scratches, chips, and corrosion, although <b>minor</b> 'stone chips' <b>may</b> be acceptable if not too numerous and/or noticeably corroding. Bumpers must be well maintained and securely fixed to the bodywork. Any repairs to bodywork and / or bumpers should have been carried out in a professional manner, with paintwork being a clean and polished finish free from brush marks. Liberal application of black paint / bitumastic or similar products on sills / spoilers should be viewed with suspicion. Body parts such as doors & wings that are differing colours i.e., blue body and red wing will be suitable grounds for failing a vehicle unless these are as supplied as an original feature of the vehicle by the manufacturer.		
32.	Interior Lights and Heating – Interior lights should work correctly and the interior heater must be in working order.		

- Only vehicles that meet Cambridge City Council's vehicle specifications are to be tested as per below. Further information can be found in our Hackney carriage and private hire licensing policy and our hackney carriage and private hire taxi handbook.

For Hackney Carriage Vehicles:

## Vehicle requirements

Vehicle must be Silver in base colour (as described on the V5 registration document).

## Hackney Carriage Vehicles can be Wheelchair accessible or Saloon

### 1. Wheelchair accessible vehicles

The vehicle shall have a minimum door height and width and internal headroom equal to or larger than a London Taxi International FX4 Fairway Taxi. (These measurements are door width 680mm: door height 1270mm and inside height floor to roof 1320mm)

Any aisle / gangway in such a vehicle should measure at least as wide as the minimum seat measurements.

That they are capable of loading from the nearside or rear.

One of the listed conversion certificates, if applicable;

(i) European Community Whole Vehicle (M1) Type Approval,

(ii) M1 Low Volume Type Approval

(iii) National Small Series Type Approval

(iv) Individual Vehicle Approval

### 2. Saloon

The vehicle must be one of the following;

- Zero emissions which are considered as vehicles which emit no emissions during their operation. These vehicles are, Electric only vehicles or Fuel cell vehicles (e.g. hydrogen)

Or

(Only applicable for HCV001 to HCV121)

- Ultra-low emission which are considered as: Plug in hybrid vehicles or Extended Range electric vehicles (E-REV) with CO2 emissions less than 75g/km

Or

(Only applicable for HCV001 to HCV121)

- Standard hybrid vehicle, with CO2 emission levels less than 120g/km

This type of vehicle must be licensed by 30<sup>th</sup> June 2024, we will not accept this type of vehicle after this date.

#### Age Limit when first licenced

1. New Wheelchair Accessible vehicle licences will not be granted unless the vehicle meets the Euro 5 standard or higher and is less than 11 years old.
2. New Saloon vehicles must be one of the following, fully electric zero emission less than 15 years old or an Ultra Low emission Plug-in hybrid less than 12 years old with CO2 emissions less than 75g/km (Only applicable for HCV001 to HCV121)
3. New Saloon vehicle licences for Standard hybrids must be less than 11 years old, meets the Euro 5 standard or higher and have a have a co2 emission less than 120g/km (Only applicable for HCV001 to HCV121) , (until 30<sup>th</sup> June 2024)

#### Age Limit at Renewal

For renewal vehicle licenses, vehicles must be;

- Less than 11 years old (this is for currently licenced petrol and Diesel vehicles, all wheelchair accessible vehicles, and standard hybrid vehicles).
- Less than 15 years old (Zero emission vehicle)
- Less than 12 years old (Ultra-Low Emission Plug- in vehicle)

#### For Private Hire Vehicles:

#### Vehicle requirements

Vehicle must not be Silver in base colour (as described on the V5 registration document).

#### Private Hire Vehicles can Wheelchair accessible or Saloon (including multi-seater vehicles)

##### 1. Saloon (including multi-seater vehicles)

For new vehicle licences, vehicle must be one of the following;

- Ultra-low emission which are considered as: Plug in hybrid vehicles or Extended Range electric vehicles (E-REV) with CO2 emissions less than 75g/km
- Or
- Zero emissions which are considered as vehicles which emit no emissions during their operation. These vehicles are, Electric only vehicles or Fuel cell vehicles (e.g. hydrogen)
- Or
- Standard hybrid vehicle, with CO2 emission levels less than 120g/km

This type of vehicle must be licensed by 30<sup>th</sup> June 2024, we will not accept this type of vehicle after this date.

## **2. Wheelchair Accessible vehicles**

Minimum measurements; door width 680mm: door height 1270mm and inside height floor to roof 1320mm

Any aisle / gangway in such a vehicle should measure at least as wide as the minimum seat measurements.

That they are capable of loading from the nearside or rear.

One of the listed conversion certificates, if applicable;

(i) European Community Whole Vehicle (M1) Type Approval,

(ii) M1 Low Volume Type Approval

(iii) National Small Series Type Approval

(iv) Individual Vehicle Approval

### **Age Limit when first licenced**

4. New Wheelchair Accessible vehicle licences will not be granted unless the vehicle meets the Euro 5 standard or higher and is less than 11 years old.

5. New Saloon vehicles must be one of the following, fully electric zero emission less than 15 years old or an Ultra Low emission Plug-in hybrid less than 12 years old with CO<sub>2</sub> emissions less than 75g/km

6. New Saloon vehicle licences for Standard hybrids must be less than 11 years old, meets the Euro 5 standard or higher and have a have a co<sub>2</sub> emission less than 120g/km (until 30<sup>th</sup> June 2024)

### **Age Limit at Renewal**

For renewal vehicle licenses, vehicles must be;

- Less than 11 years old (this is for currently licenced petrol and Diesel vehicles, and all Wheelchair Accessible vehicles and standard hybrid vehicles).
- Less than 15 years old (Zero emission vehicle)
- Less than 12 years old (Ultra-Low Emission Plug- in vehicle)

### **c. Vehicles who pass MOT and COC requirements**

- When a vehicle passes an inspection, the first copy is to be given to the owner of the vehicle, the second copy is to be forwarded to the Licensing Team via email at Cambridge City Council and the third copy retained by the Vehicle Examiner in accordance with the requirements for retaining MOT data.

### **d. Vehicles which fail either MOT or COC requirements**

- For vehicles which fail either their COC or MOT the garage must notify the council via e-mail sending the check list detailing the fail immediately after the appointment. The driver should also be informed that they should not carry out any taxi work until they have spoken to the licensing team at Cambridge City Council.
- For vehicles which fail the MOT but rectify the issue before leaving the garage, the garage will still send council the fail documentation, in addition to the pass documentation.

### **e. General admin**

- Proprietors must be able to call the garage directly or book online to book an inspection.
- The garage should keep an electronic record of when and what vehicles have booked an inspection, when they have been inspected, and be able to provide this information on request to the council.
- Proprietors must be able to book the second test at their first appointment.
- Garage will notify licensing of any concerns about vehicle/driver.
- Be able to provide Hackney Carriage vehicles with fare charts, when required.
- The Council's Licensing Officer must be afforded an opportunity to attend all inspections.

### **Other requirements**

- The contract duration will be 2 years, with an option to extend it for an additional 1 year subject to the agreement of both parties.
- The appointed vehicle examination centre must have suitable public liability insurance cover of not less than £5m and the said policy must indemnify the principal.
- The person(s) carrying out or supervising the inspections may be required to give evidence, if necessary, on behalf of the Council in the Magistrates or Crown Courts as to the condition of any vehicle and must therefore have the appropriate



qualifications and experience. The Council will meet any reasonable expenses incurred in attending Court on the Council's behalf.

- Cambridge City Council reserves the right to carry out audits which shall require the co-operation of the bidder and may involve routine inspections.

#### 4. Terms and Submissions – Quality Questions

Please provide an outline of how these services will be provided. Ensure you consider all the prerequisites laid out in the requirements and overview above. Please cover each point raised in section 4, in addition to completing the following workshop questions.

Workshop Details		YES	NO
	<b>WORKSHOP</b>		
1	<b>Is there a dedicated waiting area for the customer?</b>		
2	<b>Is there a viewing area (not essential)?</b>		
3	<b>Number of ramps available for testing purposes?</b>		
4	<b>The minimum number of days a test can be cancelled without a payment being required?</b>		
5	<b>Online booking and payment systems for test applicants?</b>		

6	<b>Testing facilities on Saturdays?</b>		
7	<b>Level of public liability insurance cover (minimum is £5 million)</b>		
	<b>COMPLAINTS</b>		
8	<b>Is there a complaints policy?</b>  <b>(If “yes”, please provide a copy)</b>		
9	<b>Is there a complaints log?</b>		
	<b>MEMBERSHIPS</b>		
10	<b>Are you a member of a recognised motoring industry scheme e.g. Good Garage Scheme e.g. – Institute of Motor Industry; AA Good Garage Guide; RAC Approved Garages; Approved Garages Scheme.</b>		
	<b>BUSINESS REGISTRATION</b>		
11	<b>Is the business registered with Companies House?</b>		
12	<b>Is the business registered with HMRC?</b>		

	<b>RIGHT TO WORK CHECKS</b>		
13	<b>Does the business perform Right to work checks of employees? How are these checks carried out?</b>		

Please detail how you will manage the service as a whole and how you will ensure you can meet the response times required. Please submit this document for review and assessment. This response will form part of the contract.

The contractor is required to submit a quote for the provision of the above service, based on a cost of MOT, cost of certificate of compliance and wheelchair accessible test.

The form of contract that will be used for this opportunity will be for a concessionary service. The vehicle proprietor will pay for these services directly to the successful bidder with no involvement of the Council.

Please note this contract will potentially be with several firms. This is a concessionary services contract and subject to the tests that the vehicle proprietor requires and so contract values will vary and Cambridge City Council cannot guarantee values or volumes. That the selection of a particular firm to carry out the work is at the discretion of the vehicle proprietor and not within the control of Cambridge City Council.

All quality narrative submitted will be judged using the following criteria

Score	Description	Definition
0	No response	Response has not provided relevant information to answer the requirement
1	Poor	Response is only partially compliant but has serious deficiencies and does not meet the requirements. Unlikely to be able to deliver the contract requirements.
2	Weak	Response is mostly suitable, but with some missing elements. This indicates that not all the requirements would be met and indicates there would be some difficulty in delivering some elements of the requirement.

3	Good	Response mostly covers the requirement but has minor issues in some areas. Most of the requirements are met but there would be some minor shortfalls
4	Strong	Response is compliant, showing the requirement can deliver the requirement fully
5	Excellent	Response is compliant, and demonstrates a comprehensive understanding of the requirements and the solution will provide additional benefits beyond the stated requirement

Please complete the table below and submit your pricing with your proposal. This should show the total cost (excluding VAT) and will represent the maximum payments that will be made.

**5. Pricing**

Item	Description	Price per Inspection
1	Full Vehicle Inspection (including MOT and Certificate of Compliance)	
2	Full Wheelchair Accessible Vehicle Test	

As part of your submission please complete the following form and upload with your submission documents.

**6. Form of Tender**

To: Cambridge City Council

Reference – RfQ for XX

	Question	Response
1	Name, position and address of principal contact to where any future correspondence is to be sent in connection with this matter	

2	Contact telephone and e-mail	
3	Full name of organisation in whose name the tender would be submitted	
4	Address / registered office	
5	Principal place of business, if different from above	
6	Legal status (e.g. partnership, private, limited company).	
7	Registered company number	
8	Registered VAT number	
9	Date of Formation	
10	<p>Proof of insurances for</p> <p><b>Public Liability £5m</b></p> <p><b>Employers Liability £5m</b></p> <p><b>Professional Indemnity £2m</b></p> <p><b>NB</b> should you not have insurance at this level please confirm your current insurance values</p>	
<p>The following questions are <b>For Information only</b></p> <p><b>NB</b> There is no obligation to answer the following questions they have no bearing on the outcome of this RfQ. This is to assist the council in information gathering only. However, we would be grateful for your cooperation.</p>		
O1	<p>Does your organisation pay all employees the REAL Living Wage?</p> <p><a href="http://www.livingwage.org.uk/what-real-living-wage">www.livingwage.org.uk/what-real-living-wage</a></p>	Yes/No
O2	Does your organisation have REAL Living Wage accreditation?	Yes/No

**I / We understand that:**

- (a) We have read and understood the RfQ and conditions of contract issued by the Council for the provision of the above service. We are fully satisfied that we can meet, in all respects, the requirements of the Council. We have had the opportunity,

before we submit our tender, to ask the Council for clarification of anything we did not understand. We agree only to submit one tender.

- (b) We offer to perform and complete the work in accordance with the requirements, the conditions of contract and our tender for the prices shown in the attached quote and to hold the price open for 90 days.
- (c) In submitting this quote, we confirm that we have not taken part in any corrupt practices or collusion and that the offer made is genuine and competitive to the best of our ability.
- (d) We are not aware of any Conflicts of Interest between the Council and our organisation.
- (e) We confirm that if our quote is accepted, we shall, upon demand:
  - Produce evidence that all relevant insurances and any other documents requested.
- (f) We understand this quote must be returned via the portal and that all correspondence will be/has been via the same portal.
- (g) Information submitted through the portal will be held by Pro-actis in accordance with their processes. As such, please only submit commercially sensitive and personal information where essential to the delivery of the contract – please clearly mark where this applies

Role	
Name	
Signature	
Date	

