



Part 2 Specification

Contract Reference

TCOS2120

Contract Title

Unmet Taxi Demand Study

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1. Overall Scope and Nature of the Requirement

- 1.1 The Council is seeking an experienced provider of unmet taxi demand studies to undertake the following:
- 1.2 an Unmet Demand Study in relation to Hackney Carriage vehicle provision in Torbay (Part One);
- 1.3 provide an assessment and advice if the final outcome of the Unmet Demand Study would change significantly if the Council were to reduce the number of available Hackney Carriage licences by a maximum of three, due, for example, to a licence plate being returned to the Council for whatever reason (Part Two); and
- 1.4 provide an assessment and advice around whether, if the Council were to convert the 6 remaining seasonal Hackney Carriage licences to full Hackney Carriage licences, the final outcome of the Unmet Demand Study would change significantly (Part Three).

2. Minimum Requirements

This section sets out the Council's minimum requirements for this Contract. Applicants are required to establish how they will meet these requirements, in order for the Council to be able to appropriately assess their offer.

- 2.1 The Provider will be required to conduct the survey in full during late September to early November 2020 and produce the final report by 11 December 2020.
- 2.2 The Provider will be required to deliver Parts One, Two and Three of the survey outcome and may be required to deliver a presentation to Torbay Council's Licensing Committee on the 21st January 2021.

3. Specific Requirements

Suppliers must deliver on all parts of the survey to meet the above timescales.

Part One – Provision of an Unmet Demand Study

- 3.1 The Provider will be required to undertake an Unmet Demand Study on its Taxi provision, which should include as a minimum; rank observations, customer, taxi trade and business questionnaires. The findings of the study must be included in

the final report with any recommendations on quantitative limits which can be presented to the trade and Torbay Council's Licensing Committee.

Part Two – Assessment on reduction of licences by a maximum of three

- 3.3 To advise and recommend as part of the final report, if the final outcome of the Unmet Demand Study would change significantly if Torbay were to reduce the number of available Hackney carriage licences by a maximum of three.

Part Three – Assessment on seasonal Hackney Carriage licences being converted to full term Hackney Carriage licences

- 3.4 Torbay Council has historically held 162 full term Hackney Carriage licences which run from 1st May – 30th April and 7 seasonal Hackney Carriage licences which run from 1st May – 30th September. Since the outcome of the last survey, 1 full term licence and 1 seasonal licence have not been renewed meaning the current numbers are 161 full term Hackney Carriage licences and 6 Seasonal Hackney Carriage licences.
- 3.5 The Provider is required to advise if the final outcome of the Unmet Demand Study would change significantly if Torbay were to convert the 6 (six) seasonal Hackney Carriage licences into full term Hackney Carriages.
- 3.6 Consideration and advice also needs to be provided on the impact of COVID 19 on the results from the three parts above.

4. Invoicing

- 4.1 All invoices submitted to the Council must include a Purchase Order Number and be addressed to Torbay Council's Payments Team, with a copy to the Authority's Authorised Officer.
- 4.2 Payment in respect of any undisputed part of the invoice will be made by BACS within 30 days of receipt in accordance with the Council's normal settlement terms.
- 4.3 Any final payment in regard to this Contract will not be paid in full until the Provider's final report has been received and completed to the satisfaction of the Authority's Authorised Officer.

5. Added Value

5.1 Further Services Offered

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Council. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

6. Awarding the Contract on Behalf of Other Contracting Authorities

6.1 The Council is not purchasing on behalf of other contracting authorities.