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Planning

ICT13733 Lost Property Office (LPO) System Replacement

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-001956

Procurement identifier (OCID): ocids-h6vhtk-028efa

Published 1 February 2021, 3:56pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

14 Pier Walk

London

SE10 0ES

Contact

Mr Billy Simson

Email

BillySimson@tfl.gov.uk

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://tfl.gov.uk>

Buyer's address

<https://tfl.gov.uk>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

ICT13733 Lost Property Office (LPO) System Replacement

Reference number

DN520129

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The TfL Lost Property Office (LPO) is an institution. The Baker Street office opened in 1933 and remained there for 86 years until it moved to Pelham in 2019. The Lost Property Service was initially provided for customers out of a sense of goodwill and propriety. Under the London Transport (Lost Property) Regulations 1971 legislation the importance of this service was recognised as it became a legal requirement. This is extended to cover bus services in the London Transport Act 1982 and taxis in the London Cab Order 1934.

Prior to April 2020 and the recent Covid-19 Pandemic the lost property office would receive upwards of 1200 items a day, which it must store and track. These items are held for 3 months during which time about 20% are claimed. After that time the unclaimed items become the property of TfL. These are either donated to charitable causes or auctioned off to recover some of the expense of running the LPO.

TfL's reputation is known for two key elements: the reliability of its services, and its customer service. The LPO forms a key part of the latter. The LPO is such a well-established institution that customers expect this to be provided and beyond being a legal requirement, it is highly valued and regarded.

The failure to provide a fit-for-purpose functioning Lost Property Service would compromise TfL legally, and could damage our reputation.

Sherlock is the current computer system used to manage lost property when it arrives at the Lost Property Office (LPO) in Pelham. Sherlock enables users to track the details and

locations of items, as well as how long they have been in the LPO. It has been in use since the early 2000s and needs replacing.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48600000 - Database and operating software package
- 48700000 - Software package utilities
- 48200000 - Networking, Internet and intranet software package
- 48900000 - Miscellaneous software package and computer systems
- 48160000 - Library software package

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

Transport for London are looking to run a market engagement exercise with potential suppliers for the Lost Property Office System Software Replacement. In the coming weeks those who express their interest may be invited to take part in a Market Sounding Questionnaire. Following the Market Sounding Questionnaire TfL may invite selected suppliers to give demonstrations and have 1-2-1 discussions to affirm our requirements.

These sessions are would be used solely for market engagement purposes, They would not impact any tender result should TfL host these sessions and these will not be evaluated.

II.2.14) Additional information

The following are the business drivers for this initiative:

- TfL able to continue to meet their legal requirements. If the system should suffer a critical failure its obsolescence would severely delay recovery time and may prevent recovery all together.

- Improved efficiency for all users including automated functionality and the reduction of current manual duplicated processes.
- Ability to manage and track an item from the time it is handed to a TfL staff member till it is paid for and returned (or till it is disposed at the end of the waiting period).

This Prior Information Notice is issued solely for the purpose of conducting a market engagement exercise and does not constitute any commitment by TfL to undertake any public procurement exercise in the future.

TfL will manage the early market engagement process in an open and transparent manner to maximise the possible benefits. Direct or indirect canvassing of any Transport for London employee or agent by any supplier concerning this requirement, or any attempt to procure information from any TfL employee or agent concerning this PIN outside of the formal process described in this document may result in the disqualification of the supplier from consideration of any future procurement activity.

TfL will not enter into a contract based solely on the responses to this PIN and no information contained in this document or in any communication made between TfL and any supplier in connection with this shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this PIN.

TfL is under no obligation to follow up this market engagement exercise in any way or with any interested parties. TfL is not liable for any costs, fees or expenses incurred by any party participating in this market engagement exercise. TfL cannot guarantee it will incorporate all or any feedback received into any subsequent procurement.

II.3) Estimated date of publication of contract notice

31 May 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

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