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Planning

TfL Equity in Motion - Calm spaces for neurodivergent customers

Transport for London

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-001985

Procurement identifier (OCID): ocds-h6vhtk-06031d

Published 9 January 2026, 3:38pm

Scope

Description

This preliminary engagement notice is issued by Transport for London (TfL) and seeks to obtain market feedback on potential solutions to give neurodivergent customers a calm, quiet space when travelling on the TfL public transport network.

Its primary objective is to assess whether an off-the-shelf product can effectively meet the needs of neurodivergent customers, operate successfully within a live operational environment, and identify potential risks and opportunities across supply, operations, and cost models.

TfL's customer inclusion strategy, Equity in Motion, sets out how we are unlocking opportunity for Londoners by breaking down unfair barriers to travel. We are continuously looking for ways to make our network more inclusive and accessible.

Approximately 10 million journeys are made on TfL's public transport network per day, making for a busy, bustling, sensory-overloaded system. Given the transport system is over a century old, it was not designed to consider neurological difference; it falls far short of the principles and best practice showcased in PAS 6463: Design for the Mind:

Neurodiversity & the Built Environment.

The overarching objectives of exploring a calm, quiet or seclusion space are to:

- Test a possible solution to make our network more inclusive for neurodivergent customers
- Meet our duties under the Equality Act and the Public Sector Equality Duty
- TfL is looking to trial a product in a busy operational environment to test appetite and usage.
- Space has been identified on the main concourse at Paddington Elizabeth line station.

We want to understand market capability and harness innovation.

Contract dates (estimated)

- 1 October 2026 to 1 October 2027
- 1 year, 1 day

Main procurement category

Services

CPV classifications

- 45300000 - Building installation work
- 79340000 - Advertising and marketing services

Contract locations

- UKI - London

Engagement

Engagement deadline

6 February 2026

Engagement process description

This Preliminary engagement notice and Market Sounding Questionnaire (MSQ) is issued by Transport for London (TfL) and seeks to obtain market feedback on potential solutions to give neurodivergent customers a calm, quiet space when travelling on the TfL public transport network.

Its primary focus is to better understand whether an off-the-shelf product can cater for neurodivergent customers, be suitable for a live operational environment, any risks and opportunities in relation to supply and operation and cost models.

This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind TfL to any approach to the procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent.

This preliminary engagement notice (PEN) is to inform the market of TfL's potential upcoming business requirements. Prior to commencing any procurement activities, we wish to better understand the market appetite by requesting you register your interest by completing the MS forms questionnaire: <https://forms.office.com/e/m6REeiACvK> by the deadline of 5pm on Friday 6th February 2026.

Please email emeliawilson@tfl.gov.uk and bediakilic@tfl.gov.uk to obtain supporting documentation and/ or if you have any questions in regards to this opportunity.

TfL reserves the right to conduct further market engagement in the future if required.

Contracting authority

Transport for London

- Public Procurement Organisation Number: PHMT-6197-NWNZ

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Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government