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Planning

TfL Customer Relationship Management (CRM) system

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-003022

Procurement identifier (OCID): ocds-h6vhtk-04d727

Published 29 January 2025, 5:01pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 Endeavour Square

LONDON

E201JN

Contact

Siahwash Amiri

Email

siahwashamiri@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

<https://tfl.gov.uk/>

I.3) Communication

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

<https://tfl.gov.uk/>

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

TfL Customer Relationship Management (CRM) system

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 scope of the programme is to procure and deliver a CRM solution for TfL to communicate with its customers on a range of topics, including service updates and marketing campaigns.

II.1.5) Estimated total value

Value excluding VAT: £0.01

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London

II.2.4) Description of the procurement

The scope of the programme is to procure and deliver a CRM solution for TfL to communicate with its customers on a range of topics, including service updates and marketing campaigns.

II.2.14) Additional information

If you are interested in being part of this early market engagement exercise, please email siahwashamiri@tfl.gov.uk and the questionnaire will be shared with you on request.

Interested parties should note that TfL reserves the right to cancel or vary this procurement process at any point and will not be liable for any costs or expenses incurred by interested parties in responding to this opportunity.

I would appreciate if I can get the response back by 13th February 2025, 12pm.

II.3) Estimated date of publication of contract notice

30 January 2025

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: No

Section VI. Complementary information

VI.3) Additional information

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