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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](mailto: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

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## **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](mailto: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

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## **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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

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