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Tender

Support Services for Victims of Road Traffic Collisions in London

Transport for London

F02: Contract notice

Notice identifier: 2025/S 000-003553

Procurement identifier (OCID): ocds-h6vhtk-04db41

Published 3 February 2025, 6:08pm

The closing date and time has been changed to:

6 March 2025, 10:00am

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 Endeavour Square

LONDON

E201JN

Contact

Deepa Halai

Email

deepahalai@tfl.gov.uk

Telephone

+44 7510500312

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

Transport for London

Internet address(es)

Main address

www.tfl.gov.uk

Buyer's address

www.tfl.gov.uk

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://service.ariba.com/Supplier.aw>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://service.ariba.com/Supplier.aw>

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

Support Services for Victims of Road Traffic Collisions in London

Reference number

WS2065938637

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a Call for Competition on behalf of Transport for London (TfL) inviting candidates to enter the prequalification phase for Support Services for Victims of Road Traffic Collisions in London.

Expressions of interest are invited by completion of a Supplier Selection Questionnaire (SSQ), which is found at the SAP ARIBA address above.

In 2023, there were 26,176 casualties resulting from road traffic collisions in London. 95 people were tragically killed, and 3,614 people were seriously injured.

Collective action is clearly still needed to achieve Vision Zero in London, and TfL remains committed to working closely with London's boroughs, the police and other partners to carry out the work needed to achieve this goal.

Whilst we work towards Vision Zero, in line with the 'Post-collision response' pillar of the Vision Zero Action Plan, TfL is looking to procure a service to better support victims of road traffic collisions in London.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

TfL is seeking a supplier to Support Services for Victims of Road Traffic Collisions in London.

TfL requires a contract to be put in place for 1st June 2025.

TfL is conducting a restricted tender for this Contract for a duration of three (3) years and five (5) months from

the Contract Commencement Date with the option, at the Authority's Sole Discretion, to extend for further periods up to a maximum of two (2) years.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

41

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

To be able to participate in the tender, suppliers must be registered on TfL's SAP Ariba system.

To express an interest for this contract, interested bidders must BOTH confirm by email to DeepaHalai@tfl.gov.uk to express their interest in the opportunity AND complete Ariba registration, if required. Upon completion of registration and confirmation that the bidder has been invited to the Sourcing Event in Ariba, the interested bidder will have unrestricted and full access to the procurement documents, free of charge through their dashboard when they login to Ariba at <https://service.ariba.com/Supplier.aw>.

You must provide:

- your single point of contact first name and surname
- your email address
- your position in the organisation

Any additional information can be obtained from the above mentioned email address.

Economic operators need to complete and submit a response to the relevant procurement documents by the deadline date set out.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

To be able to participate in the tender, suppliers must be registered on TfL's SAP Ariba system.

To express an interest for this contract, interested bidders must BOTH confirm by email to DeepaHalai@tfl.gov.uk to express their interest in the opportunity AND complete Ariba registration, if required. Upon completion of registration and confirmation that the bidder has been invited to the Sourcing Event in Ariba, the interested bidder will have unrestricted and full access to the procurement documents, free of charge through their dashboard when they login to Ariba at <https://service.ariba.com/Supplier.aw>.

You must provide:

- your single point of contact first name and surname
- your email address
- your position in the organisation
- your organisation name

Any additional information can be obtained from the above mentioned email address.

Economic operators need to complete and submit a response to the relevant procurement documents by the deadline date set out.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

24 February 2025

Changed to:

Date

6 March 2025

Local time

10:00am

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: To express an interest for this contract, interested bidders must BOTH confirm by email to DeepaHalai@tfl.gov.uk to express their interest in the opportunity AND complete Ariba registration. Upon completion of registration, the interested bidder will have unrestricted and full access to the procurement documents, free of charge through their dashboard at <https://service.ariba.com/Supplier.aw>.

VI.3) Additional information

To express an interest for this contract, interested bidders must BOTH confirm by email to DeepaHalai@tfl.gov.uk to express their interest in the opportunity AND complete Ariba registration, if required. Upon completion of registration and confirmation that the bidder has been invited to the Sourcing Event in Ariba, the interested bidder will have unrestricted and full access to the procurement documents, free of charge through their dashboard when they login to Ariba at <https://service.ariba.com/Supplier.aw>.

Any additional information can be obtained from the above mentioned email address.

Economic operators need to complete and submit a response to the relevant procurement documents by the deadline date set out

in these documents.

To register or to check if you are already registered in Ariba log on to <https://service.ariba.com/Supplier.aw>. Interested participants must read the instructions carefully before proceeding with registration and are advised to satisfy themselves that they

understand all the requirements of this opportunity and the procurement exercise before submitting their response. For help on uploading your responses, please refer to

https://support.ariba.com/Adapt/Ariba_Network_Supplier_Training. If the problem persists please contact Ariba_Supplier_Enablement@tfl.gov.uk.

Please note, even if you are already a registered supplier on SAP Ariba you must without any delay confirm to the Procurement Lead DeepaHalai@tfl.gov.uk your intention to

participate in

this opportunity and your details as follows, so that the Procurement Lead can manually add

vital details to the Sourcing Event on SAP Ariba.

You must provide:

- your single point of contact first name and surname
- your email address
- your position in the organisation
- your organisation name

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

London

Email

deepahalai@tfl.gov.uk

Country

United Kingdom