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Planning

TfL - Passenger Incident Management System 'PIMS'

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-006056

Procurement identifier (OCID): ocds-h6vhtk-03ad5b

Published 1 March 2023, 4:17pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

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LONDON

E201JN

Contact

Kiran Rooprai

Email

pimscommercial@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>

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

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

TfL - Passenger Incident Management System 'PIMS'

Reference number

ICT 14333

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

Transport for London's (TfL) response to incidents on London's Road network, Underground systems, and the Elizabeth Line is managed and recorded by the Network Management Control Centre, London Underground Control Centre, and the Rail for London Infrastructure Control Centre. The licence for the incumbent incident management system is due to expire in 2025, as such TfL are now seeking to engage in a re-procurement exercise to ensure maintenance of this Mission Critical operational capability.

Transport for London is exploring the opportunities to replace these operational systems with a cost effective, scalable, fit for purpose solution(s). The proposed solution should allow TfL to fully utilise current and future standards across the incident management marketplace and to embrace the evolving Artificial Intelligence (AI) and data technology landscape to deliver efficiencies and other improvements as part of our evolving incident management data strategy. This will enable TfL to deliver its strategic objectives as a transport authority and provide a step change in the use of incident data and information.

Across all control centres, several hundred incidents are managed through the system each day - ranging from minor incidents through to emergencies. The system is critical for the tracking and efficient management of incidents and ensuring that information is shared efficiently with both key internal stakeholders and other organisations. In order to keep London safe and moving the system needs to be highly available with minimum downtime.

The intention of this PIN is to engage in a soft market testing exercise by way of a Market Sounding Questionnaire 'MSQ', in order to ensure that TfL can make an informed decision in terms of the best way to fulfil its requirements.

A copy of the MSQ can be requested by sending an email to the following address:
pimscommercial@tfl.gov.uk

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
- 63712710 - Traffic monitoring services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The development and implementation of a pan TfL Passenger Incident Management System and ongoing support and maintenance.

This is the first stage of our internal process to investigate options and will feed into strategic decisions on the way forward. The date shown below is the best estimate. Interested parties will be kept informed of any updates.

II.2.14) Additional information

This PIN notice does not constitute a call for competition to procure any services, supplies or works for TfL and TfL is not bound to accept any proposals offered. TfL is not liable for any costs, fees or expenses incurred by any party participating

in the Market Survey Questionnaire exercise. Any procurement of any services, supplies or works by TfL in due course will be carried

out strictly in accordance with the provisions of the Public Contracts Regulations 2015

A copy of the MSQ can be requested by sending an email to: pimscommercial@tfl.gov.uk

II.3) Estimated date of publication of contract notice

1 August 2023

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

