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Planning

Contact Centre Technology Innovation Trial

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-007343

Procurement identifier (OCID): ocds-h6vhtk-044661

Published 7 March 2024, 1:27pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

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LONDON

E201JN

Contact

James Inchbald

Email

jamesinchbald@tfl.gov.uk

Telephone

+44 7960549041

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

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Technology Innovation Trial

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Transport for London (TfL) is undertaking an early market engagement exercise, by inviting potential suppliers to complete a Market Sounding Questionnaire (MSQ) for an upcoming Contact Centre Technology innovation trial.

TfL is exploring how through the use of new technology, it can make improvements in the contact centre through :

- Handling the increased demand coming into the contact centres
- Reducing the demand coming into our contact centres
- Maximising the use of current and new data to produce strategic insights on TfL customers and contact centre performance
- Improve our customer's experience as well as the experience of contact centre advisors

Therefore, TfL is seeking innovative solutions that can overcome some of these challenges.

To receive the MSQ please email MSQinnovation@tfl.gov.uk expressing your interest with the email subject heading of Contact Centre Technology MSQ Request [include your company name]. To submit your MSQ please also email MSQinnovation@tfl.gov.uk using the subject heading Contact Centre Technology MSQ Response [include your company name].

Please can you express your interest by emailing MSQinnovation@tfl.gov.uk by close of play 4th April 2024 to be gain access to the MSQ event. The last date that MSQ submissions shall

be accepted is 10th April 2024.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 79342300 - Customer services
- 79342320 - Customer-care services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

TfL's Contact Centre Operations is comprised of an internal TfL contact centre and three outsourced partners.

TfL is exploring how, through the use of new technologies, it can better

- handle the demand coming into our contact centres?
- reduce the demand coming into our contact centres?
- maximise the use of current and new data to drive strategic insights?
- improve our customer's experience

TfL is seeking innovative solutions that can overcome some of the challenges it faces as well as which can offer the most substantial value.

Suppliers will be able to inform TfL if they have solutions based on the following 5 capabilities:

1. Self-service Chatbots: A first point of contact to resolve TfL customer issues through self-serving our customers, where possible
2. Omni-channel / New Channels: A capability offering new and diverse methods of communication for TfL customers, such as WhatsApp, as well as the ability to collect and analyse data from across multiple channels
3. Agent Assist: A capability to augment and improve the contact centre advisors' ability to respond to customers as well as improve their productivity
4. Case Management: A capability that utilises automation to triage and manage cases

TfL are also interested in any capabilities related to technology in contact centres that go beyond these 5 capabilities.

II.3) Estimated date of publication of contract notice

2 September 2024

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: Yes

Section VI. Complementary information

VI.3) Additional information

TfL reserves the right without prior notice to amend the information provided, including, but not limited to, changing the timetable, the scope and nature of the procurement and the procurement process. In particular, TfL reserves the right to issue circulars to interested parties providing further information or supplementing and / or amending the procurement process. In no circumstances shall TfL incur any liability in respect of any changes. This will be subject to the requirements of public law, the UK and EU procurement rules and Treaty on the functioning of the European Union rules and general principles.

TfL reserves the right without prior notice not to follow up the MSQ documents in any way or with any interested parties. TfL also reserves the right to terminate this process at any time without awarding a contract. TfL will not enter into a contract based solely on the responses to the MSQ document and no information contained within the MSQ document or in any communication made between TfL and any interested party in connection with the MSQ document shall be relied upon as constituting a contract or representation that any contract shall be offered.