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Planning

Emergency Communication Devices (ECD) Strategic Solution

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-012316

Procurement identifier (OCID): ocds-h6vhtk-045293

Published 16 April 2024, 11:44am

Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

Contact

James Tottle

Email

jamestottle@tfl.gov.uk

Telephone

+44 3432221234

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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Emergency Communication Devices (ECD) Strategic Solution

Reference number

ICT14085

II.1.2) Main CPV code

- 32570000 - Communications equipment

II.1.3) Type of contract

Supplies

II.1.4) Short description

This PIN is issued by Transport for London (TfL) and seeks to inform the market of a Market Sounding Questionnaire (MSQ) that shall be issued by TfL. The MSQ seeks to obtain market feedback in relation to delivery of an Emergency Communication Devices (ECD) solution with options for devices, mobile application and integration with existing equipment e.g: handheld radios and push to talk over cellular. This will enable our vision of a uniform approach across various TfL teams to request emergency help via our existing control centres, ensuring consistent support and appropriate response throughout incidents, safe and secure management of information and improved support provided to victims. The primary focus of this EME is to better understand the market offering, possibilities and appetite to explore areas that will shape TfL's concept design and procurement strategy for an Emergency Communication solution and to understand perceived risks and opportunities.

TfL would like those parties that may be interested in such an exercise to identify themselves and express their interest as well as to respond to the MSQ. Please note that to do so, organisations will need to provide an Expression of Interest (EoI) to the following email address:

JamesTottle@Tfl.gov.uk

Following this and upon request, supplier organisations will be sent a copy of the MSQ which they will be invited to review and if appropriate complete by volunteering feedback. The MSQ includes additional details about submission arrangements and response deadlines

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 35100000 - Emergency and security equipment

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

This project seeks to deliver an Emergency Communication Solution with options for devices, mobile application, and integration with existing equipment e.g.: handheld radios and push to talk over cellular. This will enable our vision of a uniform approach across various TfL teams, to request emergency help via our existing control centres, ensuring consistent support and appropriate response throughout incidents, safe and secure management of information and improved support provided to victims. We wish to explore the possibility of the Emergency Communication solution to deliver the following outcomes:

Objective 1: Help TfL improve the support we provide to staff who are victims of Work-Related Violence & Aggression (WVA) by investing in personal staff safety equipment to request for emergency assistance quickly, easily, and efficiently. Most notably the service shall be available 24 hours a day, 365 days a year; open a two-way call to an alarm receiving centre 'at the touch of a button'; ensure there is no attenuation or interference when used on moving vehicles or noisy environments; use geolocation and registration details so ensure help can be provided without the victim having to say anything to support staff.

Objective 2: Limit the number of devices our colleagues need to carry with them, by utilising existing equipment wherever possible, e.g. integrating ECD functionality into handheld radios, push to talk over cellular, body worn cameras, company issue or personal phones etc. Where integration is not possible, optimal or desirable, issue bespoke ECD devices.

Objective 3: Emergency alerts directed to in-house TfL Control Centres, to ensure the most optimal response and provide us with a real time view of the incident.

Objective 4: Interface and interoperability with other technology used by our colleagues, e.g. body worn cameras (start recording when an alert is triggered), emergency alarms (activate in case of alert) and incident management applications (automatically create an incident and populate with location and registered user details). Device (hardware) capability to integrate with existing /future TFL devices via Bluetooth/Wi-Fi /NFC for the seamless data exchange/action between the devices. (e.g. turn on the body worn camera via Bluetooth from ECD device).

Objective 5: Provide chain of evidence for successful prosecutions in the form of audio recordings and incident location data. Capability to have a configurable data retention policy to store the audio recordings etc and audit trails.

Objective 6: Capability to provide a back-office solution (Web Portal) accessible via Internet to TfL (Transport for London) with additional security e.g. Single sign-on and role-based access control.

Objective 7: Securely collate data and reports of incidents and other events, that can be easily accessed, analysed, and aligned with existing TfL reporting processes, to help understand WVA incidents and trends across the business.

Objective 8: Compliant with key regulations, legislation, legal Health & Safety requirements for lone workers and TfL GDPR (General Data Protection Regulation) and data privacy policies.

II.2.14) Additional information

Participation or non-participation in this Early Market Engagement exercise will not disadvantage or advantage any supplier's ability to participate in any future procurement activity, including in particular any subsequent procurement process undertaken to deliver the project.

Direct or indirect canvassing of any TfL employee or agent by any supplier concerning this requirement, (or any attempt to procure information from any TfL employee or agent concerning this PIN outside of the formal process described in this document) may result in the disqualification of the supplier from consideration of any future procurement activity.

TfL is under no obligation to follow up this market engagement exercise in any way or with any interested parties.

II.3) Estimated date of publication of contract notice

16 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