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Planning

ICT14090 Work-Related Violence & Aggression (WVA) Case Management Solution

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-017550

Procurement identifier (OCID): ocds-h6vhtk-03d7fc

Published 20 June 2023, 3:53pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

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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

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

ICT14090 Work-Related Violence & Aggression (WVA) Case Management Solution

II.1.2) Main CPV code

- 48100000 - Industry specific software package

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 a Case Management solution which; tracks, tracks incident details, staff information, victim support activities and outcomes of work-related violence & aggression (WVA) cases. This will ensure consistent support is offered throughout cases, details are recorded safely and securely, and we can monitor and improve activity and support provided to victims. The primary focus of this EME is to better understand the market offering and appetite, to explore areas that will shape TfL's procurement strategy for a case management 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.1.5) Estimated total value

Value excluding VAT: £350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48600000 - Database and operating software package
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

This project seeks to deliver a Case Management solution which tracks incident details, staff information, victim support activities and outcomes of WVA cases. This will ensure consistent support is offered throughout cases and details are recorded safely.

It is anticipated a case management solution will support the following objectives:

Objective 1: Help TfL to improve the support it provides to staff who are victims of Work-Related Violence & Aggression (WVA). Victims are contacted regularly at key points throughout their case and case details are stored on the system.

Objective 2: Help the WVA team provide consistent support to victims of WVA pan-TfL

Objective 3: Improve record keeping for WVA team as the system will be used by the team to manage statement taking, DNA collection, CCTV provision and support to attend appointments and court cases. It will also log and manage the process for victim liaison. Assess and manage trends in case management.

Objective 4: Increased support by line managers of victims. The system will help prompt line managers into duty of care activity.

Objective 5: The case management system will help the WVA team to manage workload in the team, prioritising cases in line with need.

Objective 6: The case management system complies with key regulations, legislation and TfL policy, including GDPR, data privacy and TSO support for user administration.

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

1 November 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