

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/020248-2024>

Planning

## **Support Services for Victims of Road Traffic Collisions**

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-020248

Procurement identifier (OCID): ocds-h6vhtk-047a1b

Published 3 July 2024, 11:56am

### **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](mailto: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](http://www.tfl.gov.uk)

Buyer's address

[www.tfl.gov.uk](http://www.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**

Support Services for Victims of Road Traffic Collisions

Reference number

Ref: tfl\_scp\_002491

#### **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**

Approximately 100 people are killed in road traffic collisions (RTCs) in London each year and c3,600 more are seriously injured. Lives of victims, their families and loved ones are devastated as a result of a road crash, but most aren't getting the support they need and deserve.

We know from victims' feedback that people who are traumatised, in shock or bereaved can find it difficult to seek out support services. The best outcomes are achieved through early intervention and specialist support from practitioners trained in the specific emotional, legal and practical implications of a road crash.

TfL, the Mayor's Office for Policing and Crime (MOPAC), the Metropolitan Police Service (MPS) and City of London Police are currently collaborating on a London pilot to improve support for victims of the most serious RTCs.

In parallel with the pilot, we are looking to determine the best approach for long-term support provision. The proposed delivery model is to contract with providers to deliver support tailored to the unique needs of RTC victims in London, working in close collaboration with the police.

The initiative is collaborative in nature, but is being led by TfL in partnership with the MPS and MOPAC. Our shared objectives for a long-term support provision are:

1. Simplify access to specialist support services for RTC victims to increase reach and

enable early intervention

2. Enhance the quality and range of support available to victims of RTCs (versus what was available pre-pilot)

Please refer to the Supplier Information Pack (request by email) for more detail around our ambitions and requirements.

The Early Market Engagement will seek views on a number of aspects, including supplier and service provider appetite, capacity and capability, as well as gauging the general level of interest in this opportunity.

Please contact [DeepaHalai@tfl.gov.uk](mailto:DeepaHalai@tfl.gov.uk) or [HannahAbbott@tfl.gov.uk](mailto:HannahAbbott@tfl.gov.uk) if you wish to request the Supplier Information Pack.

If you have any questions regarding this PIN and MSQ please contact:

[DeepaHalai@tfl.gov.uk](mailto:DeepaHalai@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)**

- 98000000 - Other community, social and personal services

##### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

Expression of Interest (EOI)

To express an interest for this opportunity, interested bidders must confirm via email: [DeepaHalai@tfl.gov.uk](mailto:DeepaHalai@tfl.gov.uk) by 09:00, Monday 5th August 2024.

You must provide:

- Organisation Name

- Company Registration
- Key contact name
- Key contact email address
- Telephone Number

### Market Sounding Questionnaire

The MSQ seeks to obtain feedback from the market in relation to the project and its requirements.

Interested parties are invited to complete the MSQ and return their responses.

Any feedback received will be reviewed, analysed, and may be considered by the project team in developing any subsequent procurement strategy for any potential procurement activity.

Link to MSQ: <https://forms.office.com/e/5M2898yBcZ?origin=lprLink>

### **II.2.4) Description of the procurement**

Transport for London (TfL) is undertaking an Early Market Engagement exercise, by inviting potential suppliers to complete a Market Sounding Questionnaire (MSQ) and attend a 1:1 supplier meeting and for Support Services for Victims of Road Traffic Collisions.

#### Early Market Engagement process

1. Prior Information Notice, Supplier Information Pack (request by email) and MSQ issued (MS Forms link)
2. Return Expression of Interest and MSQ
3. Supplier 1:1 meeting
4. Business decision on the next steps

#### Prior Information Notice (PIN)

The PIN is the first stage of this Early Market Engagement. This is to inform the market of TfL's current strategy and business requirements as it pertains to the Services required, and how to register interest and complete the MSQ linked within this document.

## Expression of Interest (EOI)

To express an interest for this opportunity, interested bidders must confirm via email: [DeepaHalai@tfl.gov.uk](mailto:DeepaHalai@tfl.gov.uk) by 09:00, Monday 5th August 2024.

You must provide:

- Organisation Name
- Company Registration
- Key contact name
- Key contact email address
- Telephone Number

## Market Sounding Questionnaire

The MSQ seeks to obtain feedback from the market in relation to the project and its requirements.

Interested parties are invited to complete the MSQ and return their responses.

Any feedback received will be reviewed, analysed, and may be considered by the project team in developing any subsequent procurement strategy for any potential procurement activity.

Link to MSQ: <https://forms.office.com/e/5M2898yBcZ?origin=lprLink>

## Supplier 1:1 Meetings

After receiving and reviewing the MSQ responses, TfL will invite individual suppliers to engage in further 1:1 supplier meeting to discuss and clarify the supplier's response.

We envisage supplier 1:1 meetings will last one hour, covering:

- Presentation from supplier on service offering and proposed operating model - 20 minutes
- Q&A - 35 minutes

## Early Market Engagement Feedback and Next Steps

Following the Early Market Engagement process, TfL will provide feedback on our findings to all parties that have indicated interest, and in the event that TfL proceeds with any procurement such information will be included in the relevant procurement documents.

#### Indicative Timescales

Prior Information Notice (PIN) and Market Sounding Questionnaire published Wednesday 3rd July 2024

Deadline for submission of Expressions of Interest and MSQ Monday 5th August 2024 by 09:00am

Supplier 1:1 meetings Thursday 15th to Thursday 22nd August 2024

#### **II.2.14) Additional information**

##### Expression of Interest (EOI)

To express an interest for this opportunity, interested bidders must confirm via email: [DeepaHalai@tfl.gov.uk](mailto:DeepaHalai@tfl.gov.uk) by 09:00, Monday 5th August 2024.

You must provide:

- Organisation Name
- Company Registration
- Key contact name
- Key contact email address
- Telephone Number

##### Market Sounding Questionnaire

The MSQ seeks to obtain feedback from the market in relation to the project and its requirements.

Interested parties are invited to complete the MSQ and return their responses.

Any feedback received will be reviewed, analysed, and may be considered by the project team in developing any subsequent procurement strategy for any potential procurement activity.

Link to MSQ: <https://forms.office.com/e/5M2898yBcZ?origin=lprLink>

### Supplier 1:1 Meetings

After receiving and reviewing the MSQ responses, TfL will invite individual suppliers to engage in further 1:1 supplier meeting to discuss and clarify the supplier's response.

We envisage supplier 1:1 meetings will last one hour, covering:

- Presentation from supplier on service offering and proposed operating model - 20 minutes
- Q&A - 35 minutes

Please contact [DeepaHalai@tfl.gov.uk](mailto:DeepaHalai@tfl.gov.uk) or [HannahAbbott@tfl.gov.uk](mailto:HannahAbbott@tfl.gov.uk) if you wish to request the Supplier Information Pack.

### **II.3) Estimated date of publication of contract notice**

1 October 2025

---

## **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**

Expression of Interest (EOI)

To express an interest for this opportunity, interested bidders must confirm via email: [DeepaHalai@tfl.gov.uk](mailto:DeepaHalai@tfl.gov.uk) by 09:00, Monday 5th August 2024.

You must provide:

- Organisation Name

- Company Registration
- Key contact name
- Key contact email address
- Telephone Number

#### Market Sounding Questionnaire

The MSQ seeks to obtain feedback from the market in relation to the project and its requirements.

Interested parties are invited to complete the MSQ and return their responses.

Any feedback received will be reviewed, analysed, and may be considered by the project team in developing any subsequent procurement strategy for any potential procurement activity.

Link to MSQ: <https://forms.office.com/e/5M2898yBcZ?origin=lprLink>

#### Supplier 1:1 Meetings

After receiving and reviewing the MSQ responses, TfL will invite individual suppliers to engage in further 1:1 supplier meeting to discuss and clarify the supplier's response.

We envisage supplier 1:1 meetings will last one hour, covering:

- Presentation from supplier on service offering and proposed operating model - 20 minutes
- Q&A - 35 minutes

Please contact [DeepaHalai@tfl.gov.uk](mailto:DeepaHalai@tfl.gov.uk) or [HannahAbbott@tfl.gov.uk](mailto:HannahAbbott@tfl.gov.uk) if you wish to request the Supplier Information Pack.