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Not applicable

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

Transport for London

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-020254

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

Published 3 July 2024, 12:09pm

### **Section I: Contracting authority/entity**

#### **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

**Transport for London**

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)

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**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)

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2024/S 000-020248](#)

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## Section VII. Changes

### VII.1) Information to be changed or added

#### VII.1.2) Text to be corrected in the original notice

Section number

VI.1

Place of text to be modified

Indicative Timescales

Read

Text

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

### 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

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:

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## **VII.2) Other additional information**

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