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Planning

TFL ITSM EME

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-020975

Procurement identifier (OCID): ocids-h6vhtk-047c11

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Section I: Contracting authority

I.1) Name and addresses

Transport for London

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LONDON

E201JN

Contact

Ms Davinder Sarai

Email

v_DavinderSarai@tfl.gov.uk

Telephone

+44 3432224000

Country

United Kingdom

Region code

UKI - London

Transport For London

TFL

Internet address(es)

Main address

www.tfl.gov.uk

Buyer's 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

TFL ITSM EME

Reference number

TFL ICT14798

II.1.2) Main CPV code

- 72260000 - Software-related services
 - JA02 - For computer software

II.1.3) Type of contract

Services

II.1.4) Short description

This early market engagement questionnaire (EME) is issued by Transport for London (TfL) and seeks to understand the market and supply of ITSM Solutions.

TfL would like to better understand the market and gather feedback relating to the supply of this software and implementation services.

TfL would like to better understand the market and gather feedback relating to the supply of this software and ascertain any future ambitions within the market.

The information that is gathered throughout this process will assist TfL in the assessing the current market and determine the future procurement strategy.

Information is requested in relation to the requirements are described with the EME Questionnaire. Your response is important as it will allow a better understanding of the current market offerings, to inform TfL's objectives and influence the finalisation of the procurement position (please note TfL is not making any commitment to tender following this exercise and this is just a request for information).

Information is requested in relation to the requirements described within this document. Your response is important as it will allow a better understanding of the current market offerings, to inform TfL's objectives and influence the finalisation of the procurement

position (please note TfL is not making any commitment to tender following this EME exercise and this is just a request for information).

If you are interested in being part of this process and for your feedback to be considered, please complete the EME questionnaire and return on Tuesday 23rd July at 13:00hrs, 1pm via email to v_DavinderSarai@tfl.gov.uk.

For your feedback to be considered, your completed EME must be received by 13:00 Tuesday 23rd July 2024.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London

II.2.4) Description of the procurement

This Early Market Engagement is to gain a better understanding of the market and all options available for the supply of scheduling software. Information gathered throughout this exercise will then be considered to aid the future contracting decision and procurement strategy for TfL. The scope of the programme is:

- To source, procure and deliver a solution for IT Service Management for Transport for London and any non-modal business to which TfL provides IT services.

- The solution will include:

o ITIL-compliant functionality for the following capabilities: Incident Management, Problem Management, Change and Release Management, Service Catalogue, Asset & Configuration Management, Service Level Management;

- o A self-service portal to support end user issue identification and resolution as well as self-logging of incidents and the generation of service requests;
- o A Knowledge Repository which will contain articles and scripts for use by customers in the self-service portal and service desk agents.
- o Capability to integrate with ITSM solutions hosted by third parties who provide IT services to TfL
- o Capability for multi-tenancy to enable TfL to support non-modal lines of business
- o Reporting and analytics.

The solution should be scalable, configurable and customisable to meet the unique needs of the organisation and support future growth.

The solution should align with industry standards and best practices, such as ITIL and ISO, to ensure that the organization adheres to regulatory requirements and achieves optimal performance.

II.2.14) Additional information

The current ITSM solution in use is BMC Remedy 20.02, is hosted on-premise, and supports Transport for London's IT service management processes. The solution has been in place for over ten years. There is now a need to go to market for an ITSM service that can meet the organisation's current and future needs.

The platform has been configured to align with the ITIL framework and customised to meet specific business requirements.

II.3) Estimated date of publication of contract notice

10 July 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 are exploring Framework options due to time constraints but are also open to other routes to market and the EME will enable TFL to confirm procurement strategy to source requirements.

If you are interested in being part of this process and for your feedback to be considered, please request the EME questionnaire via email to v_DavinderSarai@tfl.gov.uk.

Please note the EME questionnaire must be completed and returned by the closing date of Tuesday 23rd July at 13:00 hrs, 1pm via email to v_DavinderSarai@tfl.gov.uk.

Interested parties should note that TFL reserves the right to cancel or vary this procurement process at any point and will not be liable for any costs or expenses incurred by interested parties in responding to this opportunity.