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Planning

Road User Charging Customer Management Services (CMS)

TfL Capital Procurement

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-029085

Procurement identifier (OCID): ocids-h6vhtk-040766

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Section I: Contracting authority

I.1) Name and addresses

TfL Capital Procurement

Endeavour Square

London

E20 1JN

Contact

RUC Re-let Commercial Team

Email

v_irisgaravito@tfl.gov.uk

Telephone

+44 2070384000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://tfl.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Road User Charging Customer Management Services (CMS)

Reference number

WS1458760906

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Transport for London (TfL) is considering how it might approach the future procurement and provision of services to deliver Customer Management Services (CMS) - formerly known as Business Operations (BOps) that support the current Road User Charging (RUC) network in London.

This Prior Information Notice (PIN) for Expressions of Interest (EOI) requests information to assist TfL in understanding the current supply market and the technical knowledge, experience, capability, capacity, organisational and financial standing of potential suppliers. Information provided by responding suppliers will be used to inform TfL in its consideration of the nature of any future procurement process for CMS.

The purpose of this PIN is to:

- understand the market interest in this potential opportunity; and
- identify suppliers who would like to participate in the Market Sounding Questionnaire.

To register an expression of interest please complete the following steps:

1. Register on the TfL Capital Procurement (Bravo) e-tendering portal

(<https://lucpd.bravosolution.co.uk>).

2. Search for "pqq_35 - Road User Charging Customer Management Services (CMS) Expression of Interest (EOI)" within Bravo.

3. Download the document "CMS PIN and EOI v1.0 FINAL" which contains details on the scope and requirements for CMS, the planned process and timescales.

4. Complete the Appendix 2 within this document

5. Attach the completed document within the Qualification Envelope and press "Validate your Response"

If you require any further assistance with the above steps, please contact the RUC Commercial Team via email on rucprocurement@tfl.gov.uk, quoting WS1458760906.

Participation in this PIN and EOI and any related market engagement will not disadvantage or affect any responding supplier's ability to participate in any future procurement activity.

TfL will not enter a contract based on the responses to this PIN and EOI, and no information contained in this PIN and EOI or in any communication made between TfL and any supplier in connection with this should be relied upon as constituting a contract, agreement, or representation that any contract will be offered as a result of this PIN and EOI. If TfL decides to progress with any procurement exercise for CMS, TfL will publish a separate contract notice.

Please note TfL is unable to accept any further Expressions of Interest after the closing date (10/10/2023, 14:00).

II.1.5) Estimated total value

Value excluding VAT: £75,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Greater London

II.2.4) Description of the procurement

TfL operates and enforces several RUC schemes within Greater London. These schemes are focused on the improvement of air quality, tackling congestion, addressing the climate emergency and improving safety on all of London's road infrastructure.

The RUC schemes contribute to the delivery of the Mayor's Transport Strategy. The RUC schemes and activities currently operated by TfL are as follows:

- Congestion Charge (CC)
- Low Emission Zone (LEZ)
- Traffic Enforcement (TE)
- Ultra-Low Emission Zone (ULEZ)
- Direct Vision Standard (DVS)

TfL is considering options and planning for replacement arrangements due to the 2026 contract expiry dates and the future re-procurement of the services supporting the existing RUC schemes delivered via existing contracts in order to modernise service provision.

At the point of contract, TfL anticipates that the new CMS contract will cover the following broad scope:

- Initial delivery, service management, support, testing and ongoing operational delivery of contact centre services.
- Continued service review and improvement of the service throughout the life of the contract.

TfL has not at this stage determined which route to market it will pursue for the new CMS contract. However, TfL is considering the following broad options for procuring the future

CMS contract:

- Calling off a suitable framework
- Procuring a standalone service contract
- Procuring a framework of suppliers from which TfL can call off packages of services.

II.3) Estimated date of publication of contract notice

26 April 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