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Planning

Improving Customer Accessibility

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-031085

Procurement identifier (OCID): ocids-h6vhtk-040ddd

Published 20 October 2023, 3:45pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

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LONDON

E201JN

Contact

Chris Margarido

Email

v_chrismargarido@tfl.gov.uk

Country

United Kingdom

Region code

UKI - London

Companies House

02338675

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

Regional or local authority

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Improving Customer Accessibility

II.1.2) Main CPV code

- 60000000 - Transport services (excl. Waste transport)

II.1.3) Type of contract

Services

II.1.4) Short description

Transport for London (TfL) is focused on ensuring all customers experience a positive journey, including those with physical, visual, audible and neurodivergent impairments. This means seamless end to end journey completions and if a problem is encountered, these customers know how to continue their journey and/or access support.

At this stage, TfL is undertaking early market engagement, by inviting potential suppliers to complete a Market Sounding Questionnaire (MSQ) on improving customer accessibility.

This MSQ is focused on seeking innovative solutions to potential trial and scale, particularly those which can overcome challenges experienced by our customer impairments. These include:

- Personalised journey planning Information - to help customers plan their journey based on their access requirements, seating availability and crowd/busyness comfort levels.
- Personalised end to end journey navigation - to help customers navigate through our multi-mode network (train and bus) which can differ by systems, technology, station layout, service providers, mode access and infrastructure.
- Live journey updates - to notify and update customers of any changes to their journey in response to access for example, a lift and/or escalator suddenly becomes out of service.
- Journey optimisation - support customer's to time their boarding on and off transport more accurately and locate seating faster.
- device connectivity - allow customers to stay connected to applications where

connectivity is reduced.

- Service continuity- where the prime customer solution is down, customer cannot switch easily to a secondary solution.
- Customer support - solutions which allow customers to contact TfL and communicate their needs to TfL.

Please note that solutions should not be limited to tech or app-based solutions.

This MSQ is seeking market feedback to:

- Understand what solutions exist and ready for implementation.
- Understand what technologies exist in other industries that might be applicable to this problem area.
- Gauge suppliers' interest, capabilities, and capacity to engage in a trial.

If you have any questions regarding this PIN please contact:

v_chrismargarido@tfl.gov.uk

TfL have recently switched to a new sourcing system, SAP Ariba, meaning that TfL's processes are now different to those that suppliers may be familiar with. The following instructions explain this new system and provide guidance on how interested parties will be able to communicate with TfL and access the MSQ through the new system.

For help on registering on the SAP Ariba system and for checking if your organisation already has an account please refer to <https://content.tfl.gov.uk/supplier-registration.pdf>

In case of registration problems please contact Ariba_Supplier_Enablement@tfl.gov.uk

Upon completion of registration, interested parties must inform the TfL lead via email (v_chrismargarido@tfl.gov.uk), in order that they can be invited to the event in Ariba. They will then have unrestricted and full access to the MSQ, free of charge through their dashboard when they login to Ariba at <https://service.ariba.com/Supplier.aw>. Any subsequent competitions shall also be run through SAP Ariba.

Please can you express your interest by emailing v_chrismargarido@tfl.gov.uk by close of play 12th December 2023 to be gain access to the MSQ event. The last date that MSQ submissions shall be accepted is 15th December 2023.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 34000000 - Transport equipment and auxiliary products to transportation
- 48000000 - Software package and information systems
- 60000000 - Transport services (excl. Waste transport)
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

At this stage, TfL is undertaking early market engagement:

- Understand what solutions exist and ready for implementation
- Understand what technologies exist in other industries that might be applicable to this problem area
- Gauge suppliers' interest, capabilities, and capacity to engage in a trial.

Depending on market feedback, TfL may seek to process to trial and scaling phase which would include further procurement information.

II.3) Estimated date of publication of contract notice

1 June 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 reserves the right without prior notice to amend the information provided, including, but not limited to, changing the timetable, the scope and nature of the procurement and the procurement process. In particular, TfL reserves the right to issue circulars to interested parties providing further information or supplementing and / or amending the procurement process. In no circumstances shall TfL incur any liability in respect of any changes. This will be subject to the requirements of public law, the UK and EU procurement rules and Treaty on the functioning of the European Union rules and general principles.

TfL reserves the right without prior notice not to follow up the MSQ documents in any way or with any interested parties. TfL also reserves the right to terminate this process at any time without awarding a contract. TfL will not enter into a contract based solely on the responses to the MSQ document and no information contained within the MSQ document or in any communication made between TfL and any interested party in connection with the MSQ document shall be relied upon as constituting a contract or representation that any contract shall be offered.