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Planning

## **ICT14270 Woolwich Ferry Real Time Information (RTI)**

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-036146

Procurement identifier (OCID): ocds-h6vhtk-03932e

Published 21 December 2022, 10:13am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Transport for London

5 Endeavour Square

Stratford, London

E20 1JN

#### **Contact**

Mr Billy Simson

#### **Email**

[BillySimson@tfl.gov.uk](mailto:BillySimson@tfl.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI - London

**Internet address(es)**

Main address

<https://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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

ICT14270 Woolwich Ferry Real Time Information (RTI)

Reference number

DN648975

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The Woolwich Ferry (WF) service was established by Parliament in 1885, compelling the provision of a permanent, free river crossing of the Thames at Woolwich. Asset ownership and operational responsibilities have been vested in several relevant local authorities over the years, transferring to TfL upon its creation in 2000. The Woolwich Ferry River service transitioned to in-house operation on 1st January 2021.

The Woolwich ferry is a free service operated by TfL that links Woolwich and North Woolwich and carries pedestrians, cyclists, cars, vans and heavy goods vehicles.

There is a clear demand for the service, however, currently there is very little in the way of public facing real time information, both at the ferry sites and online, about how the service is operating.

With such little information being available, users arrive at the ferry 'blind', unaware of delays or other disruptions that may impact their journey, and this very quickly starts to impact the local road network, causing further delays in the local area that can affect TfL bus services.

Even when they have arrived at the site, there is no information available that tells customers how long their expected wait time is before they can board the ferry.

A solution is required that can accurately and automatically provide real time information on all aspects of the ferry's operation. This should be available in signage at the ferry

sites, but also be available to a wider audience via the TfL website and VMS signs across London, as well as other transport applications that can use this data.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48810000 - Information systems
- 60610000 - Ferry transport services
- 48813000 - Passenger information system
- 48627000 - Real-time operating system software package
- 51611110 - Installation services of airport real-time departures and arrival display screens or boards
- 48813200 - Real-time passenger information system
- 51611120 - Installation services of railway real-time departures and arrival display screens or boards
- 72212670 - Real time operating system software development services

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

NUTS codes

- UKI - London

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

- To provide real time arrival and departure information.
- To provide real time information on current waiting time to board (i.e. queueing times).
- To provide real time information on the total time to cross including queueing and actual journey times (i.e. total time it will take to complete a crossing)
- To provide real time delay information and any information regarding service disruption.
- To display all real time information on Digital Signs located at all public areas at each Pier.

- To provide a real time data feed to TfL's Unified API for consumption by TfL travel information channels, VMS signs across London, third party apps, satellite navigation service providers and to alternative crossing routes (i.e. Dartford crossing & Blackwall Tunnel).
- To provide intelligent guidance on alternative routes in the event of excessive waiting times or other disruption occurring.
- To provide and make available live travel information on alternative crossing routes (i.e. Dartford crossing & Blackwall Tunnel)
- To provide the capability to count the number of occupants inside vehicles.

In the coming weeks those who express their interest may be invited to take part in a Market Sounding Questionnaire (MSQ). Following the MSQ, TfL may invite selected suppliers to give demonstrations and have 1-2-1 discussions to explore service offerings and affirm our requirements.

These sessions would be used solely for market engagement purposes only.

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

30 November 2023

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## **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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The following are the business drivers for this initiative:

- Deliver accurate Ferry service information across the road and river network.
- Future-proof platform for planned technology refresh, flexible to meet changing customer and business needs.

- To encourage more new and repeat journeys on the ferry in support of the Mayor's Transport Strategy objectives to increase public transport use and improve the quality and accessibility of the services provided.
- Reduce staff risk of assaults from frustrated passengers.
- Improve periodic customer satisfaction scores by improving customer / user journey experience and making the Ferry service easier to use.

This Prior Information Notice is issued solely for the purpose of conducting a market engagement exercise and does not constitute any commitment by TfL to undertake any public procurement exercise in the future.

TfL will manage the early market engagement process in an open and transparent manner to maximise the possible benefits. Direct or indirect canvassing of any Transport for London employee or agent by any supplier concerning this requirement, or any attempt to procure information from any TfL employee or agent concerning this PIN outside of the formal process described in this document may result in the disqualification of the supplier from consideration of any future procurement activity.

TfL will not enter into a contract based solely on the responses to this PIN and no information contained in this document or in any communication made between TfL and any supplier in connection with this shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this PIN.

TfL is under no obligation to follow up this market engagement exercise in any way or with any interested parties. TfL is not liable for any costs, fees or expenses incurred by any party participating in this market engagement exercise. TfL cannot guarantee it will incorporate all or any feedback received into any subsequent procurement.

To register your interest please contact [BillySimson@tfl.gov.uk](mailto:BillySimson@tfl.gov.uk) with your Name, Job Title, Company Name, Address and a link to your company website.