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Contract

Support Services for Victims of Road Traffic Collisions in London

Transport for London

F03: Contract award notice

Notice identifier: 2025/S 000-075713

Procurement identifier (OCID): ocds-h6vhtk-04db41

Published 20 November 2025, 2:13pm

Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 Endeavour Square

London

E201JN

Contact

Deepa Halai

Email

deepahalai@tfl.gov.uk

Telephone

+44 7510500312

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.tfl.gov.uk

Buyer's address

www.tfl.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Support Services for Victims of Road Traffic Collisions in London

Reference number

WS2065938637

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

This is a Call for Competition on behalf of Transport for London (TfL) inviting candidates to enter the prequalification phase for Support Services for Victims of Road Traffic Collisions in London.

Expressions of interest are invited by completion of a Supplier Selection Questionnaire (SSQ), which is found at the SAP ARIBA address above.

In 2023, there were 26,176 casualties resulting from road traffic collisions in London. 95 people were tragically killed, and 3,614 people were seriously injured.

Collective action is clearly still needed to achieve Vision Zero in London, and TfL remains committed to working closely with London's boroughs, the police and other partners to carry out the work needed to achieve this goal.

Whilst we work towards Vision Zero, in line with the 'Post-collision response' pillar of the Vision Zero Action Plan, TfL is looking to procure a service to better support victims of road traffic collisions in London.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £905,000

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)

- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

TfL is seeking a supplier to Support Services for Victims of Road Traffic Collisions in London.

TfL requires a contract to be put in place for 1st June 2025.

TfL is conducting a restricted tender for this Contract for a duration of three (3) years and five (5) months from

the Contract Commencement Date with the option, at the Authority's Sole Discretion, to extend for further periods up to a maximum of two (2) years.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 100

Cost criterion - Name: Within budget / Weighting: 0

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-003553](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 June 2025

V.2.2) Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Brake

PO Box 548, Huddersfield HD1 2XZ

Huddersfield

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3260243

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £905,000

Total value of the contract/lot: £905,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

Palestra House

London

SE1 8NJ

Email

deepahalai@tfl.gov.uk

Country

United Kingdom