Volume 2

The Specification

Title – 1-2-1 and Beyond Compulsory Basic Training (CBT)

Motorcycle Training

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Transport for London

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# DOCUMENT CONTROL

## Document History

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## Final Version Approval

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# ORGANISATIONAL OVERVIEW

## Transport for London (TfL)

TfL was created in 2000 as the integrated body responsible for London’s transport system. TfL is a functional body of the Greater London Authority. Its primary role is to implement the Mayor of London’s Transport Strategy and manage transport services to, from and within London.

TfL manages London’s buses, the Tube network, Docklands Light Railway, Overground and Trams. TfL also runs Santander Cycles, London River Services, Victoria Coach Station, the Emirates Air Line and London Transport Museum. As well as controlling a 580km network of main roads and the city’s 6,000 traffic lights, TfL also regulates London’s taxis and private hire vehicles and the Congestion Charge scheme.

Further background on what TfL does can be found on the TfL website here:

### <https://tfl.gov.uk/corporate/about-tfl/what-we-do>

## Business Unit

This specification relates to work undertaken by Customer Marketing and

Behaviour Change, within the Customer & Strategy Directorate within TfL.

Customer Marketing and Behaviour Change works closely with TfL’s

operating businesses and the wider TfL integrated marketing team

(comprising of reps from customer information, stakeholder relations, Public

Affairs, press office, insight, Online and social media teams) to develop

integrated marketing solutions to support operational business objectives.

This includes the setting of integrated marketing budgets and being

accountable for delivering effective through the line marketing campaigns to

agreed outcomes.

The department is split into portfolios with a team delivering projects for

each. These include road danger reduction and education, active travel,

public transport mode shift and fares, rail improvements, travel demand management, safety and behaviours and air quality, buses and personal

safety. This project sits across the Road Danger Reduction portfolio.

# INTRODUCTION

## Background

2.1.1 Road safety is a key priority for the Mayor and TfL. There are approximately 100,000 riders in London on a given day and circa 125,000 motorcycles registered. Journeys on these vehicles account for approximately 1% of mode share by journey stage, but approx. 26% of those killed or seriously injured on London’s roads. In 2021 we saw a reduction in PTW KSI’s however there is still an issue on London’s roads, motorcycle riders face the greatest risk of being killed or seriously injured when travelling in London. In 2019, PTWs accounted for 25% of fatalities (31 out of 125) and 26% of serious injuries (988 out of 3780). Our Vision Zero aim is to eliminate death and serious injuries on London’s streets and public transport networks by 2041.

2.1.2 The Mayor’s Transport Strategy commits to improving motorcycle safety through promoting a suite of voluntary training courses, including the 1-2-1 Motorcycle Skills and Beyond Compulsory Basic Training (CBT) courses outlined in this specification. TfL’s Vision Zero plan includes action 11B2: Providing a broad range of motorcycle training interventions to meet the varied needs of London’s riders and to reduce risk to people walking and cycling.

2.1.3 1-2-1 Motorcycle Skills started in the London Borough of Croydon as a trial scheme from February to May 2016. It was rolled out city-wide from October 2016.

2.1.4 Beyond CBT: Skills for Delivery Riders, has been created to promote best practice for delivery and courier riders operating in busy urban environments.

## Objectives

TfL wishes to appoint up to two service providers for whole the contract. The provider/s will each be awarded a contract to deliver 1-2-1 Motorcycle Skills and Beyond CBT across three London regions (‘Lots’), which together cover all 33 London boroughs, for a period of 3 years with an option to extend the contract for a duration of six (6) months. Where two Service Provider cover one lot, the service provider who will be ranked 1 following the evaluation will become the lead service provider and will get all the volumes for that lot, unless they indicate an issue with capacity, at which stage the backup Service Provider would be asked to help at TfL discretion.

The three Lots are:

• Lot 1 – North-East London

• Lot 2 – North-West London

• Lot 3 – South London

# SCOPE

## General Requirement

3.1.1 The selected training provider/s (‘the Service Provider/s’) will each be awarded a contract to deliver 1-2-1 Motorcycle Skills and Beyond CBT: Skills for Delivery Riders within their defined Lot for a period of three years, with the option to extend for six (6) months.

3.1.2 The Service Provider must be accredited by the Driver and Vehicle Standards Agency (DVSA accredited). The Service Provider must maintain this accreditation at their own expense for the duration of the contract.

3.1.3 The Service Provider may sub-contract the work for this contract.

3.1.4 London will be divided into three Lots –North-East, North-West, and South. A map of the Lots and a list of boroughs in each is provided in Appendix 1.

3.1.5 Suitable Service Provider will be admitted to each Lot and be designated as the ‘lead’ Service Provider in each lot based on price.

If two Service Providers can cover one lot, the lead service provider would obtain all volumes for that particular lot, unless they indicate an issue with capacity, at which stage the backup Service Provider would be asked to help, at TfL’s discretion.

3.1.6 The Service Providers are to promote the scheme with no additional cost to TfL and manage its own bookings, in their Lot/s, for the courses. Service Providers are entitled to train all clients for the bookings directly made to them in their respective Lots.

3.1.7 Quarterly review meetings will take place where, should a Service Provider not meet KPIs/SLAs in the associated lot, TfL may opt to designate the alternative Service Provider as ‘lead’ Service Provider.

3.1.8 All Service Provider are tosupply to all three Lots.

3.1.9 TfL cannot guarantee a minimum number of clients to any individual Service Provider.

3.1.10 The Service Provider must have a DVSA accredited training site located within the geographic boundaries of the Lot to be eligible to tender for the Lot in question.

3.1.12 The training will be fully funded by TfL and, as such, free of charge to the trainee rider (‘the Client’). Both CBT and 1-2-1 are continually reviewed and any changes proposed may affect the courses delivery. In this circumstance, the Service Provider will be notified of any changes in writing 60-90 days before implementation

3.1.13 All training sessions must be booked and attended within the duration of the contract. No payment will be made for training taking place before or after this period, unless by prior written agreement with TfL.

3.1.14 The Service Provider should attempt, if possible, to match trainers to the Client, in terms of language, gender, etc.

3.1.15 If a Service Provider is required to provide training at an alternative site or third-party premises, prior approval must be obtained from TfL.

**3.2 1-2-1 Motorcycle Skills requirements**

3.1.16 The 1-2-1 Motorcycle Skills training session will be two hours long, excluding the instructor’s travel time to/from the session.

3.1.17 1-2-1 Motorcycle Skills training sessions will be available to anyone who lives, works, or studies in any of the 33 London boroughs, with a strong emphasis on those Clients who are:

* Over the age of 16
* Inexperienced and holding a Compulsory Basic Training (CBT) certificate only
* Riding to commute to/from work or education
* Using a low-powered motorcycle, scooter or moped

3.1.18 The aims of 1-2-1 Motorcycle Skills will be to:

* Equip Clients with the skills required to ride safely on urban roads, including how to filter, overtake and ride in bus lanes
* Improve Clients’ hazard perception and defensive riding skills, e.g. when approaching a junction
* Promote the appropriate use of personal protective equipment (PPE).
* Help Clients to understand the need to ride at speeds appropriate to the road conditions
* Promote further training if the opportunity arises

3.1.19 1-2-1 Motorcycle Skills training sessions will be Client-led, i.e., they will be based on what the Client wants to learn (incorporating elements from section 3.1.15 above) and the routes they want or find difficult to ride. Clients should be encouraged to select the route(s) they use most often, or which they find most challenging.

3.1.20 Only one Client and one trainer are allowed per session for 1-2-1 Motorcycle Skills. The Service Provider is expected to train more than one Client per trainer per day if demand warrants it.

3.1.21 The Service Provider will be required to meet the Client, ready to begin the 1-2-1 Motorcycle Skills training, at a location (within the lot area) and time of the Client’s choosing (from an available time slot), every day of the week (excluding Bank Holidays)

3.1.22 The Service Provider will meet the Client at a location convenient to the Client, if the ride starts or finishes in the Lot for which they are contracted to provide service.

3.1.23 As evidence for qualification for 1-2-1 Motorcycle Skills training, the starting or finishing address of the Client’s ride must be within at least one of the 33 London boroughs.

3.1.24 TfL expects the Service Provider to ride any route across London and outside the city, up to 15 miles outside of the M25 motorway.

3.1.25 Each Client can take the course one time only at no cost to them. TfL will not fund a second session for each Client should they wish to attend the course again.

3.1.26 The Service Provider will be required to film each session digitally, using their own equipment, as an aid to instruction, and to playback the Client’s riding behaviour to the Client when they would benefit from this. Permission must be given by the Client at the start of the session, and no filming must be undertaken if permission is not given. All footage must be deleted immediately upon completion of the training session.

**3.3 Beyond Compulsory Basic Training (CBT) requirements**

3.1.27 Beyond CBT is a prescribed one day of training (7 hours), in which the Service Provider will be expected to deliver the training in accordance with the issued course training pack/ syllabus.

3.1.28 Beyond CBT will be available to anyone who lives, works, or studies in any of the 33 London boroughs and can prove they hold a valid CBT certificate, works in the courier/delivery industry, and needs further training to improve their knowledge and skills.

3.1.29 Beyond CBT training is also available to people who are interested in becoming a delivery or courier rider subject to the condition in 3.1.17

3.1.30 The aims of Beyond CBT are to:

* Equip Clients with the necessary road knowledge and skills to make deliveries safely in busy urban areas
* Equip Clients with the skills required to ride safely on urban roads, including how to filter, overtake and when to ride in bus lanes
* Improve Clients’ hazard perception and defensive riding skills
* Promote the appropriate use of personal protective equipment (PPE)
* Help clients to understand the need to ride at speeds appropriate to the road conditions

3.1.31 The Service Provider is expected to train at a ratio of one instructor to two to three riders maximum for Beyond CBT.

3.1.32 Beyond CBT course structure is currently under review and any changes proposed may affect the course/ course duration. In this circumstance, the Service Provider will be notified of any changes in writing 60-90 days before implementation.

**3. 4 Cancellations**

3.4.1 TfL will require the Service Provider to ask the Client to provide payment card details upon booking. No payment will be taken at the time of booking.

3.4.2 Where the Client cancels with less than 24 hours’ notice or does not show for the training course, TfL reserve the right to charge a “no show” fee of the full amount of the booked course. The Service Provider will need to provide TfL with contactable number or provide proof of payment to verify the cancellation payment when submitting their invoices.

3.4.3 Where the Client cancels with more than 24 hours’ notice the training appointment will not be funded by TfL and the Service Provider is expected to rearrange the training appointment in consultation with the Client.

3.4.4 TfL may contact Clients who cancelled their appointments to verify the circumstances under which they cancelled.

3.4.5 If cancellations become a persistent problem, TfL reserves the right to request the Service Provider stop providing services under this contract while we investigate the causes of the problem. The results of the investigation will be communicated to the Service Provider and relevant action will be taken as needed, in consultation with the Service Provider.

3.4.6 Clients who cancel with less than 24 hours’ notice are permitted to take part future training, however they will need to provide payment card details as per the original booking.

**3.5 “No Shows”**

3.5.1 No Shows are defined as Clients which fail to attend the training appointment without communicating a cancellation of their attendance to the Service Provider.

3.5.2 The Service Provider is to make every effort to prevent “no shows”. This includes taking all necessary measures to remind the Client of their training appointment, this should include at least one of the following: emails, telephone calls, text messages etc.

3.5.3 TfL will not pay the Service Provider in the event of a “No Show” and the Client will be charged from their payment card details provided upon booking, as per 3.4.1 states.

3.5.4 The Service Provider will need to provide TfL with contactable number or provide proof of payment to verify the cancellation payment when submitting their invoices.

3.5.5 If No Shows become a persistent problem, TfL reserves the right to suspend the contract while it investigates the causes of the problem. TfL will communicate the results of the investigation and the action to be taken to the Service Provider.

3.5.6 Clients who are deemed as a No Show will be permitted to take part in further training, but TfL will not pay the Service Provider for a second no-show of the same person.

# 4.1 What the course will entail

4.1.11-2-1 Motorcycle Skills training sessions will be two hours in length, excluding the time it takes for the Service Provider to travel to/from the start/finish locations.

4.1.2 The Beyond CBT training session will be seven hours in length, excluding the time it takes for the Service Provider to travel to/from the start/finish locations. As mentioned in 3.1.32 changes to the course duration may be implemented following the current course review.

4.1.3 The Service Provider is expected to provide time within the session before the actual ride begins to discuss safe riding techniques and PPE with the Client, and to provide analysis after the ride. The Service Provider must also provide feedback as the ride progresses, using video as an instructional aid where relevant

4.1.4 The Service Provider is expected to provide written feedback to the Client after the session. This should either be given immediately after the session or be sent to the Client within 5 days of completion.

**4.2 Responsibilities**

4.2.1 The Service Provider is to promote the scheme with no additional cost to TfL and manage its own bookings for the courses. Clients will be directed to contact the “lead” Service Provider to arrange a booking. If the Service Provider is unclear whether the Client qualifies for training, e.g., due to location, the Service Provider should contact TfL for a decision.

4.2.2 TfL and the borough councils will encourage all Clients to contact their closest (lead) Service Provider.

4.2.3 If the Client lives, works, or studies across multiple Lots, they may choose which Service Provider of those Lots delivers the training. However, the training session must either start or end in the Lot contracted to the Service Provider they select.

4.2.4 The Service Provider shall employ competent licensed staff to deliver the objectives of the training and be able to provide evidence of such to TfL on request.

4.2.5 The Service Provider is required to provide trainers with their own motorcycles, with appropriate insurance and a valid MOT certificate and ensure they are wearing suitable protective clothing.

4.2.6 Clients will be required to undertake the training on their own motorcycles, and to provide their own protective clothing.

4.2.7 Training sessions can only take place if the Client:

* Is wearing mandated and suitable PPE
* Can prove that they have:  
  - A valid motorcycle license or an up-to-date CBT completion certificate (if riding a motorcycle less than 125cc in output)  
  - Appropriate insurance for their motorcycle   
  - A valid MOT certificate (where relevant)  
  - A road worthy motorcycle   
  - ‘L’ plates if riding on a CBT certificate

4.2.8 The Service Provider will draw up their own terms and conditions for the Client regarding the 1-2-1 Motorcycle Skills and Beyond CBT training, and check that the Client conforms to the requirements laid out in section 4.2.7 above. The Service Provider must get the Client to sign any disclaimers they require before the training begins. Any disclaimers to be signed will be agreed with TfL prior to the start of the contract.

4.2.9 Service Providers are expected to promote the scheme to existing and new customers, and via their own customer communication channels, at their own expense. TfL will carry out their own promotion of the scheme across London.

4.2.10 The Service Provider is expected to conduct all publication and communication (including social media content where an association to TfL is indicated) in such a manner as to uphold the public reputation of TfL.

**4.3 Monitoring and evaluation**

4.3.1 A representative of the Service Provider must attend a programme inception meeting with TfL before commencing with the scheme. In addition, quarterly review meetings will be held thereafter as required to discuss progress, Service Level Agreements, and additional feedback, and to identify opportunities to add value to the offer.

4.3.2 For TfL to evaluate the effectiveness of the scheme, the Service Provider is expected to issue a customer survey about the Client’s attitudes to, and experience of, motorcycling on behalf of TfL before the training session begins.

4.3.3 The Service Provider must provide TfL with an end of period report (template to be supplied by TfL) within two days of the end of each period (see Appendix 3 for period dates) that contains the following information:

* Number of sessions delivered
* Dates of sessions delivered and time of day
* Client demographics, e.g., age, gender, ethnicity
* Category of motorcycle ridden by Client, e.g., scooter, sports
* Engine capacity of motorcycle ridden by Client
* Type of routes ridden, e.g., to college or work
* Type of licence held by Client and how long for
* How Client qualifies for training, e.g., where in London do they live, work or study?
* Postcode of where they live
* Any common issues experienced
* Number of no-shows and cancellations
* How the Client heard about 1-2-1 Motorcycle Skills/ Beyond CBT

4.3.4 The Service Provider will be required to supply TfL with the contact details of course participants (Clients) to evaluate the scheme and assure quality of delivery. The Service Provider is required to inform participants that their contact information may be shared with TfL, explain the reasons for this and to gain their permission to do so. The Service Provider must make its data protection policy available at the Client’s request.

# SERVICE LEVEL AGREEMENTS (SLAS)/KEY PERFORMANCE INDICATORS (KPIS)

|  |  |
| --- | --- |
| *Service Availability* | *The Service Provider is required to provide Motorcycle Skills training on any date requested by the Client, between the hours of 6 a.m. and 7 p.m., with one week’s minimum notice.* |
| *Service Delivery* | *1-2-1 Motorcycle Skills*   * *Each individual training session will be two hours long, the Client will be met at a location of their choosing, and the training will follow a route of the Client’s choice* * *The Service Provider is to provide training at a ratio of no more than 1 client: 1 instructor*   *Beyond CBT*   * *Each individual training session will be seven hours long including breaks* * *The Service Provider is to provide training at a ratio of no more than 2 clients: 1 instructor* |
| *Audience* | * *The Service Provider should ensure that these courses have a focus on those aged 16 and above.* * Inexperienced and holding a Compulsory Basic Training (CBT) certificate only * Riding to commute to/from work or education * Using a low-powered motorcycle, scooter or moped |
| Promotion | * *The Service Provider is to promote availability of the course to fill spaces as required, with an emphasis on recruiting young, inexperienced riders on low powered vehicles* * *Any marketing material should be shared with Transport for London for approval* |
| *Client feedback* | * *The Service Provider is to make every effort to provide written feedback (using the agreed Feedback Template) to the Client immediately after the session or via email within 5 days of completing the training session* |
| *Evaluation* | * *The Service Provider will issue a customer survey to the Client before the training session begins to be completed at the end of the training session* * *Where relevant, the Service Provider must share the data from this survey with TfL* * *Where relevant the Service Provider will provide TfL with the contact details of Clients* |
| *Monitoring* | * *The Service Provider must ensure that end of period reports is sent to TfL within 2 days of a period end (specified in Appendix 3)* |
| *Invoices* | * *The Service Provider must send all invoices to TfL (Accounts Payable) within 5 working days of the end of the period (see Appendix 3)* |
| *Complaints and safety incidents* | * *Complaints or safety incidents must be reported to TfL the same day as they arise* |
| *Customer support* | * *Acceptable minimum time for customer contact centre to handle phone calls and emails: 08:00-18:00 seven days a week. The service provider will respond to email queries within two working days. Website to be available at all times.* |
| *Cancellations* | * *The Service Provider is to provide TfL with evidence of every cancellation when they submit their invoices. This will consist of:*   *•Booking confirmation email* *•Contact details of the Client* *•Evidence of communications with the Client (e.g. text message, email, phone records) regarding the cancellation* |
| *No shows* | * *The Service Provider is to provide TfL with evidence of every “no show”/ “no show payment” when they submit their invoices. This will consist of:* *•Booking confirmation email* *•Contact details of the Client* *•Evidence of communications with the Client to remind them to attend their appointment* |
| *Customer data management* | * *Fully GDPR-compliant system, with zero data protection breaches* |

*Please note the SLAs will be monitored via:  
•Quarterly meetings with TfL Contract Manager  
•End of Period Reports/Period evaluation*

# PROJECT PLAN/TIMESCALES

|  |  |
| --- | --- |
| **Activity** | **Date Complete** |
| PIN | 26/04/2022 |
| Procurement Strategy Sign off | 10/06/2022 |
| ITT Issued Date | 13/06/2022 |
| ITT Final Clarification Close Date | 01/07/2022 |
| ITT Return Date | 08/07/2022 |
| ITT Evaluation | 11/07/2022 – 22/07/2022 |
| Final Consensus meeting | 29/07/2022 |
| Contract Award recommendation | w/c 15/08/2022 |
| Stand Still Period Commencement Date | 22/08/2022 |
| Stand Still Period End Date | 05/09//2022 |
| Contract Award | 07/09/2022 |

# APPENDICES

* 1. Volume 1 : ITT document 
  2. Volume 3: Standard Services Contract 
  3. Volume 4: Technical Questions 
  4. Volume 5: Pricing Table 
  5. Volume 6: Company information 