Demand Responsive Bus Service Trial -

Market Sounding Questionnaire

Transport for London

tfl\_scp\_001783

**Part 1:**

1. **Introduction**

This Market Sounding Questionnaire (MSQ) is issued by Transport for London (TfL) and seeks to obtain market feedback in relation to the potential procurement of a demand responsive bus service trial(s).

The [Mayor’s Transport Strategy (MTS)](https://tfl.gov.uk/corporate/about-tfl/how-we-work/planning-for-the-future/the-mayors-transport-strategy) confirms the critical role of the bus network in ensuring that, by 2041, 80 per cent of journeys are made by walking, cycling or on public transport. We want to understand the potential contribution of innovative transport solutions, such as demand responsive bus services, to achieving this objective. We also wish to explore the potential of such services to enhance Londoner’s transport options more generally.

A demand responsive bus service trial will help us to better understand this emerging transport model and, crucially, enable us to set standards on issues important to us and the Mayor. These include: standards for driver pay, maximising accessibility, improving air quality, ensuring affordability (including entitlements for Freedom Pass holders) and enhancing customer service.

The aim of this MSQ is to better understand market interest and capability, and to gather market feedback on our proposed approach to any potential trial(s).

1. **Feedback Request**

Feedback is requested in relation to the proposals described within this document. Your views will inform the development of any procurement strategy and tender documents that follow.

Please submit your responses through the TfL e-procurement portal, [ProContract](https://procontract.due-north.com/Login). This questionnaire will not form part of any formal procurement process.

Please respond by 10 April 2018.All responses received by this date will be considered but will not bind TfL to any particular approach.

All questions in relation to this requirement and questionnaire must be submitted through the portal using the ‘messages’ functionality.

In exceptional circumstances, or if you are unable to access TfL’s e-procurement portal, you may contact the following TfL representative:

Name: Emma Milam (Commercial Manager)

Email: emma.milam@tfl.gov.uk

Telephone: 020 3054 1465

1. **Preliminary Information**

Demand responsive bus services, as defined in this MSQ, are those provided by public service vehicles which follow either flexible routes, flexible timetables, or both. These types of service have existed in various forms for several decades. However, in recent years improvements in technology, including vastly improved routing algorithms, have opened up a number of new opportunities which could be used to enhance the availability of public transport for Londoners.

We are exploring demand responsive bus services to better understand their potential to enhance London’s transport network. In particular, and as articulated in the MTS, we believe this type of service may have the potential to contribute to sustainable travel by:

* helping to achieve modal shift to public transport in areas where car dependence is greatest;
* acting as a complement to the existing network and improving affordable access to essential services, employment, education and retail opportunities in areas with lower service coverage; and
* helping to promote a preference for travel by public transport and active modes amongst those moving into new residential areas.

We are considering working with a supplier (or suppliers) to run a co-funded demand responsive bus service trial(s).

Section 4 of this document provides a high level overview of the potential objectives of such a trial(s), Section 5 outlines the broad scope and principles of the type of trial service we may look to deliver, and Section 6 gives an indicative procurement process and timescales.

1. **Objectives**

The overarching objective of pursuing a demand responsive bus service trial in London would be to assist us in developing our longer term strategic view of the role demand responsive bus services should play in enhancing the bus network as part of integrated transport in London.

More specifically our trial objectives are likely to include:

| Item | Trial Objective |
| --- | --- |
| 1 | To understand if demand responsive buses can deliver a service which is easy to use, safe, clean and accessible to all Londoners; |
| 2 | To understand the impact of demand responsive bus services on demand for travel by car, walking and cycling, and other forms of public transport; |
| 3 | To understand where demand responsive bus services can enhance transport options and suitably complement existing public transport, whilst delivering a safe and attractive environment on our streets; |
| 4 | To understand the economics of demand responsive bus services; |
| 5 | To understand the maturity of technology to plan, arrange and pay for journeys; and |
| 6 | To clearly establish the appropriate demand responsive bus service operating standards for customers and staff. |

1. **Scope**

We want to encourage innovation in transport solutions in line with the objectives articulated above. However, there are important parameters, set by the Mayor and TfL, within which any trial(s) would need to operate.

The below provides an outline of some of the likely requirements of any trial for prospective suppliers’ consideration. Please note, this is not an exhaustive list, and is subject to change following this MSQ. If we do decide to undertake a procurement process, a specification will be issued as part of that process.

**Funding**

* We would expect the cost of any potential trial to be shared with the successful supplier(s).
* As funding is limited, suppliers would be asked to carefully consider the scale of proposals to ensure best value for TfL.
* Trials that last for a maximum of 12 months would be considered.

**Technology, Booking and Payments**

* We would like to use any trial(s) to better understand the use of technology to arrange and pay for journeys. As such, a system that utilises app-based technology as one option for booking and payment / refunds would be required.
* Supplier(s) would be required to have a proven app for the above, and also for pooling and routing services.
* Any app must comply with global standards for accessibility, and include appropriate built-in accessibility features.
* To limit cost it is not proposed to integrate any trial service with the TfL Oyster card payment system.

**Data**

* Supplier(s) would be required to have the capability to capture significant data electronically (and comply with all Data Protection Legislation). All raw data would be shared with TfL.
* During the course of the trial, and following delivery of the trial, TfL would be able to freely use all data generated (for example: journey times, routes and number of passengers), including providing it to third parties.
* Supplier(s) would need the capability to survey customers, both on the app and by other means, in order to gather additional data (for instance on travel habits).

**Accessibility and Concessions**

* Consideration must be given to maximising accessibility throughout the entire end-to-end customer experience.
* We do not wish to widen the digital divide, and therefore alternative means of booking and payment would need to be considered.
* We are working to understand how important fare concessions will be best incorporated into any future trial(s) to ensure the service works for all Londoners. The Freedom Pass concession must be accepted.

**Service Area / Route**

* Any trial(s) should be focused in outer London, where more ‘conventional’ forms of public transport are less viable and car dependency is higher.
* Any trial(s) will be an additional service that enhances and complements existing public transport.
* The trial service should not replicate an existing bus route.
* We would be open to trials that follow either a set route, or operate in a specific area.
* The majority of the route or trial area must be within the Greater London boundary.

**Customer Service**

* Any trial(s) would be required to deliver the highest levels of customer service throughout the user experience.
* Supplier(s) would need to agree a clear feedback, complaints handling and customer contact process in partnership with TfL.

**Vehicles and Drivers**

* Vehicles must have a capacity of nine passengers or more.
* Vehicles must be Euro VI or better.
* Proper consideration must be given to the accessibility of the service to customers (including both individual vehicles and the fleet as a whole).
* Supplier(s) would be required to demonstrate adherence to all applicable legislation including but not limited to Health & Safety, Drivers Hours, Environment, Maintenance, etc.
* The Mayor has introduced a 'minimum professional London bus driver wage' of £23,000 per annum and it’s proposed that this should apply to this trial. It is also proposed that the new ‘License for London’\* introduced in January 2018 should apply to this trial.
* Supplier(s) would be required to demonstrate that employee(s) hold the required Licences and / or Qualifications in line with Operating Licence requirements including but not limited to D or D1 Driving Licence, Driver CPC, Transport Manager CPC, (E)DBS, etc.

\* Additional information on the ‘Licence for London’ will be made available in due course

**Mobilisation**

* Supplier(s) would be required to demonstrate the ability to mobilise and commence service within four months (approx.) of contract award.

1. **Indicative Procurement Process**

Should TfL choose to proceed and undertake a procurement process the stages and timescales may be similar to the below:

1. Expression of Interest questionnaire issued – April 2018
2. Expression of Interest questionnaire response deadline – May 2018
3. Invitation to Tender issued to suppliers – June 2018
4. Preferred Bidder(s) announced – August 2018
5. Contract Award –September 2018
6. DRT Bus Service Trials Commence – End of 2018

Process and timescales are subject to change, and any trial service would be subject to the usual consultation processes.

**Part 2: Questionnaire**

TfL appreciate your feedback in the form of a response to the following questionnaire. This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind TfL to any particular approach to procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent.

Supplier to fill in:

|  |  |
| --- | --- |
| **Organisation Name:** |  |
| **Company Registration Number:** |  |
| **Key Contact Name:** |  |
| **Key Contact Job Title:** |  |
| **Key Contact Email & Telephone Number:** |  |

**Questions**

**Interest**

1. Are there any critical factors in the Scope (Section 5) of this potential trial that might stop your organisation from taking part in a procurement?

|  |
| --- |
|  |

1. Are there any critical factors in the Scope (Section 5) of this potential trial which you think could be removed or altered to better meet TfL’s Objectives (Section 4) or the objectives of the MTS more generally?

**Programme**

1. Section 6 provides an indicative outline of potential procurement process and mobilisation timescales. What are your thoughts on this process and these timescales?
2. What is your opinion on the achievability of TfL’s Objectives (Section 4) for a potential trial of 12 months or less?

**Commercial and Legal**

1. We must ensure that any potential trial is economically feasible. In which bracket do you estimate the minimum gross financial cost to TfL of a 12 month trial to be?

|  |  |
| --- | --- |
| **Cost bracket** | **Please tick** |
| <£0.25m |  |
| £0.25m - £0.5m |  |
| £0.5m - £1.0m |  |
| >£1.0m |  |

1. Are there any critical factors in the Scope (Section 5) of this trial that will significantly drive cost?

|  |
| --- |
|  |

1. TfL anticipates the creation of Intellectual Property Rights (IPR) from any trial, such as the creation of new algorithms for plotting routes and enhancement to supplier’s pre-existing IPR. For this type of IPR, TfL would appreciate your view on which ownership / IPR arrangements are preferable.

Please rank these in order of preference (1 = most preferable) and provide any other comments.

|  |  |  |
| --- | --- | --- |
| **Arrangement** | **Preference** | **Comments** |
| Supplier owns IPR and grants TfL license for use in London |  |  |
| Supplier and TfL jointly own IPR |  |  |
| TfL owns the IPR and grants a licence to the Supplier to use the IPR |  |  |
| Supplier owns IPR, grants a licence to TfL and a royalty for where product is sold by supplier in other countries |  |  |
| Other – please specify |  |  |

**Risks and Opportunities**

1. Please highlight the top 3 risks and top 3 opportunities that your organisation foresees regarding a demand responsive bus service trial of this nature

|  |  |
| --- | --- |
| **Top 3 Risks & Potential Considerations** | |
| Risk 1: |  |
| Risk 2: |  |
| Risk 3: |  |
|  |  |
| **Top 3 Opportunities** | |
| Opportunity 1: |  |
| Opportunity 2: |  |
| Opportunity 3: |  |

1. What specific or unique issues does London pose for demand responsive bus service operation that TfL should be mindful of?

|  |
| --- |
|  |

**Other**

1. Please provide any further comments below:

We would like to thank you for taking the time to respond to this questionnaire.

**Transport for London**