

# Market Sounding Questionnaire:

## TfL 94505 London Buses: Diversity and Inclusion Training

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## 1. Introduction

- 1.1. This Market Sounding Questionnaire (MSQ) is issued by Transport for London (TfL). It seeks to obtain market feedback in relation to the design, delivery and project management of Diversity and Inclusion training over the next three years. The primary focus of the MSQ is to better understand market/supplier appetite, capacity and capability, as well as perceived risks and opportunities.

## 2. Feedback Request

- 2.1. Feedback is requested in relation to the proposals described within this document. Your feedback is important as it will allow views from the market to inform the development and finalisation of the procurement strategy.
- 2.2. TfL would greatly appreciate your feedback in the form of a response to the questionnaire in Section 4. **Please send your responses via the Procontract portal to:**  
**Name:** Michael O'Connell  
**E-mail:** v\_michaeloconnell@tfl.gov.uk  
**Email Subject Title:** Buses D&I MSQ from [Insert Name of Your Organisation]
- 2.3. The feedback that we receive will be reviewed, analysed and will be taken into account in finalising the procurement of a Diversity and Inclusion training partner for London Buses. Responses will be treated confidentially and will not be shared externally outside of TfL and GLA.
- 2.4. For your feedback to be taken into account, **your completed MSQ must be received by 12:00 on the 18th September 2019**

## 3. Proposals for Consideration and Feedback

### Background to the project

- 3.1 The Bus Operations Directorate within Transport for London is responsible for all London's bus services. The buses are run by private operating companies who tender to provide the services under contract. The Directorate awards bus operator contracts, monitors operator performance and provides logistical services and support functions

London buses are currently operated by ten private bus companies who bid for routes on a commercial basis. The companies operate to rigorous performance measures which are continually monitored by TfL. Driver training, including drivers' initial licensing, is provided by the operating companies. Additionally, drivers undertake seven hours of 'Certificate of Professional Competence' (CPC) training annually, TfL is often involved in designing, specifying and facilitating delivery of this training.

### 3.2. **Overview Information:**

This requirement consists of three work packages:

- **WP 1a** Diversity and Inclusion training for bus drivers – Design and development

- **WP 1b** Diversity and Inclusion training for bus drivers – Train the Trainer
- **WP 2-** Diversity and Inclusion training for buses support staff and managers – Design, development and delivery

To ensure all drivers receive appropriate D&I training it is proposed that a supplier is appointed to work with TfL, bus operators and stakeholders to design and roll-out a Diversity and Inclusion training programme for bus drivers.

The course will be JAUPPT accredited in order to meet the requirements for Certificate of Professional Competence training.

The training will be delivered by bus operator trainers to all bus drivers and will also be delivered to new drivers during their initial training as part of their City and Guilds programme. This will ensure that all drivers contracted to work for TfL will have received the most up to date D&I training.

The successful supplier will undertake research within TfL and bus operators and work with external interest groups such as Transport for All and the Valuing People Network to develop the training and ensure it meets the needs of our customers and equips drivers with the skills and knowledge required to ensure they deliver the best possible service to customers with disabilities.

It is also proposed that the supplier works with TfL to develop a course for garage based staff which will equip them with the knowledge required for their role, an understanding of the challenges faced by drivers and customers and how to support them.

### 3.3. Interfaces:

- External: Public Transport stakeholder groups such as, Transport for All and Inclusion London.
- Internal interfaces will be with key individuals in TfL including Bus Operations, Diversity and Inclusion, bus operator training managers.

### 3.4. Proposed Programme (subject to change):

Indicative Timeframes	Project Phase	Key Deliverables
Sept 2019 – Jan 2020	Tender	Contract Awarded
Jan 2020 – May 2020	Design and Development	Programme sign-off
May 2020	Pilot	
June – July 2020	Train the Trainer(s)	Trainers' upskilled to begin delivery. Evaluation shows confidence in delivery.
July 2020 - 2023	Monitoring and Evaluation	Support Visits and annual trainer workshops All trainers to receive a visit within the first six months of commencing delivery.

**Please note: All numbers mentioned above are approximates and are subject to change.**

### 3.5. Form of Contract: TfL Contract for Services

### 3.6. Proposed tender timeline

The proposed dates for the tender process are shown in the table below, **which are subject to change**:

Activity	Duration / Dates
Deadline for Response to this PIN & MSQ	11 <sup>th</sup> September 2019
MSQ questionnaires sent by return of PIN	11 <sup>th</sup> September 2019
MSQs returned no later than	11 <sup>th</sup> September 2019
Consider findings from MSQ	September 2019
OJEU contract notice published	To be completed
Issue Expressions of Interest to the Standard Selection Questionnaire (SQ)	October 2019
Deadline for SQ submission	November 2019
	To be completed
Invitation to Tender (ITT) notifications to shortlisted Suppliers	November 2019
Deadline for Tender Submissions	December 2019
Shortlisted presentations	December 2019
Standstill period	January 2020
Contract Awarded	January 2020
Start-up meeting	January 2020

## 4. Questionnaire

- 4.1. TfL wishes to seek your views on the extent of your capability, capacity and appetite for designing and delivering buses diversity and inclusion training.
- 4.2. The feedback from this questionnaire will help inform decisions on the final procurement plan and will work alongside any other option appraisal work undertaken.
- 4.3. TfL would appreciate your feedback in the form of a response to the following questionnaire, with the specific questions to be answered in the blank tables/boxes provided. Should you consider a question as not applicable to your organisation, please state “not applicable” in the tables/boxes provided.
- 4.4. Please note responses to the questionnaire do not form part of any formal procurement process.

## **London Buses Diversity and Inclusion: Market Sounding Questionnaire**

Please complete:

Organisation Name	
Company Registration Number	
Key Contact Name	
Email Address	
Telephone Number	

This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind TfL/GLA to any particular approach to the procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent.

**Please limit answers to no more than 500 words per question.**

## Interest

- I. a) Please specify whether you are interested in designing and delivering the London buses diversity and inclusion training.

- b) If you are **not** interested in designing and delivering diversity and inclusion training services, please let us know why below (e.g. risk of project, capacity or complexity of project etc).

## Delivery

2. a) Based on the proposed tender timeline in Section 3.4, please advise whether you think this is both realistic and achievable? Yes / No, if No please explain why and how TfL could improve the proposed timeline.

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- b) Please tell us if you have evidence/good practice in the following areas(Y/N):

GDPR policy and robust systems to ensure security and handling of personal data	
Robust quality control systems for effective administration & project management of coaching assignments	
Equality, Diversity & Inclusion policies	
Support visits (training audits) and CPD delivery	
Experience in delivery to complex organisations with multiple stakeholders	

Please provide comments on any of the above if you feel we require further information

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- c) Can you provide information on what project management and administration provision you have to manage effective delivery?

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- d) Based on the project delivery information outlined in the preliminary section of this document, please complete the table below indicating your organisations capability to deliver the activities detailed below and whether you would intend to subcontract any of the activities mentioned.

	Activity	Entirely self deliver Yes/No	Will you be subcontracting Yes/No	Please list any subcontractors that you may intend to work with, if not known at this stage please leave blank	If yes please list the % split between work carried out by your self and the works subcontracted
1	Meeting the design phase time frame and deliverables				
2	Delivery of Train the Trainer				
3	Monitoring and Evaluation				

3. London Buses requires an engaging and memorable training course, previous courses have utilised forum theatre and Virtual Reality (VR equipment may be available however, suppliers may need to partner with a VR company to produce training media). From your current or previous experience, do you have any observations or innovations that you are willing to contribute to improve the delivery of this project please explain below?

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#### 4. Risk Management

What does your organisation consider to be the top risks (up to 3 in order of criticality) to the successful delivery of the project? How can the identified risks be mitigated?

Rank	Risk and description (up to 3)	Mitigation	Who is best placed to manage this Risk (GLA or supplier. etc)
1			
2			
3			

5. What would incentivise you to participate in the tender process for this project? Similarly, are there any critical factors that would deter you from the opportunity? Please list and explain 3 factors for each.

	What incentives would encourage you to tender for requirement, and why?		Critical factors that would deter you from tendering for requirement, and why?
1		1	
2		2	
3		3	

## Commercial

6. Please indicate the number of similar contracts you have delivered in the last 3 years.

Total No. of similar works carried out	Design of bespoke D&I training	Train the Trainer delivery
<i>Example</i>	3	2
2017 - 2018		
2016 – 2017		
2015 – 2016		

7. Please provide details on the top 3 KPI's and SLA's you would expect to see for this type of service including how these could be measured. TfL name KPI's as variable measures whereas SLA's are 100% within the control of the service provider.

Top 3 KPI's	Measurement
1.	
2.	
3.	
Top 3 SLA's	Measurement
1.	
2.	
3.	

8. The intention is for TfL to have ownership of in the form of Intellectual Property Rights (IPR). Please indicate your willingness to accept this arrangement as part of this contract? Y/N. If no, please explain why?

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9. Do you have any other comments regarding the proposals set out in this questionnaire and/or how TfL can conduct this procurement to get best value result?

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

To confirm, **please send your responses via procontract to:**

Name: Michael O'Connell

E-mail: v\_michaeloconnell@tfl.gov.uk

Email Subject Title: Buses D&I MSQ from [Insert Name of Your Organisation]

Deadline: 18<sup>th</sup> September 2019

**END OF QUESTIONNAIRE**