

Volume 2
The Specification



TfL 93910 Medical Assessments

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1. ORGANISATIONAL OVERVIEW

1.1 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 (GLA). 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>

1.2 Greater London Authority (GLA)

The Greater London Authority (GLA) is a top-tier administrative body responsible for the strategic administration of Greater London. It was created in 1999 and consists of a directly elected Mayor to represent London's interests and 25 members London Assembly with scrutiny powers, both elected on a four-yearly cycle. The GLA represents a strategic regional authority, with powers encompassing a range of policy areas, such as transport, economic development, and fire and emergency planning.

1.3 Old Oak and Park Royal Development Corporation (OPDC)

The Old Oak and Park Royal Development Corporation is a Mayoral development corporation established in April 2015 by the Mayor of London. The corporation is responsible for regenerating 650 hectares including the common land area of Old Oak Common and the industrial Park Royal site in West London.

1.4 Business Unit

This specification relates to all Business Units within TfL, GLA, and OPDC.

2. INTRODUCTION

2.1 Background

The “Authority” comprising of TfL, GLA, and the OPDC presently offer Medical Assessments.

In TfL they are available to directors annually and senior managers biannually.

A similar arrangement with a frequency of eligibility based on age is in place at the GLA, where staff including the Mayor of London, London Assembly members are entitled to a biennial assessment if aged 41–49 and an annual assessment for staff over 50. The Staff below age 40 will have medical assessments once in three years. The Authority reserves the right to change this plan to suit the GLA’s requirements, if relevant.

The OPDC has made allowance for all staff to have an annual Medical Assessment.

2.2 Objectives

We require a similar level of service in future, although this could vary. Medical Assessments will also be available to all non-eligible staff and to the families of all staff on a self pay basis at favourable rates. Staff and family members will be able to contact the service provider directly for an appointment, which will be administered by the Service Provider at no cost to the Authority.

Age, gender and other appropriate risk factors will determine which variation of assessment is applicable.

3. SPECIFICATION

3.1 General Requirement

- 3.1.1 For TfL staff the service provider shall seek consent from each Client to provide the Head of TfL Occupational Health with a copy of their medical assessment reports and recommendations, together with a copy of the signed consent form.
- 3.1.2 The Health Assessments will take the form of a Doctor Consultation, with appropriate support from nursing staff, physiotherapists, etc. as appropriate.
- 3.1.3 The Client is to be provided with the option of either a male or a female doctor.
- 3.1.4 The Health Assessment should include at least the following:

Health Risk Questionnaire (HRQ)

Psychological risk questionnaire (may be combined with HRQ)

Height

Weight

Body Mass Index (BMI)

Hip to waist ratio

Body fat percentage

Lung function

Audiometry

Vision testing

Resting ECG

Exercise ECG with V02 max

Blood pressure & pulse

Full blood pathology, over 40 parameters

Testicular examination & instruction for males

Breast examination & instruction and cervical smear for females

Personal report & results

TSH - *Thyroid-stimulating hormone screening for thyroid disorders*

Faecal Occult Blood - *Screening for gastro-intestinal bleeding*

- 3.1.5 The service provider is required to propose additional or substitute elements/testing services supported by a risk based justification on the principle of managing health risk to be 'as low as reasonably practicable'.
- 3.1.6 Changes to the suite of tests available may be agreed between the Service Provider and the Authority.
- 3.1.7 Some services will only be appropriate to specific genders and / or age ranges. The service provider must identify and indicate where this is the case, and this will be agreed with the Authority.

3.1.8 The service provider should indicate within the tender response the length of time allocated to the provision of a Health Assessment. The service provider should also identify which elements of the Assessment (if any) are to be completed by a nurse or assistant to the Doctor.

3.1.9 The following services are also to be made available where appropriate:

- Chest x-ray service (if the Doctor considers that there are medical grounds to proceed)
- Prostate-specific antigen test to detect prostate cancer is currently offered to both TfL & GLA male staff are currently offered this service if they are 40+
- Digital Mammogram
- Enhanced Breast care service, e.g. Bi-lateral full-field digital mammogram women receive an on the-spot secondary diagnosis (if required) an ultrasound or biopsy, as well as an appointment with a Consultant Breast Surgeon (for female staff aged 40 and over).

3.1.10 Any additional testing requested by or provided to individual employees without prior authorisation from TfL, GLA or the OPDC, as appropriate, is to be funded by the employee / Assembly Member on a self pay basis.

3.1.11 The Service Provider is required to:

- i. Demonstrate processes to ensure that eligibility for different frequencies of examination according to age or grade, as defined in the contract, are flagged to allow appropriate individual communications;
- ii. Send regular updates to those who have not attended (at least every three months);
- iii. Communicate during the year to eligible new starters.

3.2 **The GLA**

3.2.1 The GLA will provide an annual eligibility list in April to the service provider. The annual cycle for the GLA Medical Assessments normally runs from April to February. Each year the GLA will agree and confirm the precise timetable.

3.2.2 Both the GLA and service provider will write to those eligible to confirm their eligibility and inform them they can book a Medical Assessment no later than the following February. The service provider will only book assessments for staff that are on the eligibility list. The service provider must ensure eligible employees are advised of implications of cancellation such as incurring of

costs charged back to home department and no further option to have a Medical Assessment unless funded personally.

3.2.3 The GLA staff, Assembly Members and the Mayor of London is eligible as follows:

- 40 years of age and under – every three years
- 41-49 - every 2 years
- 50 and over- annually

3.2.4 The GLA Staff Eligibility (Indicative)

Year	Eligible number	Female 40 <	Male 40 <	Female 40+	Male 40+
2020/2021	1183	407	274	242	208
2021/2022	501	0	0	242	208
2022/2023 (extension period)	1183	407	274	242	208
2023/2024 (extension period)	501	0	0	242	208

Note: The number of the GLA employees eligible for the medical assessment may fluctuate (up or down) depending on organisational changes and outsourcing policies.

Please note that currently the GLA does not record non binary gender identities, therefore we reserve the right to update details at the point the GLA begins to record non binary gender identities and when we have a population large enough to prevent individuals from being identified from the data.

3.3 OPDC

3.3.1 The OPDC will provide an annual eligibility list to the service provider. The annual cycle for the OPDC health screening normally runs from April to March. Each year the OPDC will agree and confirm the precise timetable.

3.3.2 Eligible OPDC staff will contact the service provider directly to book an appointment for a health screen. The service provider will only book assessments for staff that are on the eligibility list.

3.3.3 All members of staff at the OPDC are eligible for a Medical Assessment annually.

3.3.4 OPDC (Indicative)

Year	Eligible number	Female 40 <	Male 40 <	Female 40+	Male 40+
2020/2021	66	33	16	14	■
2021/2022	66	33	16	14	■
2022/2023 (extension period)	66	33	16	14	■
2023/2024 (extension period)	66	33	16	14	■

Note: The number of the OPDC employee's eligible for the medical assessment may fluctuate (up or down) depending on organisational changes and outsourcing policies.

3.4 TfL

3.4.1 TfL will provide updated eligible employee lists on a regular basis. Names, addresses and email addresses of eligible employees will be provided to the contractor and updated periodically, including new starters, leavers and those promoted into eligible grades.

3.4.2 TfL Higher Management Rates

Historic take up rates vary, typically 40 – 50% of those eligible for senior managers and 60-75% for Directors. Expected future eligibility levels:

- i. Approximately 55 directors and board members eligible annually comprising 17 women (■ under 40) and 38 men (5 under 40)
- ii. Approximately 1193 senior managers eligible biennially (TfL bands 4 and 5 equivalent) comprising 368 women (133 under 40) and 825 men (185 under 40)

Note: The number of TfL managers eligible for the medical assessment may fluctuate (up or down) depending on organisational changes and outsourcing policies.

3.4.3 TfL Eligibility (Indicative)

Year	Role	Female 40 <	Male 40 <	Other* 40 <	Female 40+	Male 40+	Other* 40+
2020/2021	Senior Manager	1193	133	185	0	235	640
	Director	55	█	5		14	33
2021/2022	Senior Manager	0	0	0	0	0	0
	Director	55	█	5	0	14	33
2022/2023 (extension period)	Senior Manager	1193	133	185	0	235	640
	Director	55	█	5	0	14	33
2023/2024 (extension period)	Senior Manager	0	0	0	0	0	0
	Director	55	█	5	0	14	33

Note: The number of TfL Directors and senior managers eligible for the medical assessment may fluctuate (up or down) depending on organisational changes and outsourcing policies.

*Other includes those who have not provided gender information.

Overview of the Packages Required

Packages (1-4)	Package 1	Package 2	Package 3	Package 4
Core assessment	Male Under 40	(Male Under 40 plus Chest X-Ray)	Male Under 40 plus PSA	Male Under 40 plus Chest X-Ray plus PSA
Evaluation Weighting	3%	3%	5%	5%
Health Component: -Health Risk Questionnaire (HRQ) -Psychological risk questionnaire (may be combined with HRQ) -Height, Weight, -Body Mass Index (BMI) -Hip to waist ratio -Body fat percentage -Lung function -Audiometry -Vision testing -Blood pressure & pulse -Full blood pathology, over 40 parameters -Personal report & results -TSH -Thyroid-stimulating hormone screening for thyroid disorders -Faecal Occult Blood -Screening for gastro-intestinal bleeding	YES	YES	YES	YES
Testicular examination & instruction for males	YES	YES	YES	YES
Exercise Component: -Resting ECG -Exercise ECG with V02 max	YES	YES	YES	YES
Chest x-ray (if required)	N/A	YES	N/A	YES
PSA (Prostate Specific Antigen) test	N/A	N/A	YES	YES

Packages (5-10)	Package 5	Package 6	Package 7	Package 8	Package 9	Package 10
Core assessment	Female Under 40	Female Under 40 plus Chest X-Ray	Female Over 40 plus Digital Mammogram	Female Over 40 plus Digital Mammogram + Chest X-Ray	Female Over 40 plus Breast Care Package	Female Over 40 plus Breast Care Package+ Chest X-Ray
Evaluation Weighting	3%	3%	5%	5%	4%	4%
Health Component: -Health Risk Questionnaire (HRQ) -Psychological risk questionnaire (may be combined with HRQ) -Height,-Weight,-Body Mass Index (BMI) -Hip to waist ratio -Body fat percentage -Lung function -Audiometry -Vision testing -Blood pressure & pulse -Full blood pathology, over 40 parameters -Personal report & results -TSH -Thyroid-stimulating hormone screening for thyroid disorders -Faecal Occult Blood -Screening for gastro-intestinal bleeding	YES	YES	YES	YES	YES	YES
Breast examination & instruction and cervical smear for females	YES	YES	YES	YES	YES	YES
Exercise Component: -Resting ECG -Exercise ECG with V02 max	YES	YES	YES	YES	YES	YES
Chest x-ray (if required)	N/A	YES	N/A	YES	N/A	YES
Digital Mammogram	N/A	N/A	YES	YES	N/A	N/A
Breast Care Service a. Bi-lateral full-field digital mammogram b. On the-spot secondary diagnosis, if required, such as an ultrasound or biopsy c. Appointment with a Consultant Breast Surge	N/A	N/A	N/A	N/A	YES	YES

3.5 Framework Rates

Framework rates will be fixed for the initial 2 years, and will be adjusted inclusive of CPI (Consumer Price Index) should the extension period commence.

4. DELIVERABLES / MILESTONES

- 4.1 Agreed package of Health Assessment activities
- 4.2 Demonstrate processes for managing eligibility of clients
- 4.3 Communication Plan for eligible clients, including new starters.
- 4.4 Management reports (take up, cancellations, etc.)
- 4.5 Comprehensive assessment report available to the client

5. DELIVERY PLAN / MOBILISATION

- 5.1 The service provider will set out an implementation plan as appropriate to handover from incumbent.
- 5.2 Communications shall be sent internally (by TfL, GLA and the OPDC) announcing the new arrangements, the service provider will provide input to this including appropriate materials explaining the health benefits, options and confidentiality.

6. SERVICE LEVEL AGREEMENTS (SLA's)

- 6.1 The service provider shall send by email an invitation to make a medical assessment appointment to:
- i. All newly eligible directors/managers/other in-scope staff within 90 days of notification by the Authority of commencement employment at an eligible grade; and
 - ii. All directors/managers/other in-scope staff, at appropriate intervals (currently 20 days) prior to becoming eligible for a subsequent assessment (annual/biennial) as appropriate to grade and employing body).
- 6.2 Should the employee have failed to make an appointment, a reminder shall also be sent at appropriate intervals, e.g. 10 days prior to becoming eligible and once a month thereafter. Further reminders shall not be sent should an employee expressly state that they do not wish to take up this service.
- 6.3 Assessment reports shall be completed and communicated to the employee at the point of assessment, or no later than 5 working days after the assessment.
- For TfL only, subject to the Employee's consent, the report shall also be sent to the TfL Head of OH within 5 working days together with a copy of the Employees' signed consent form, or a notification advising that consent to send the report was withheld. Reports sent to TfL OH to be available digitally on an agreed format (e.g. PDF) for retention in the TfL OH electronic records management system. In cases where a condition has been identified that could affect an employee's ability to work safely, then the employee must be advised by the Doctor to inform their Line Manager. GLA and OPDC staff should report to their GP (TBC after award of the Framework Agreement).
- 6.4 The service provider shall maintain the validity of their quality related certifications and accreditations to professional bodies and quality management standards.
- 6.5 The service provider will seek feedback from employees following an assessment on the day. This will be reported as part of the quarterly management meeting.
- 6.6 The service provider will also undertake annual customer satisfaction survey (questions to be agreed with TfL OH) of those who attended a medical during the last year. Target 85% satisfaction.

SLAs

The Service Provider will ensure the following minimum service levels are met:

	Service Description	Service Level	Fail – Red	Warning – Amber	Pass – Green
1	% take up of Medicals	75%	<60%	>=61% and <75%	>=75%
2	Client satisfaction measure	85%	<75%	>=76% and <85%	>=85%
3	Quarterly management information produced on time and accurate	100%	<75%	>=76% and <99%	>=100%

7. CONTRACT MANAGEMENT & REVIEW

7.1 Account Manager

The Service Provider shall be required to provide an Account Manager who will be expected to:

- Serve as the main point of contact for all customer account management matters;
- Build and maintain strong, long-lasting business relationships with the Authorities team;
- Ensure the timely and successful service delivery to the Authority;
- Flag any concerns or issues immediately, if initial contact cannot be made to ensure someone in the Authority is informed;
- Prepare reports and submit it to the Authority by the agreed deadline;
- Acquire a thorough understanding of the Authority's requirement and suggest value add/ cost saving options or any innovative solutions for the Authority;

7.2 TfL's Contract performance review meetings shall be held quarterly, or as otherwise agreed from time to time, to assess and manage the performance of the contract and to provide feedback reports on TfL health trends and matters of interest.

7.3 The GLA's & OPDC's quarterly or half yearly contract review meetings are required to review contract performance and also for the GLA / OPDC to receive global reports on the general health of GLA / OPDC employees compared to norm statistics for the population and highlighting any general areas of concern. The details will be confirmed at the first meeting with the successful service provider.

7.4 Review meetings will be carried out quarterly or at other intervals notified from time to time and all communications shall follow an agreed communication plan for each of the TfL and the GLA / OPDC.

8. OTHER

8.1 Electronic Format of Reports

The Authority is currently in the tender process of procuring a new electronic file management system. The Service Provider may need to provide reports in the future to correspond to the systems interface at no additional cost to the Authority.

Relevant reports, e.g. a report on when the next assessment is due for an employee may be also required to be uploaded directly into the Authority's systems.