



Transport for London



# Volume 1 - Expression of Interest Questionnaire (EoIQ) Instructions

for a

## DEMAND RESPONSIVE BUS SERVICE TRIAL

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## Appendix 1 –

## Summary of the Scope of the Demand Responsive Bus Service Trial



## 0. Definitions

The following definitions are used throughout this document and within the Expression of Interest Questionnaire (EoIQ):

- 0.1 **“TfL”** means Transport for London who has a requirement for a Demand Responsive Bus Service trial and wishes to tender this opportunity. TfL is also referred to as the **“Contracting Authority”** or **“Authority”** or the **“Corporation”** within the other Volumes of this EoIQ (see section 1.2 below).
- 0.2 **“You” / “Your”**: refers to the Potential Supplier (bidder) completing this EoIQ (i.e. the legal entity responsible for the information provided).
- 0.3 **“Potential Supplier”** covers any company that wishes to be considered as a supplier to TfL for a Demand Responsive Bus Service trial and could be a registered company, the lead contact for a group of economic operators, a charitable organisation; a Voluntary Community and Social Enterprise (VCSE); a Special Purpose Vehicle or any other form of contracting entity.

## 1. Introduction and Scope of Trial

- 1.1 TfL requires that each Potential Supplier that wishes to be considered as a prospective provider of a Demand Responsive Bus Service trial completes an Expression of Interest Questionnaire (EoIQ) in accordance with these instructions. The EoIQ details the information that TfL requires to assess your suitability for selection for further participation in the procurement process.
- 1.2 This procurement is for a research and development project and as such it is fundamental that the costs of the trial are co-funded and that data is shared. A summary of the scope of the Demand Responsive Bus Service trial is provided at Appendix 1 to this document
- 1.3 This EoIQ contains four (4) volumes, as follows:
  - Volume 1 – the Instructions (this document) which provides instructions to Potential Suppliers on how to complete a response to the EoIQ, sets out how the evaluation and bidder shortlisting process will take place and provides a summary of the scope of the trial;
  - Volume 2 – the draft Statement of Requirements (SoR) which sets out TfL’s technical, operational and commercial requirements for a Demand Responsive Bus Service trial;
  - Volume 3 – The draft Agreement which details the terms and conditions that will be applicable should a Demand Responsive Bus Service trial contract be commissioned; and
  - Volume 4 – The EoIQ template spreadsheet which contains the selection and exclusion questions that Proposed Suppliers must



complete as well as additional guidance that should be read prior to completion and return of an EoIQ response.

- 1.4 The EoIQ contains specific questions to test Potential Suppliers in terms of their suitability and capability to perform and deliver the proposed Demand Responsive Bus Service trial requirement, as detailed at Volume 3 of this EoIQ.
- 1.5 Before completing the EoIQ spreadsheet at Volume 4 of this EoIQ, you should read the Scoring Guidance at Section 7 of this Volume 1 document which details the areas on which Potential Suppliers will be assessed.

## **2. Guidance Notes for Potential Suppliers**

- 2.1 The purpose of this EoIQ is to assist TfL in deciding which Potential Suppliers to progress to the next stage of the evaluation process where their tender submissions will be assessed. This EoIQ is for use by Potential Suppliers who are interested in participating in this procurement, their professional advisers and other parties essential to preparing responses to the EoIQ and for no other purpose.
- 2.2 Potential Suppliers should ensure that in addition to reviewing this guidance document they carefully review the instructions and prompts contained within the EoIQ document, including the 'instructions' and 'notes for completion' tabs within the EoIQ Excel file.
- 2.3 This EoIQ is made available in good faith. No warranty is given as to the accuracy or completeness of the information contained in it and any liability for any inaccuracy or incompleteness is therefore expressly disclaimed by TfL and our advisers.
- 2.4 At a later stage you may be asked to confirm that there has not been a material change to the matters addressed in this EoIQ that may change the responses you have given.
- 2.5 No information contained in this EoIQ or in any communication between us in connection with this EoIQ shall be relied on as constituting a contract, agreement, or representation that any contract shall be offered at any time.
- 2.6 Under no circumstances shall TfL incur any liability, financial or otherwise, in respect of this EoIQ or supporting documentation. We reserve the right to cancel the selection and/or procurement process at any point. We are not liable for any costs resulting from cancellation of this process or for any costs incurred by Potential Suppliers taking part in the selection or procurement process.
- 2.7 Direct or indirect canvassing of any Government Minister, public sector employee or agent by you concerning the proposed requirement, or any





attempt by you to obtain information from the same concerning this EoIQ may result in ineligibility to be taken forward in the procurement process.

- 2.8 We actively seek to avoid conflicts of interest and reserve the right to reject Potential Suppliers as ineligible where we perceive an actual or potential conflict of interest. You must advise TfL of all potential conflicts of interest prior to submission of your completed EoIQ.
- 2.9 Failure to disclose all material information (facts that we regard as likely to affect our evaluation process), or disclosure of false information may result in ineligibility to be taken forward in the procurement process. You must provide all information requested and not assume that we have prior knowledge of any of your company.
- 2.10 All responses must be in the English language and should comply with any stated word or page limits. Financial information must be priced in pounds sterling. Your completed EoIQ response (in accordance with the template provided at Volume 4) and any accompanying documentation must be submitted via the TfL e-Tendering portal: <https://procontract.due-north.com>
- 2.11 Any part of a Potential Supplier's response which exceeds the word or page limit (where applicable) will not be evaluated. The word or page limit does not include title pages or images/diagrams that may be used to enhance your response.
- 2.12 Completed questionnaires will be evaluated by TfL staff and:
- each question will be scored as indicated in the "Evaluation Guidance" contained within the EoIQ;
  - pass/fail criteria will apply as indicated;
  - indicated weightings will be applied to scored questions to rank EoIQ responses with no fails;
  - selection rules will be applied (e.g. to restrict the number of Potential Suppliers selected to take forward);
  - Potential Suppliers that pass ALL sections/questions in the EoIQ will be ranked according to the overall weighted score they achieve for the scored questions in Section 6 of the EoIQ - Technical, Commercial and Professional Ability (see section 7.11 of this document for a breakdown of the EoIQ question weightings associated with these questions) and the top scoring Potential Suppliers will be shortlisted and taken through to the Invitation to Tender (ITT) stage.
  - a maximum of five (5) Potential Suppliers, will be shortlisted to take part in the next stage of the process (the ITT stage).
- 2.13 TfL reserve the right to reject EoIQ responses which are not submitted in accordance with the instructions given and reserve the right to seek clarifications from Potential Suppliers on their responses through the e-Tendering portal.



- 2.14 Potential Suppliers will be notified via the e-Tendering Portal of the selection outcome before ITT documents are issued. Potential Suppliers are required to provide a single point of contact in their organisation for their response to the EoIQ. TfL shall not be responsible for contacting the Potential Supplier through any route other than the nominated contact or the e-Tendering portal. The Potential Supplier must therefore promptly notify TfL of any changes relating to its nominated contact.
- 2.15 Please be aware that TfL **can only score EoIQ responses based on the information you supply in response to this EoIQ**. A common reason why organisations fail to progress through a selection process is due to incomplete information, unsubstantiated statements or information presented in a manner not reasonably obvious to the assessors. It is the Potential Supplier's responsibility to provide all the answers and information requested in a clear, concise and logical manner and at the appropriate points within the document. Cross-referencing and reliance on attachments (other than where specifically requested) should be avoided.

## **VERIFICATION OF INFORMATION PROVIDED**

- 2.16 TfL has permitted Potential Suppliers to self-certify certain information, including that there are no mandatory/discretionary grounds for excluding an organisation. However, TfL reserves the right to request information at any time throughout the procurement process from any Potential Supplier in order to verify any of the information provided in this response (or as subsequently updated by the Potential Supplier).

## **SUB-CONTRACTING ARRANGEMENTS AND RELIANCE ON THE CAPACITY OF OTHER ENTITIES**

- 2.17 Where the Potential Supplier proposes to use one or more sub-contractors to deliver some or all of the contract requirements, the relevant details must be provided in 1.24 of the EoIQ provided at Volume 4.
- 2.18 Where the Potential Supplier is proposing to use one or more sub-contractors to deliver some of the requirements the Potential Supplier must ensure that the relevant sub-contractor completes and successfully passes Part 1 (including the declaration) and Part 2 of the EoIQ at Volume 4. If there are grounds for mandatory exclusion of any sub-contractor/s TfL reserves the right to require replacement of the relevant sub-contractor/s.
- 2.19 If a subcontractor is **being relied upon to meet the selection criteria** then paragraphs 2.22 and 2.24 of this Volume 1 document, as detailed below, must be fulfilled.
- 2.20 TfL will continue to rely on the information provided by shortlisted Potential Suppliers during the selection stage including the information concerning the membership and/or structure of the proposed supply chain and any entities being relied upon.



## CONSORTIA ARRANGEMENTS

- 2.21 If the Potential Supplier completing the EoIQ at Volume 4 is doing so as part of a proposed consortium, the requested information for questions 1.20 – 1.24 must be entered.
- 2.22 Each member of the consortium (or applicable subcontractors) must complete Part 1 (including the declaration) and Part 2 of Volume 4.
- 2.23 A single response should also be provided in response to Part 3 Sections 4 - 6 of Volume 4 on behalf of the entire consortium, with the proposed involvement of any individual consortium member(s) being identified.
- 2.24 If a consortia partner or other organisation is **being relied upon to meet the selection criteria** in Section 4 (Economic and Financial Standing) or Section 6 (Technical, Commercial and Professional Ability) then the relevant consortia member or partner must also submit a response to the relevant section along with the submission requirements laid out in paragraph 2.22 above.
- 2.25 TfL reserves the right to require the consortium to assume a specific legal form if it is successful in this procurement process as a condition of, and prior to, contract award and/or to require each member of the consortium to be jointly and severally liable for the delivery of the contract and/or require other forms of assurance or guarantee from each consortium member.

## EoIQ DECLARATION

- 2.26 Part 1 of the EoIQ at Volume 4 contains a declaration which Potential Suppliers and any prospective consortium partners or subcontractors must complete. Completion of the declaration confirms the accuracy of any information submitted in the EoIQ response. The declaration is to be signed by the prospective applicant - a Director or authorised representative in her/his own name and on behalf of the relevant company.

## 3. Indicative Timetable

The following table illustrates our indicative timetable for the EoIQ stage and subsequent stages involved in this procurement. Please note that this timetable is not binding and may be subject to change:

Procurement Activities and Milestones	Target Completion Date
EoIQ issued	8 June 2018
EoI clarifications deadline	29 June 2018
EoIQ responses return deadline	12:00 (Noon) on 5 July 2018
EoIQ evaluation results announced	Late July 2018





Procurement Activities and Milestones	Target Completion Date
ITT Issued to shortlisted bidders	Mid August 2018
Individual meetings with bidders	September 2018
ITT clarifications deadline	Mid September 2018
ITT responses return deadline	End of September 2018
Preferred supplier announced	October 2018
Negotiations with preferred supplier (if required)	October 2018
Local consultation in collaboration with borough(s) on proposed route and Fares Directive sought	October/November 2018
Contract award	December 2018
Trial service commences	To be determined with the Operator
Trial service ends	

## 4. Responsible Procurement

- 4.1 TfL encourages its suppliers, and those companies interested in tendering for its contracts to undertake their activities in line with the principles contained in the Greater London Authority (GLA) Responsible Procurement Policy.
- 4.2 TfL will proactively conduct its procurement process in line with the GLA Group's Responsible Procurement Policy. Following its obligations to derive social, economic and environmental benefits for London and Londoners, and in compliance with EU and UK legislation, TfL is committed to applying these principles in its procurement of goods, works and services, where the required criteria for performance and cost effectiveness can be met. TfL will actively promote 'Responsible Procurement' throughout its supply chain.
- 4.3 The GLA Responsible Procurement policy can be found online here: [https://www.london.gov.uk/sites/default/files/gla\\_group\\_rpp\\_v7.12\\_final\\_template\\_for\\_web.pdf](https://www.london.gov.uk/sites/default/files/gla_group_rpp_v7.12_final_template_for_web.pdf)
- 4.4 TfL expects its suppliers to have in place and implement policies to promote the principles the GLA Responsible Procurement policy contains.





## **5 Confidentiality & Freedom of Information**

- 5.1 TfL is committed to meeting our legal responsibilities under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 (together 'the Acts'). Accordingly all information submitted by you to us may need to be disclosed by us in response to a request under the Acts. We may decide to include certain information in the publication scheme which we maintain under the Acts, which may include information supplied in response to this EoIQ.
- 5.2 If you consider that any information included by you in response to this EoIQ is commercially sensitive you should clearly identify it and explain what harm may result from disclosure, and the time period applicable to that sensitivity. Please attach a supporting appendix to your response to identify any such information.
- 5.3 The UK government is committed to greater transparency in the public sector. Accordingly, TfL reserves the right to publish tender documents, contracts, and data from invoices.
- 5.4 TfL may at its absolute discretion redact all or part of any contract awarded for this requirement and/or the information extracted from invoices prior to publication and may take account of exemptions that would be available under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.
- 5.5 TfL may at its absolute discretion consult with the Potential Suppliers regarding any such redactions. However TfL will make the final decision regarding publication and/or redaction.
- 5.6 The information in this EoIQ and any associated documents is made available to you on the condition that it is treated as confidential and that you do not disclose, copy, reproduce, distribute or pass it to any other person at any time except for the purpose of enabling a response to be made. You are responsible for ensuring that all such persons give an undertaking at the time of receipt to keep such information confidential. If you are unable or unwilling to comply with this requirement you are required to destroy this EoIQ and all associated documents immediately and not to retain any electronic or paper copies.
- 5.7 You may be required to enter into a confidentiality agreement prior to the release of further information relating to the proposed requirement and associated procurement procedure.

## **6. Grounds for Exclusion and 'Self-Cleaning'**

- 6.1 Section 2 (Grounds for Mandatory Exclusion) and Section 3 (Grounds for Discretionary Exclusion) of the EoIQ at Volume 4 contain a number of self-declaration questions against a number of potential exclusion grounds which



may render a Potential Supplier ineligible to participate further in this tender process.

6.2 Potential Suppliers which any of the exclusion grounds apply to are required to demonstrate that they have taken remedial action, to the satisfaction of TfL, in order to remain eligible to tender for the requirement. In order for the evidence provided to be sufficient, it must, as a minimum, prove the supplier has “self-cleaned” as follows:

- paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
- clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
- taken concrete technical, organisational and personnel measures which are appropriate to prevent further criminal offences or misconduct.

6.3 The actions agreed on deferred prosecution agreements (DPAs) may be submitted as evidence of self-cleaning and evaluated by the contracting authority as described below. The measures taken shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. If such evidence is considered by TfL (whose decision will be final) as sufficient, the potential supplier shall be allowed to continue in the procurement process.

6.5 If the Potential Supplier cannot provide evidence of ‘self-cleaning’ that is acceptable to TfL then the Potential Supplier will be excluded from further participation in the procurement and provided with a statement of the reasons for that decision.

6.6 TfL shall, in its absolute discretion, judge the evidence submitted by the Potential Supplier and determine whether the remedial action/evidence submitted is sufficient to “self-clean” the situation.

## **7. Scoring Guidance & Selection**

7.1 All Potential Suppliers should take time to review the information in this instruction document which should be read in conjunction with that contained within the EoIQ at Volume 4 to ensure that they are clear of what is required and the principles of how their EoIQ response will be assessed. If you are unclear about any element of this scoring guidance then please submit a clarification question/s using the clarifications function on the TfL e-Tendering portal, as detailed in Section 9 of this document.

7.2 Responses to the EoIQ can be completed in the space designated in the spreadsheet at Volume 4 or on a separate attachment, providing it is clearly indicated which question it refers to.

7.3 TfL will follow the selection process set out in paragraph 2.12 of this document and scores/grades will be assigned to responses to the EoIQ in line



with the guidance set out in this section which will correspond to the 'Evaluation Guidance' stated within the EoIQ spreadsheet at Volume 4.

7.4 The following criteria types will apply to questions contained within the EoIQ:

- Pass/Fail - Used to exclude Potential Suppliers which do not meet the set requirement; or exclude Potential Suppliers which fail under the grounds of exclusion.
- Discretionary Pass/Fail - Used for critical criteria where the default 'unsatisfactory' position is Fail, but where the Potential Supplier has provided hard evidence which completely mitigates any concerns. TfL may at its discretion permit a Pass. TfL will retain the right to exclude Potential Suppliers which do not meet the set requirement and do not propose satisfactory measures to mitigate TfL's concerns.
- Score with weighting - Used to indicate the relative importance of a question against other questions, and also to differentiate bids.
- Information Only - Used to gather important information.

7.5 The table below provides a summary of the EoIQ sections and associated question types/categorisations that will be used within each section:

Section Number	Section Heading	'Criteria Types' contained within the relevant section include:
<b>Part 1: Potential Supplier Information</b>		
<b>1</b>	Potential Supplier Information & Declaration	Information Only, Pass/Fail
<b>Part 2: Exclusion Grounds</b>		
<b>2</b>	Grounds for mandatory exclusion	Information Only, Discretionary Pass/Fail
<b>3</b>	Grounds for discretionary exclusion	Discretionary Pass/Fail
<b>Part 3: Selection Questions</b>		
<b>4</b>	Economic and Financial Standing	Discretionary Pass/Fail
<b>5</b>	Wider Group Information	Pass/Fail, Discretionary Pass/Fail
<b>6</b>	Technical, Commercial and Professional Ability	Pass/Fail, Score with weighting and Information Only
<b>7</b>	Health & Safety	Pass/Fail, Discretionary Pass/Fail

7.6 Potential Suppliers that pass ALL sections of the EoIQ (meeting the required minimum score thresholds where applicable, and passing all Pass/Fail and Discretionary Pass/Fail questions) will be ranked according to the overall





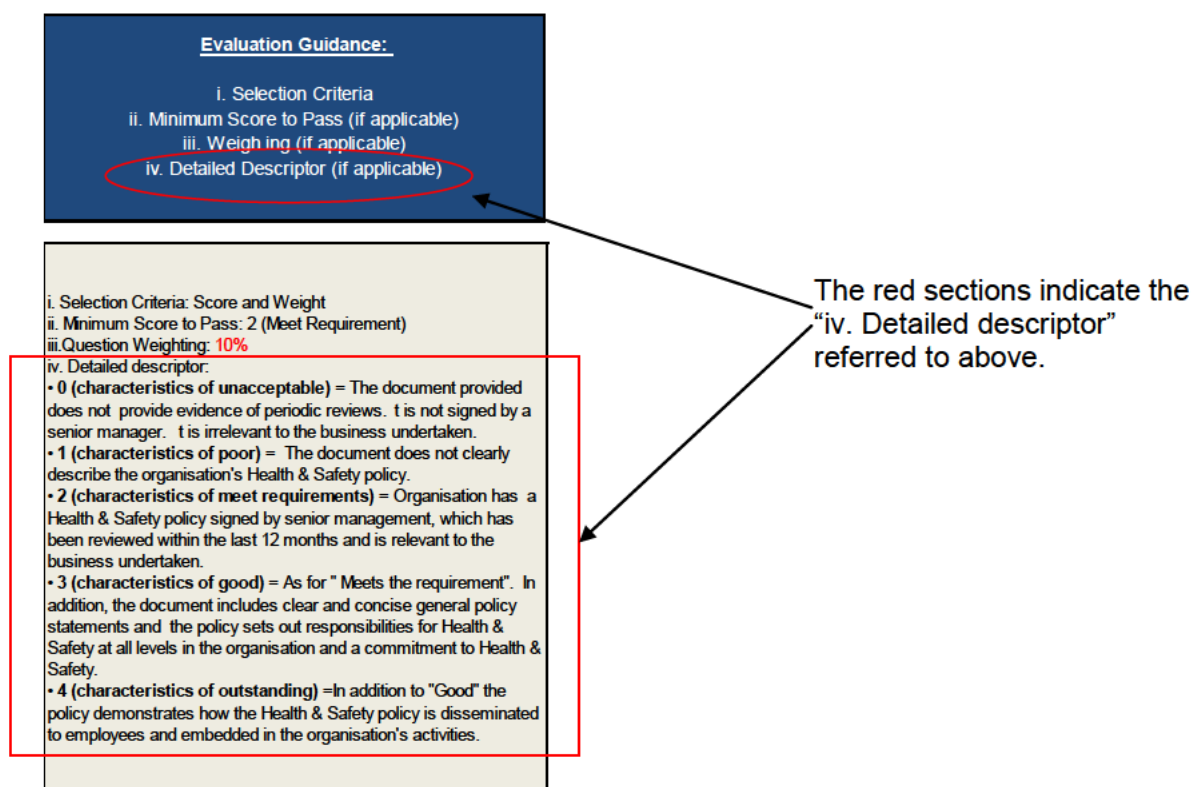
weighted EoIQ score they achieve based on the questions in Section 6 of the EoIQ at Volume 4.

- 7.7 **The specific scoring and assessment criteria which will be used for evaluating each response to the questions contained within the EoIQ are indicated in the 'Evaluation Guidance' column of the Volume 4 EoIQ spreadsheet.** The table overleaf identifies the characteristics of each of the Evaluation Guidance headings, which apply to individual questions:

'Evaluation Guidance' Header	Descriptor
i. Selection Criteria	Indicates which of the criteria types (e.g. Pass/Fail, Score with Weighting applies to the question)
ii. Minimum Score to Pass (if applicable)	Identifies whether there is a minimum score the Potential Supplier must reach for the identified question. Where this score is not reached the Potential Supplier will fail the question and will not be shortlisted.
iii. Weighting (if applicable)	Indicates whether the score achieved for the question will be weighted and applied to the total EoIQ score which will be used to rank Potential Suppliers who are seeking to be shortlisted.
iv. Detailed Descriptor (if applicable)	Identifies the criteria which will be used to evaluate Potential Suppliers responses and assign a corresponding evaluation score/grade e.g. a score between 0 and 4, a Pass/Fail grade or a Discretionary Pass/Fail grade.

- 7.8 **PLEASE NOTE:** When responding to questions set out in the EoIQ, Potential Suppliers are advised to refer to the 'iv. Detailed Descriptor' which is shown in either the 'Evaluation Guidance' column of the EoIQ at Volume 4 or at Section 7.10 below. The 'iv. Detailed Descriptor' identifies the criteria which will determine the score assigned to the Potential Supplier's response. Ensure that all information/evidence which is requested in the 'Detailed Descriptor' is supplied within your response to the EoIQ. An example is demonstrated below:





7.9 The following scores/marks will be assigned to responses to 'score with weighting' selection questions:

For the 'score with weighting' questions, scores (marks) will be awarded using the following scoring scale:	Qualitative Score Descriptor
0	Characteristics of Unacceptable
1	Characteristics of Poor
2	Characteristics of Meets Requirement
3	Characteristics of Good
4	Characteristics of Outstanding

7.10 The Detailed Descriptors shown below shall be used to allocate the appropriate score/mark to 'score with weighting' questions responses.



Question	Detailed Descriptors for 'score with weighting' questions				
	Score 0 – Unacceptable	Score 1 – Poor	Score 2 – Meets requirement	Score 3 - Good	Score 4 – Outstanding
6.1 DRT experience	No response or no experience is provided.	Little or wholly unrelated experience of operating a demand responsive transport service	Some evidence of undertaking a demand responsive transport service that is comparable to TfL's requirements	Good evidence of undertaking a demand responsive transport service that is comparable to TfL's requirements with evidence of the results delivered.	Outstanding evidence of operating demand responsive bus services within comparable locations, with strong evidence of delivering outcomes in line with the trial objectives
6.2 Data sharing	No response or clear indication that of an unwillingness to share data.	Limited data would be provided from the trial and there is little consideration of how this would support the trial objectives. Data would not be provided in a form which could be simply used by TfL.	Some consideration is given to how data would be provided in support of the objectives. Multiple sources of data are identified. Limited information is provided on how data would be made useable to TfL.	Significant consideration is given to how data would be provided to inform learning against each of the trial objectives in a useable form to TfL. A range of data sources are identified.	A comprehensive response which identifies directly relevant and clearly interpretable data to support in-depth learning against each of the trial objectives. Existing resources and assets are maximised to deliver value for money to TfL.
6.3 Collaboration and knowledge sharing	No response or an unacceptable response that does not address the question being asked	Little to no visibility of costs and operations.	Agreement to some visibility of costs and operations, but no little evidence of how this will be achieved.	Agreement to be transparent on the costs of the trial and how it will be operated.	Commitment to a very high level of transparency on costs and operations, including full open book accounting.
6.7 Driver working practices	No response or no consideration of any of the modern working practices identified.	Very limited commitment to modern day working practices, or very little detail on what would or would not apply.	A commitment to apply some of the working practices identified to the trial.	A commitment to apply most of the modern day working practices identified to the trial.	An exceptional level of commitment to apply all of the modern day working practices to the trial (including the Licence for London).



Question	Detailed Descriptors for 'score with weighting' questions				
	Score 0 – Unacceptable	Score 1 – Poor	Score 2 – Meets requirement	Score 3 - Good	Score 4 – Outstanding
6.10 Accessibility	No response or an unacceptable response that does not consider accessibility beyond the core vehicle requirements	Little consideration of how accessibility will be improved at any stage of the customer journey.	Consideration is given to some of the interaction touchpoints within the customer journey, with some solutions identified which would improve the accessibility of the Service.	Consideration is given to each stage of the customer journey and to the key interaction touchpoints, with solutions identified which would significantly improve the accessibility of the Service.	Each stage of the customer journey and key interaction touchpoints are addressed, with innovative solutions identified that would improve the accessibility of the Service for all customers.
6.11 Supply chain management	No response or an unacceptable response that does not address the question being asked	Little to no information provided on governance and performance management or evidence of processes being in place to manage suppliers.	Consortium / sub-contractor members are clearly identified with some detail provided on governance and how these will be managed. Some evidence is provided on how performance will be managed.	Good evidence is provided of how partners or sub-contractors will be managed. Governance is clearly defined and robust processes are in place to maintain a high level performance throughout the trial.	Evidence of strong and well established and successful working relationship in delivering similar services. Governance is very clearly defined with robust processes in place to assure a high level of performance throughout the trial.
6.12 Mobilisation	No response or an unacceptable response that does not address the question being asked	Little to no information provided on mobilisation or no evidence that the trial could be mobilised within the required timescales. Risks are incomplete or poorly defined and there is little or no detail on how these would be managed.	A mobilisation plan is provided setting out headline activities and showing how mobilisation will be achieved within the required timescales. Significant risks are identified with some management approaches suggested.	A well considered mobilisation plan is provided setting out how the Service will be mobilised within the required timescale. Key risks are well defined and consideration has been given to how risks would be managed.	A well considered mobilisation plan is provided with challenging, but realistic delivery timescales. Key risks are well defined with a clear plan on how each will be managed to ensure the timescales would be achievable.



7.11 An overall EoIQ score will be calculated using the following section weightings:

SQ Question ('Score with weight')	Weighting (for EoIQ Ranking Purposes)
<b>Q 6.1 DRT experience</b>	26%
<b>Q 6.2 Data sharing</b>	24%
<b>Q 6.3 Collaboration and knowledge sharing</b>	17%
<b>Q 6.7 Driver working practices</b>	10%
<b>Q 6.10 Accessibility</b>	10%
<b>Q 6.11 Supply chain management</b>	8%
<b>Q 6.12 Mobilisation</b>	5%
<b>Overall Weighted EoIQ score</b>	<b>100%</b>

7.12 Based on the overall EoIQ rankings a maximum of **five (5)** Potential Suppliers will be shortlisted to take part in the next stage of the procurement process which will be the Invitation to Tender (ITT) stage.

7.13 Once the EoIQ assessment is complete, you will be notified of the outcome in writing via the e-tendering portal.

7.14 You will only be provided with the ITT documents if your organisation is successfully shortlisted to the ITT stage.

7.15 It should be noted that further, more detailed, information regarding financial information, corporate policies and insurances and how they relate or will be applied to the services being procured, may form part of the evaluation of tender responses for successful Potential Suppliers.

7.16 TfL anticipates holding an individual meeting/s with each Potential Supplier that is shortlisted to the ITT stage. This will give an opportunity for the Potential Supplier to present an overview of their proposed solution to TfL (including service area/route and financial model) and will also allow both parties to discuss the draft Statement of Requirements (provided at Volume 2 to this EoIQ) and the draft Agreement (provided at Volume 3 to this EoIQ). TfL reserves the right, but shall not be obliged, to amend either of these documents as a result of these discussions. Potential Suppliers should ensure suitable personnel are available to attend such a meeting/s during September 2018. Further details on this anticipated stage of the procurement process will be provided in due course.

## 8 Changes in Circumstance

8.1 You should note that if there are any changes to your circumstances (including proposed bidding structure) following the submission of your EoIQ response which means that information submitted by you at this EoIQ selection stage has materially deteriorated then you shall immediately inform TfL.





- 8.2 If there is any change in the proposed composition of your legal make-up (whether in the composition of any consortium, parent company or otherwise), you shall immediately TfL and seek approval for such change.
- 8.3 TfL shall not be involved, or be responsible in any way for the formation of collaborative arrangements but does however reserve the right to re-assess the company standing in accordance with this Section 8.
- 8.4 TfL reserves the right to refuse approval and to disqualify you if your changed proposed composition has a sufficiently serious impact on your evaluation against the evaluation criteria (such that you would not have been selected to tender).
- 8.5 Failure to disclose all material information (facts that we regard as likely to affect our evaluation process), or disclosure of false information at any stage of this procurement process may result in your exclusion from the procurement process. You must provide all information requested and not assume that TfL has prior knowledge of any of your information.
- 8.6 TfL reserves the right to revisit the responses to any questions asked in this EoIQ after the selection is complete to ensure that any changes to the Potential Suppliers' circumstances are taken into account during the tendering process. The Potential Suppliers are required at any time during the EoIQ and tender process to inform TfL of any changes to circumstances which impact on their response to this EoIQ, selection or suitability to tender.

## 9. Clarification Questions

- 9.1 Any questions about the instructions contained within this document or the contents of the EoIQ must be submitted through the 'Messages' facility within the TfL e-Tendering portal (<https://procontract.due-north.com>). Please note that clarification questions and our responses to such questions or other such requests for clarification may be communicated to all prospective Potential Suppliers, whilst protecting the originator's anonymity. The deadline for asking clarification questions (leaving TfL sufficient time to respond) is **29/06/2018**.
- 9.2 If the Potential Supplier considers that its clarification question contains information that is confidential to the Potential Supplier and that the clarification question or the answer should not be disclosed to other Potential Suppliers, this must be made clear at the time of asking the clarification question. TfL will determine if it agrees with the identified confidential nature and if it does not agree it will ask the Potential Supplier if it wishes to withdraw its clarification question or alternatively prefers the request is treated as non-confidential and accordingly the clarification question and TfL's response is shared with all Potential Suppliers.

## 10. Return of EoIQ Responses

- 10.1 Submissions must be correctly uploaded via the TfL e-Tendering portal by **12.00 (Noon) on 05/07/2018**. For help on uploading your EoIQ response



please refer to the video tutorials, FAQ's and help pages found in the Help Centre 'Responding to Tenders' section of the e-tendering website <https://supplierhelp.due-north.com/>.

- 10.2 Submissions received outside of the e-Tendering portal are very likely to be rejected unless an adequate reason can be provided. You are strongly advised not to leave the submission of your completed questionnaire to the last day. Neither TfL nor its e-procurement system provider will be responsible for any failure to upload data due to insufficient time being allowed by Potential Suppliers.
- 10.2 If you encounter any technical issues using the e-Tendering system, including any problem uploading your submission, please first refer to the above referenced FAQ's and video tutorials. If the problem persists you should 'log a ticket' on the supplier support portal (<http://www.proactis.com/Support>). If your issue cannot be resolved by the helpdesk then please notify TfL Commercial manager Emma Milam, Tel: [REDACTED]



### **SUMMARY OF THE SCOPE OF THE DEMAND RESPONSIVE BUS SERVICE TRIAL**

There are important parameters, set by the Mayor of London and TfL, within which any trial would need to operate and the key requirements of any trial are outlined below.

**IMPORTANT:** This summary is provided for guidance only and where possible we have provided references to the parts of the Statement of Requirements or draft Agreement that apply, however, we do not purport that these are exhaustive references. For comprehensive details relating to the requirements of the trial please see the draft Statement of Requirement (at Volume 2 of the EoIQ) and the draft Agreement (at Volume 3 of the EoIQ).

**Funding** *(references included in the draft Statement of Requirements section 3.4 and draft Agreement Clause 9)*

- It is anticipated that both the Operator and the Corporation shall share the fixed and variable cost of delivering the Service as well as the revenues, in a split to be agreed.
- This trial will be delivered as a research and development project. As such it is a requirement that it must be co-funded between the Corporation and the Operator. It is expected that the Operator will co-fund most aspects of the trial costs, including marketing, branding and research costs. It is anticipated that the net cost to the Corporation will be no more than £750k
- The Operator will not suffer a detriment for acceptance of the Freedom Pass concession

**Service Area / Route** *(references included in draft Statement of Requirements section 3.5-6 and draft Agreement Clause 3)*

- A trial would be run for a maximum of 12 months
- Any trial should be focused in outer London, in an area where more 'conventional' forms of public transport are less viable and car dependency is higher
- The trial should be targeted primarily at car users
- Any trial will be an additional service that enhances and complements (not competes with) existing public transport
- The service shall include peak and off peak, including evenings
- Trials may follow either a set route, or operate in a specific area
- The majority of the route or trial area shall be within the Greater London boundary





- Final service area/route will be subject to local consultation undertaken by TfL and in partnership with the local borough(s)
- It is expected that a vehicle fleet requirement of around 6-10 is the most likely fit for the (to be) defined Operating Area. The Operator must ensure the required vehicle resources can be mobilised to meet anticipated demand and operating characteristics (including road speeds) in order for the trial to provide meaningful results and meet its stated objectives
- The Operator and the Corporation will work together to determine the appropriate minimum level of service (in number of vehicles and hours of operation)

**Technology, Booking and Payments** (references included in the draft Statement of Requirements section 13-14 and draft Agreement Clauses 43-44)

- The service must be operated using an existing algorithm-driven software platform which supports dynamic routing and the efficient pooling of customer trips
- Booking for the service must be available via a mobile app which offers functionality for payments and refunds
- Operator needs to be able to track and distinguish Freedom Pass bookings
- It is encouraged that the app can provide in-app feedback/customer contact, pre- journey and on route real time information, digital and tracking and analytics, and digital accessibility (including screen reader compatibility, high contrast, magnification software and audio visual information)
- The payment system must comply with PA-DSS and PCI-DSS
- Costs and timelines are prohibitive to integrate any trial service with the TfL Oyster card payment system
- The Operator shall provide a royalty-free, non-exclusive licence to TfL of its Background IPR which is necessary to operate the Service during the trial.

**Data** (references included in the draft Statement of Requirements section 14 and draft Agreement Clause 40)

- It is anticipated that all data generated as a result of the trial will be owned by TfL and TfL shall have the ability to use the data as it sees fit. This will include but not be limited to sharing data with any third parties as well as publishing outcomes of the trial into the public domain.
- Operator must have provisions in place for gathering, analysing and sharing customer and staff feedback and insight throughout the trial, that must comply with all data protection obligations including the General Data Protection Regulation
- As a research and development project, it will be critical to TfL to be provided with useable data to inform the six key objectives of the trial. A collaborative, transparent approach and knowledge sharing between the Operator and the Corporation is encouraged to maximise the learning opportunities of the trial.





**Vehicles and Drivers** (references included in the draft Statement of Requirements section 4 and 7.8 and draft Agreement Clauses 4,6 and 12 )

- Vehicles must be at least Euro VI emissions compliant and be able to carry 9 or more seated passengers.
- Any vehicle with a capacity exceeding 22 passengers will need to be compliant with the Public Service Vehicle Accessibility Regulations 2000. If the trial is operated with vehicles that have a capacity to carry 9 to 21 passengers, the Operator must ensure the Service is available and accessible to wheelchair users
- The Operator must have a valid Public Service Vehicle (PSV) Operator's Licence (minimum National Standard) with sufficient vehicle discs to cover the comprehensive implementation of a trial of 12 months. The Operator Licence holder needs to be a Transport Manager (or equivalent) holding a Manager's Certificate of Professional Competence (CPC)
- All drivers delivering the trial shall hold a valid D/D1 Driving Licence with no more than 3 penalty points, a valid Driver's CPC and a current Disclosure & Barring Statement
- The London Bus Driver Professional Wage of £23,000 per annum (pro-rata where applicable) shall apply to this trial.
- Operators are encouraged to adopt modern working practices, including a pay scale that recognises seniority (such as 'License for London'), avoiding short term work arrangements, providing staff professional development opportunities, sick pay and flexible working options and having HR policies to support inclusion and diversity

**Fares and Concessions** (references included in the draft Statement of Requirements section 6 and draft Agreement Clause 8)

- It is expected that the cost of the fare would be more than a standard bus, in recognition of the enhanced level of service
- Final fare levels will be subject to the consideration and approval of the Mayor and a Fares Direction will be issued with which TfL and the operator must comply with
- Customers must be able to view and accept or reject their fare before confirming their booking
- The Freedom Pass concession must be accepted

**Customer Service** (references included in the draft Statement of Requirements section 7.2-7.5)

- Customer service excellence that meets customers' experience of this trial being: on demand, easy and convenient, quality, accessible, supported
- Operators are encouraged to optimise the accessibility of the service at each stage of the customer journey



- Operator would need to agree a clear feedback, complaints handling and customer contact process in partnership with TfL, that meets TfL standards

**Mobilisation** (*references included in the draft Statement of Requirements section 15*)

- Operator is required to deliver service in no more than 6 months from contract award and is encouraged to mobilise and commence service more expediently