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Planning

## **Driver Quality Monitoring**

Transport for London

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-001368

Procurement identifier (OCID): ocds-h6vhtk-028cae

Published 22 January 2021, 4:25pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

Transport for London

5 Endeavour Square

LONDON

E20 1JN

#### **Contact**

Miss Alina Ladha

#### **Email**

[AlinaLadha@tfl.gov.uk](mailto:AlinaLadha@tfl.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI - LONDON

**Internet address(es)**

Main address

<https://procontract.due-north.com/Procurer/Advert/View?advertId=92d13391-975c-eb11-8106-005056b64545&fromAdvertEvent=True>

Buyer's address

<https://tfl.gov.uk>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.6) Main activity**

Urban railway, tramway, trolleybus or bus services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Driver Quality Monitoring

Reference number

DN519316

**II.1.2) Main CPV code**

- 63000000 - Supporting and auxiliary transport services; travel agencies services

**II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

TfL is undertaking an Early Market Engagement exercise via the publication of a Market Sounding Questionnaire (MSQ) to gauge interest in the marketplace for suppliers to participate in a tender for Drive Quality Monitoring.

TfL funds Driver Quality Monitoring (DQM) to ensure and promote safe bus driving through an independent, objective assessment of driving standards. The Crime and Disorder Act 2008 places a duty on all authorities to do all they reasonably can to prevent crime and disorder. The operation of DQM is believed to result in an increase in driving standards and driver behaviour therefore helping to satisfy TfL's duty under the Crime and Disorder Act.

DQM involves assessors covertly boarding a bus while in service and scoring the driver's performance in a comprehensive list of categories. The categories include braking, acceleration, steering, respect for traffic signals and a range of safety-related issues. DQM indicates any aspects of a driver's behaviour which falls short of expectations; it also allows for the recognition of drivers who meet those expectations.

After each assessment, the assessor produces a report which is made available online for garage managers to discuss with the driver. TfL and the bus companies also use DQM to monitor trends by route, garage and operator across the network.

The current contract requires around 7,700 assessments to be carried out across 540 routes covering the services provided by 10 bus operator companies. Some of the assessments will be carried out at night, in early mornings or late evenings, and at weekends. The rota for assessors is based on bus routes, not on particular drivers.

The requirement is for one supplier to provide DQM across the London bus network. The successful supplier will be required to carry out assessments and provide a data management system and website to provide access to assessments and summary reports.

The specification from the previous DQM procurement is being shared to ensure suppliers can submit an informed response. TfL reserves the right to change any information in the specification prior to commencement of the procurement process.

The previous specification and the MSQ can be accessed via ProContract at the below URL, where interested suppliers should also register their interest. The MSQ will seek views on a number of aspects including performance management, risks and opportunities as well as gauging the general level of interest in this opportunity.

If you have any questions regarding this PIN please contact us via the portal.

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### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 34100000 - Motor vehicles
- 71700000 - Monitoring and control services
- 72224000 - Project management consultancy services
- 72225000 - System quality assurance assessment and review services
- 79310000 - Market research services
- 79311000 - Survey services
- 79342000 - Marketing services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey
- 80000000 - Education and training services
- 98000000 - Other community, social and personal services

### **II.2.3) Place of performance**

NUTS codes

- UKI - LONDON

### **II.2.4) Description of the procurement**

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### **II.3) Estimated date of publication of contract notice**

3 September 2021

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of expressions of interest**

Date

5 February 2021

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English