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Planning

## **Coach Management System**

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-003803

Procurement identifier (OCID): ocids-h6vhtk-04376d

Published 6 February 2024, 9:22am

### **Section I: Contracting authority**

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

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

#### **Contact**

Billy Simson

#### **Email**

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

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Companies House**

06745516

**Internet address(es)**

Main address

<https://tfl.gov.uk/>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

[www.ariba.com](http://www.ariba.com)

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

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

#### **II.1.1) Title**

Coach Management System

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

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

Victoria Coach Station Limited (VCSL) is a subsidiary of Transport for London (TfL). The primary role of the company is to provide coach departure and arrivals facilities for commercial coach operators and coach passengers travelling to UK, Europe alongside other domestic tourist services.

Victoria Coach Station (VCS) is the main coach hub within London, with additional locations across London that see coach departure and arrival activity. The service includes providing arrival and departure information to passengers alongside ticket sales and luggage storage facilities. It is also charged with the provision of a safe and comfortable environment for Coach Operator staffing teams, coach passengers and members of the public using its facilities. The station also provides an accessible coach service for passengers requiring additional help and assistance accessing services.

The coaches management team based at Victoria Coach Station collaborate with the coach industry operators and receive their departure and arrivals schedules, combining those schedules into one main schedule that details the day to day service activity through the station. VCS derives its revenue from charging Coach Operators for using its services, with tariffs varying depending on service required and additional factors, These tariffs are used to drive income and value for TfL. It operates a 24-hour operation every day of the year, from a split site setup of approx. 3.3acres.

VCS currently manages service that run throughout UK and Europe including domestic tour operations through 16 main coach operators. It is the largest coach station facility in Europe, servicing approximately;

- 220,000 coach departures & 220,000 coach arrivals

- Circa 20m passenger throughput

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

This contract is divided into lots: No

### **II.2) Description**

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

- 48330000 - Scheduling and productivity software package
- 48511000 - Desktop communications software package
- 48517000 - IT software package
- 48800000 - Information systems and servers

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

London

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

Victoria Coach Station (VCS) are seeking to replace the current system that operates the service booking, coach operator schedule planning, invoicing and customer information display system that is in place. The new solution is required to support the aspirations of coach operations strategic delivery plans (made up of the Operations / Customer and Revenue roadmaps)

TfL also seeks to exploit advancements in technology that also generate efficiencies whilst maintaining service quality. It is hoped a new solution will improve operational efficiencies when managing departure and arrival schedules within VCS in addition to a system that continues to satisfy business management and customer needs.

TfL wishes to engage with the market to help shape how it might define, procure and contract for a new solution, as well as the maintenance and enhancement of a new solution, through assessing current market capabilities and appetite for the different elements of service identified in the high-level requirement capture outlined below:

- Schedule Management:

Management of repeated and ad hoc scheduled services from multiple sources with different scheduling solutions

- Invoice Management:

Ability to generate electronic invoices based on services rendered such as contract records, tariffs and time spent on TfL Property.

- Tariffs and dynamic charging models:

Dynamic charging factoring in Demand levels and associated Business Rules

- Reporting Tools:

Integration with inhouse reporting suites

- Route Service Updates:

Integration with 3rd party operators' APIs to capture real time updates on estimated vehicle arrival times etc.

- Customer Information Displays

Automatically update displays on TFL network integration

- Station Access Management (vehicle entry/exit)

Ability to automatically capture the date, time and identity of vehicles entering, exiting and traversing the designated vehicle movement areas (VMA)

- Coach Gate/Platform Management:

Tactical management of gates and platforms to align to schedules and business rules.

Automated business rules for gate management.

- Vehicle Information Management:

Asset management records for Vehicle details - Type, Sizes, Emissions etc

- Hardware support:

Management and Support of existing hardware such as Display screens

Interested parties are asked to express their interest to the Commercial Team via email ([CoachManagementSystemCommercial@TfL.gov.uk](mailto:CoachManagementSystemCommercial@TfL.gov.uk)) by no later than 12:00 midday 06/03/2024. Expressions of interest should include the party's full company name and key contact details (e-mail and phone number) of maximum two representatives.

Parties that express an interest will be provided with the likely timescales of when TfL anticipate the Market Sounding Questionnaire (MSQ) to be released. Upon issue of the MSQ, TfL will set expectations of when we may look to host 1-2-1 sessions with a select amount of potential suppliers, as well as arranging an industry day/briefing event, should this interest the marketplace.

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

1 September 2024

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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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This Prior Information Notice (PIN) is issued solely for the purpose of conducting a market engagement exercise. It does not constitute any commitment by TfL to undertake any public

procurement exercise in the future.

TfL is not liable for any costs, fees or expenses incurred by any party participating in this market engagement exercise.

TfL cannot guarantee it will incorporate all or any feedback received into any subsequent procurement process.