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Planning

## **Surface Workforce Management Solution (SWMS) — Early Market Engagement**

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-011319

Procurement identifier (OCID): ocds-h6vhtk-02b3a9

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

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

Transport for London

14 Pier Walk

London

SE10 0ES

#### **Contact**

mr Carl Stephens

#### **Email**

[v\\_CarlStephens@tfl.gov.uk](mailto:v_CarlStephens@tfl.gov.uk)

#### **Telephone**

+44 12345

**Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

<https://tfl.gov.uk>

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.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

Transport

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## **Section II: Object**

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

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

Surface Workforce Management Solution (SWMS) — Early Market Engagement

Reference number

DN545541

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

The Compliance, Policing, Operations and Security (CPOS) team is responsible for the safety and security of London's transport network.

We are a data-driven team who work in partnership with the Police to protect our people and customers, encourage behaviour change and prevent crime and anti-social behaviour. We provide expert security and crime prevention advice to TfL. We deploy hundreds of operational officers every day to solve problems, promote compliance and enforce the rules so every journey is safe and feels safe.

The Surface Workforce Management (SWFM) Project aims to deliver a technology platform, implementation services, business change and solution maintenance for TfL's 'Surface Operations' (prioritising Compliance Policing Operations and Security (CPOS) (approximately 600 users) and Bus Operations (approximately 100 users)), to replace the current contract which ends in May 2023. The aim of the Project is to address key operational issues whilst meeting the future business objectives of the organisation. The scope of SWFM includes Service Management, Demand Management, Absence Management, Skills Management, Rota/Business Rules, Scheduling, Task Management, Location Tracking and Time & Attendance.

Whilst SWFM is focussed on CPOS and TfL's 'Surface Operations', it is likely that other parts of TfL (including London Underground) may adopt the products and services delivered through this Project. Any procurement that TfL might undertake must therefore include the option for significant scaling on this basis.

TfL is looking to provide interested parties with background documentation and subsequently hold a 'Supplier Day' via a Teams meeting to present the Early Market Engagement process, timelines, and next steps. The proposed date for the Supplier Day is Wednesday 2.6.2021 at 15:30 (GMT). TfL also proposes to launch a Market Sounding Questionnaire which we will require responses back from interested parties by 16.6.2021 at 17:00 (GMT). This will help inform the Procurement Strategy for SWFM.

Interested parties are asked to express interest as soon as possible in advance of the Supplier Day by e-mailing [v\\_CarlStephens@tfl.gov.uk](mailto:v_CarlStephens@tfl.gov.uk).

More information can be found in II.2.4.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 48000000 - Software package and information systems

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

NUTS codes

- UK - United Kingdom

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

The scope of this Early Market Engagement includes some or all of the following for TfL Surface Operations:

- Platform supply and software licencing
- Hosting
- Implementation Services
- Business Change and Training
- Configuration and or Development including interfaces into ECOS (Enforcement & Compliance Operations System) & Bus Operations (which will be covered under the respective projects and covered within the documentation to be provided to interested parties)

- Data Migration
- Service Management including 2nd/3rd line support (this should include up to a total contract length of ten years)
- Change Management

TfL has yet to decide on a lotting strategy for SWFM which will be tested as a result of the Early Market Engagement process. It is possible that TfL will disaggregate technology products from services (or conversely it may also decide to aggregate the two together).

Functions to be delivered by the SWFM solution are likely to include some or all of the following:

- Service Management incorporating Service Definition; Service Capacity; Service Levels and Service Cost Management
- Demand Management incorporating a User Request Portal; System to System Request interface; Request Admin Management; Short Term Rostering Demand for Scheduling and Long-Range Forecasting
- Absence Management incorporating both Unplanned Absence and Planned Absence
- Skills Management incorporating Skills Management and Competency Management
- Rota Business Rules incorporating Staff Shift Patterns; Localised Working Rules and Business Working Rules (maximum working hours, overtimes, banked hours etc)
- Scheduling incorporating Manual Scheduling; Automated Scheduling; Schedule Planning; Shift Swap and Unplanned Task Assignment (on the day changes)
- Task Management incorporating Activity Assignment; Task Assignment (Push/Pull/Reject tasks) and Geographic Route Optimised Task Assignment
- Location Tracking incorporating Estimated Location Based on Device GPS Co-ordinates and Geofenced Business Rules
- Time & Attendance incorporating Start, End & Suspend Shifts; Exceptions Management (shift not started, wrong location etc); Activity and Task Completion and Additional Hours Management

TfL has yet to define the total scope of SWFM which may also include different requirements for pan-TfL usage. One of the objectives of this Early Market Engagement is to test whether solutions can deliver all of the functional elements specified, and if so

whether they can be done with minimal configuration or development. This may ultimately inform the final scope. A key element of any solution delivered will be the ability to effectively interface with TfL's ERP system (SAP) in real time.

#### **II.2.14) Additional information**

This Prior Information Notice (PIN) is issued solely for the purpose of conducting a market engagement exercise and 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.

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

21 May 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: Yes

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## **Section VI. Complementary information**

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

TfL will manage this process in an open and transparent manner to maximise the possible benefits. Participation or non-participation in this Early Market Engagement exercise will not disadvantage or advantage any supplier's ability to participate in any future procurement activity, including in particular any subsequent procurement process undertaken to deliver the project.

Direct or indirect canvassing of any TfL employee or agent by any supplier concerning this requirement, (or any attempt to procure information from any TfL employee or agent concerning this PIN outside of the formal process described in this document) may result in the disqualification of the supplier from consideration of any future procurement activity.

TfL is under no obligation to follow up this market engagement exercise in any way or with any interested parties.

TfL is committed to ensuring fairness, openness and transparency, and to following EU procurement regulations.