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Planning

TfL Occupational Health solutions

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-012543

Procurement identifier (OCID): ocds-h6vhtk-03379d

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Section I: Contracting authority

I.1) Name and addresses

Transport for London

5 Endeavour Square

LONDON

E20 1JN

Contact

Mr Nadeem Iftikhar

Email

TfLOHSystemsProject@tfl.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

TfL Occupational Health solutions

Reference number

DN612380

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

We (TfL) are looking for an end-to-end Occupational Health system and are engaging the market to better understand solutions that can meet our Occupational Health (OH) needs. We are taking a user-centric approach and are particularly interested in understanding what good user experience looks like.

This Prior Information Notice

This PIN is issued by Transport for London (TfL) and seeks to inform the market of a request for Market Sounding Questionnaire (MSQ) responses and supplier solution demos. We aim to obtain market feedback in relation to what OH IT solutions can offer and what good user experience looks like. These findings will inform our requirements should we proceed with formal market engagement, such as an Invitation to Tender (ITT). Further detail on the objectives of such a solution are set out in Section II.2.4) – Description of the procurement.

We would like those parties that may be interested in such an exercise to identify themselves and respond to the attached Market Sounding Questionnaire (MSQ), which contains key information. We will look to undertake meetings and software demonstrations with selected organisations. Please note that to do so (and in order to access future tender exercises published by TfL), organisations will need to register as a supplier via the following link:

<https://procontract.due-north.com/Register>

Any party that is already registered should log onto TfL's e-procurement portal and express their interest.

<https://procontract.due-north.com/Advert?advertId=26e20726-acd2-ec11-8114-005056b64545>

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

TfL's strategy for Safety, Health and Environment

The Mayor of London, Sadiq Khan, has an ambitious programme to deliver an affordable, accessible, and safe transport network for London. To support this, we (TfL) created a new Safety, Health and Environment (SHE) directorate in April 2020. This directorate has a key role to play in supporting our business to deliver on its Vision Zero target of nobody being killed or seriously injured on the transport network by 2041. The SHE directorate is also responsible for coordinating actions to deliver our Corporate Environment Plan and reach net zero carbon emissions across its operations by 2030.

Occupational Health

We (TfL) employ more than 30,000 people and are the licensing authority for more than 135,000 taxi and private hire drivers. Our Occupational Health & Wellbeing (OH) team provide a broad range of advice and services to manage health-related risks and support the business in meeting HSE legislative requirements. The team's work supports the business in managing employees who have health-related issues, with the aim of enabling them to continue to engage in meaningful and productive work. The OH team provide the following services:

- Medical advisory services
- Treatment services (Physiotherapy; Counselling and Trauma)
- Wellbeing; and

- Drugs and alcohol assessment and treatment services.

Clinical staff work closely with managers across the business and external consultants to ensure that staff continue to meet regulatory compliance for operational roles and to help staff stay in meaningful work or return to work following a period of illness. OH also perform pre-employment medicals and periodic checks for staff in safety critical roles. The team also provide supporting services to the wider GLA family and the Taxi and Private Hire team.

New Occupational Health Technology Project

We are looking for an end-to-end Occupational Health system which supports Occupational Health processes, including Referrals, Assessment, Treatment and closure of Occupational Health cases.

Our OH administration has a high reliance on manual and paper-based processes. Several disparate solutions have been deployed as tactical fixes which impact OH operational effectiveness

We seek to hear from organisations which deliver products with a User Centred approach; that is implementation of an Occupational Health case management system characterised by an exceptional user experience (UX) which not only satisfies user requirements, but provides focussed and clear user journeys and aims to minimise the number of workflow process steps to complete a transaction.

The User Centred approach should be driven and refined by user-centred evaluation and should address the whole user experience from an explicit understanding of users, tasks, and environments .

Capabilities to be delivered by the OH solution must include the following:

- Appointment booking, scheduling, notification and alerts
- Data input, note capturing, document storage/management and medical test result storage
- Support of health surveillance safety critical medicals
- Reporting from medical records
- Auditability of all user actions
- Ability to export data flexibly and dynamically in appropriate formats (e.g. for PowerBI analysis)

Solution Maturity:

We seek organisations who understand Occupational Health practice and regulation, who have demonstrable competence (e.g. track record of OH system delivery) and who will require little or no domain knowledge from an Occupational Health Subject Matter Expert to satisfactorily demonstrate their product and how it satisfies requirements.

Successful procurement is dependent on continuity of our current OH services. To this end we believe that Commercial Off The Shelf (COTS) products are better suited to our needs as we expect them to require significant less configuration (and therefore OH subject matter expertise) than solutions built to meet our needs (e.g. custom development houses).

II.3) Estimated date of publication of contract notice

31 January 2023

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

Section VI. Complementary information

VI.3) Additional information

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.

