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Planning

VCS Coach Management System

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-023963

Procurement identifier (OCID): ocds-h6vhtk-04865a

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Section I: Contracting authority

I.1) Name and addresses

Transport for London

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LONDON

E201JN

Contact

Jack Crowson

Email

jackcrowson@tfl.gov.uk

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

VCS Coach Management System

Reference number

ICT14653

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. 3.3 acres.

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 throughout

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) by no later than 12:00 midday 30th August 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 invited to an open day (week commencing 2nd September 2024).

II.3) Estimated date of publication of contract notice

1 March 2025

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

Problem Statement for the Coach Management System PIN (2024/S 000-003803):

Background:

- Victoria Coach Station is the largest Coach Station in Europe.
- Managing services that run throughout the UK and Europe including domestic tour operations.
- We work with 16 of the main coach operators and independents.
- Victoria Coach Station is a 365, 24x7 operation with annual volumes of:
 - a) 220,000 coach departures and arrivals
 - b) Circa 20m passenger throughout

What TfL are looking for:

We are looking to procure a new Coach Management System to support our operations at London's Victoria Coach Station aligning to TfL Coach strategic roadmaps.

- Revenue & Planning
 - a) Revenue growth
 - b) Integrate and improve scheduling and planning
 - c) Dynamic tariff management
- Strategic focuses
 - a) Improve safety performance
 - b) Enable Improvements to our Operating model
 - c) Improve the customer offering, enhance the experience for coach passengers

Problem Statement:

How we might: replace the end-of-life Bus Information Display System at Victoria Coach Station (VCS) with a modern Coach Management System solution.

For: Coaches Operations Team, Coach Operating Partners, Coach Passengers (Customers)

So that:

- a) we provide an improved service to meet our customer demand
- b) we improve efficiency and increase revenue
- c) we adhere to all required standards and regulations
- d) we streamline processes through automation and improved system integration
- e) we support and maintain an up-to-date system that is able to respond to future requirements and changing business practices

The Key Areas that we would like to explore:

- Schedule Management:

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

- Invoice Management:

- a) 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:

- a) Dynamic charging factoring in Demand levels and associated Business Rules

- Coach Gate Management:

- a) Automated management of gates and platforms to align to schedules and coach station business rules. Manual approval and override capability.

- Route Service Updates

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

- Customer Information

- a) Automated, system driven, real-time information updates displayed on customer displays

- Station Access Management (vehicle entry/exit)

- a) Automated capture the date, time and identity of vehicles entering, exiting and traversing the designated vehicle movement areas (VMA). Integration with ANPR camera system

- Vehicle Information Management

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

- b) Integration with DVLA and coach operator records for automated updates

- Reporting Tools

- a) Dynamic reporting capabilities with integration with in-house reporting suites (PowerBI) for TfL management reporting and analysis

- Hardware & Software support

- a) Management and Support of existing hardware such as customer display screens, ANPR cameras and system solution software, including ongoing maintenance and updates

Supplier Options:

From our initial market exploration, we recognise that a single supplier may not be able to deliver all the requirements. We are open to options that could include:

- Single supplier

- a) If the solution meets all of TfL's needs

- Supplier partnerships

- a) Suppliers working together to provide a solution. This usually involves one supplier leading the contract and subcontracting components of the solution to a partner.

- Multiple suppliers, TfL Integration

- a) Different suppliers providing significant components of the solution in collaboration with TfL. TfL would act as systems integrator

- Any other options?

a) Open to suggestions from suppliers

What next:

This is an exciting new opportunity to create a modern, forward thinking and future proofed coach management system for Victoria Coach Station which could also show potential to be further utilised across London.

Upon expression of interest, TfL would like to invite suppliers to an Operational Open Day to demonstrate the Coach station operational methods so potential suppliers can see firsthand how they may be involved.

This problem statement is available in PowerPoint upon request.