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Planning

Establishment Planning - Train and Station Staff Scheduling Software

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-033138

Procurement identifier (OCID): ocds-h6vhtk-0416fb

Published 9 November 2023, 9:56am

Section I: Contracting authority

I.1) Name and addresses

Transport for London

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LONDON

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Contact

Jamie-Lee Curtis-Fox

Email

jamieleecurtisfox@tfl.gov.uk

Telephone

+44 7468899084

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/>

Buyer's 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

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

Establishment Planning - Train and Station Staff Scheduling Software

Reference number

ICT13473

II.1.2) Main CPV code

- 48330000 - Scheduling and productivity software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

This early market engagement questionnaire (EME) is issued by Transport for London (TfL) and seeks to understand the market and supply of Train and Station Staff Scheduling software. Our current contract ends December 2024, in light of this TfL would like to better understand the market and gather feedback relating to the supply of this software and ascertain any future ambitions within the market. The current system is performing well and meets all the current business requirements and therefore Information that is gathered throughout this process will assist TfL in the assessing the current market and determine the future procurement strategy including whether there's benefit to be found in a competitive process.

Information is requested in relation to the requirements described within this document. Your response is important as it will allow a better understanding of the current market offerings, to inform TfL's objectives and influence the finalisation of the procurement position (please note TfL is not making any commitment to tender following this EME exercise and this is just a request for information).

If you are interested in being part of this process then please contact us via email by 14:00 22nd November 2023 at: Jamieleecurtisfox@tfl.gov.uk and we will send, following this there may be a further EME activity including 121s.

For your feedback to be considered, your completed EME Questionnaire must be received by 14:00 Friday 24th November 2023.

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

- UKI - London

II.2.4) Description of the procurement

This Early Market Engagement is to gain a better understanding of the market and all options available for the supply of scheduling software. Information gathered throughout this exercise will then be considered throughout the creation of the business case for these services and aid the future contracting decision and procurement strategy for TfL.

TfL require scheduling software, to provide rosters for train and station staff. To support the planning and rostering of staff to ensure that there is always sufficient coverage for both trains and stations. Our current scheduling software provides us with the Train Staff Scheduling System (TSS), which produce duty schedules and rosters for all London Underground (LU) Lines (representing 11 lines and nearly 3000 train staff) and the Station Staff Scheduling System (SSS), which produce rosters for all grades of staff, comprising of more than 5000 employees working at 270 locations, producing more than 1000 annually. The supply of support and maintenance of the train staff scheduling system, comprises 1000 hours of support for enhancements and development as well as maintenance including multiple scheduled updates each year.

The current system is customised for LU to create anonymous duties over the 7-day week with several scheduling outputs including permanent rotas for shift planning and tools for on the day management.

Staff Scheduling Team Overview: The Staff Scheduling team produce duty schedules and rosters for all Train Operators and Station Staff across all eleven London Underground lines. Our focus involves forward planning of train work and station activities to ensure that all tasks are mapped to duties. Employee assignment and real-time on the day alterations and coverage are not in scope as these activities are the responsibility of other teams using other systems.

Any future system investment must include:

- Automated production of rosters
- Automated production of duties for all train work/tasks in a 24-hour period
- Intuitive user interface that enables user configurable parameters

Train Staff Scheduling - Train Staff Scheduling aims to break up the train work from a timetable into duties that are compliant with agreed scheduling parameters. This is currently carried out using a mixture of automatic and manual processing.

Train Staff Scheduling software requires the ability to:

Import a set of timetable files - These are produced by the Timetables team using a separate in-house application for permanent long-term scheduling and for temporary engineering and bank holidays.

Setting and adjusting of scheduling parameters - To manage the control of Trade Union framework agreements and margins such as for maximum driving time and meal break allowances.

Automatic duty compilation with end user configurable parameters - To reach the best viable solution it needs to be possible to adjust settings to manipulate the results of the final duty solution such as to ensure a balance of duties across the different personnel locations on a line.

Manual duty compilation that is compliant with scheduling parameters - To make manual changes after automatic compilation to ensure the solution will meet the operational needs of the business while being validated against the set scheduling parameters.

Automatic roster compilation with end user configurable parameters - To populate a roster with the duties that have been compiled to be followed by each train operator.

Manual roster compilation that is compliant with scheduling parameters - To make manual changes after automatic compilation to ensure the solution will meet the operational needs of the business while being validated against the set scheduling parameters.

Production of duty schedule and roster reports - Export in a word-based format of required outputs

Duty Schedule: A list of anonymous duties each showing the book-on/off times and locations and the train work to be carried out by a train operator. The combination of all duties on the schedule covers all timetabled train work.

Roster: A list of permanent duties and rest days for train operators to follow on a weekly basis.

Exporting of SAP files - For separate loading into a SAP based system where staff assignment is carried out by other parts of the business.

Station Staff Scheduling - Station Staff scheduling aims to ensure each station has the required minimum number of staff on duty and that key station tasks are assigned to duties throughout the day. Many tasks are grade dependent and up to 7 different grades are scheduled across a group of stations, with the network broken down into multiple areas and groups. This is carried out using a mixture of automatic and manual processing.

Station Staff Scheduling software requires the ability to:

Import a set of workload files - These are csv files produced by different teams with information such as station opening times and passenger demand requirements.

Setting and adjusting of scheduling parameters - To manage the control of framework agreements and margins such as for maximum working time and meal break allowances.

Automatic duty compilation with end user configurable parameters - To reach the best viable solution it needs to be possible to adjust settings to manipulate the results of the final duty solution.

Manual duty compilation that is compliant with scheduling parameters - To make manual changes after automatic compilation to ensure the solution will meet the operational needs of the business while being validated against the set scheduling parameters.

Automatic roster compilation with end user configurable parameters - To populate a roster with the duties that have been compiled to be followed by each member of station staff.

Manual roster compilation that is compliant with scheduling parameters - To make manual changes after automatic compilation to ensure the solution will meet the operational needs of the business while being validated against the set scheduling parameters.

Production of duty schedule and roster reports - Export in a word-based format of required outputs.

Exporting of SAP files -For separate loading into a SAP based system where staff assignment is carried out by other parts of the business

Staff are rostered at both 24 hours a day and the software will need to be able to do this over the course of the year. However, there are slight differences to the requirements

between Train and Stations staff scheduling which are covered above.

II.2.14) Additional information

If you are interested in being part of this exercise, please email Jamieleecurtisfox@tfl.gov.uk and the questionnaire will be shared with you, following this, as stated there may be further EME events, which may include supplier presentation meetings.

Interested parties should note that TfL reserves the right to cancel or vary this procurement process at any point and will not be liable for any costs or expenses incurred by interested parties in responding to this opportunity.

II.3) Estimated date of publication of contract notice

10 November 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

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