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Planning

Staff Travel Service

Transport for London

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

WS2353966246 / tfl_scp_002536

Description

To ensure the consistent operation of Transport for London's (TfL) London Underground (also known as the Tube) network, it is essential that customer service staff, train drivers, signal engineers, and service control personnel can reach their workplaces during periods of reduced public transport service (i.e., from midnight to 6:00 am).

A Staff Travel Service has been in place since the 1980s, providing transport for London Underground (LU) operational staff to their starting locations and returning them to drop-off points closest to their homes. This service enables staff to be present in time for the first train and to return home after the last train.

In addition to LU staff, other business areas within TfL also utilise the service on an ad hoc basis for emergency situations and other unforeseen circumstances.

The Staff Travel Service is critical to maintaining day-to-day operations. If staff are not present at their place of work on time, it can have a significant knock-on effect across the LU network resulting in train cancellations, delays, and station closures.

TfL is considering the re-procurement of the Staff Travel Service and will be issuing a Market Sounding Questionnaire (MSQ) to gather insights on service capabilities, commercial models, innovation, and market capacity.

Contract dates (estimated)

- 4 April 2027 to 3 April 2030
- Possible extension to 3 April 2032
- 5 years

Main procurement category

Services

CPV classifications

- 60100000 - Road transport services
- 79997000 - Business travel services

Contract locations

- UKI - London
-

Engagement

Engagement deadline

18 July 2025

Engagement process description

To participate in the Preliminary Market Engagement (PME) for the Staff Travel Service, please email StaffTravelProcurement@tfl.gov.uk to express your interest.

You will then be added to TfL's mailing list for the Staff Travel Service PME and will receive the Market Sounding Questionnaire (MSQ) pack via return email. Please note that the deadline for submitting the completed MSQ is 18 July 2025.

By expressing your interest, you will also be invited to participate in any future rounds of PME that TfL may conduct in relation to this project.

Contracting authority

Transport for London

- Public Procurement Organisation Number: PHMT-6197-NWNZ

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Organisation type: Public authority - central government