|  |
| --- |
| **TfL 96851 - Early Market Engagement - Cash Management Machine Maintenance** |

**General Information**

Top of Form

**Introduction**  
  
This Early Market Engagement Questionnaire is issued by Transport for London (TfL) to obtain market feedback on the procurement of maintenance services for cash management machines.

In 2015 TfL purchased new equipment which was installed at (London Underground) LU Stations.

These machines:   
Count cash  
Dispense cash  
Retain cash  
Record and reconcile cash  
Report remotely transactions and machine status,

There are now over 270 of these machines located at LU stations. Connectivity for data and management is via a 4G router.

These machines consist of combinations of machine types:

RCS400  
RCS800  
SDM500 and   
SDM504S

<http://www.scancoin.com/en/Product_Guide/Recycling%20Cash%20Solutions.aspx>

These machines were manufactured by ScanCoin (now known as PayComplete).

Although the level of cash payment for travel has reduced over the last five years with the growth of Contactless debit/credit cards use, TfL intends to continue to accept cash at LU stations and therefore keep cash management machines. Use per machine has reduced broadly in line with the move away from cash.

In any future contract, the supplier will be responsible for maintaining the equipment so that it performs in accordance with all design and operating parameters. The maintenance of the cash management equipment will be required on a fully inclusive basis including related no fault found, 3rd party damage, operator error or misuse.

The supplier shall be responsible for all requirements, including but not limited to the supply of all labour (including related no fault found visits), overheads, consumables, and materials. The Supplier will need to hold adequate stock to meet reactive services needs (and any fault reduction and preventative maintenance initiatives).

There will also be a requirement to replace these machines from time to time.

There will be some Transfer to Undertakings (Protection of Employment) (TUPE) required at the start of the contract.

**Packaging of Works**

**\* 1.** TfL would like to gauge interest in the market for the different work packages – to determine how many contracts we should have. Please indicate your interest by ticking the appropriate box**.**

Interested for maintenance only

Interested as a machine supplier only

Interested in both maintenance and machine supply

Not interested - reason for not being interested



**TUPE**

**2.** Can you confirm if you have experience of TUPE and approximately how many staff were involved each time (last three years)



**Volumes**

**3**. The volumes for maintenance calls are estimated at 300 Calls a month on average, of which around 10-15% require engineer attendance on site. Can you confirm that you that this level of calls would not be a detriment to you responding to this work?

**Pricing**

**\* 4.** Pricing for Maintenance – please provide a pricing mechanism for maintenance works?

**PayComplete/ScanCoin**

**5.** Please confirm that you are able to service PayComplete (formerly ScanCoin) machines? What further information would you need**?**

**Machine Replacement**

**6.** Current CHD provided by PayComplete (formerly ScanCoin) are coming to an end of life. TfL are considering gradual device replacement over a period of approximately 5 years. We look at the supplier to give us a programme of how this could be achieved.

**7.** In addition to the device replacement programme, TfL are seeking to understand whether a mixture of current and new devices can be run concurrently and how this would be managed by the supplier.

**Service Level Agreements (SLAs)**

**8.** Please provide details on the top 3 Service Level Agreement (SLAs) you would expect to see for this type of service including how these could be measured. **SLAa** measures the performance of a service and goals are defined and the service level gives the percentage to which those goals should be achieved i.e. machines must be working X% of the time.

|  |  |
| --- | --- |
| **Top 3 SLA’s** | **Measurement** |
| 1. First time fix rates | Engineer monitoring software |
| 1. Uptime % | Would need data access |
| 1. Resolution time | Engineer monitoring software |

**Future Technologies**

**9.** Would you please give us your views on where you see the technology on cash management machines moving to?

**Contact Details**

**10**. Please provide your Organisation’s name and contact details.

**Early Market Engagement Return**

**11.** Please send your response to [kevinreilly@tfl.gov.uk](mailto:kevinreilly@tfl.gov.uk) by no later than 5pm on Friday 30th September 2024. Along with the response we will accept any electronic brochures and/or innovative technology

**About**

Transport for London is part of the Greater London Authority family led by Mayor of London. We are the integrated transport authority responsible for delivering the Mayor’s transport strategy.  
  
TfL runs the majority of London’s public transport services, including the London Underground (LU), London Buses, the Docklands Light Railway (DLR), London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the London Cable Car.   
  
Additional company information about Transport for London can be found by following the links below  
  
Annual Report and Business Plan 22/23: <https://tfl.gov.uk/cdn/static/cms/documents/annual-report-and-statement-of-accounts-2022-23-acc.pdf>

About TfL: <https://tfl.gov.uk/corporate/about-tfl/>