

RSSB1976 – Developing of a Sustainable Stations Framework (T1074-01)

Q&A1 on Supplier Day 16/09/2015

Dear supplier,

Please find below a list of questions and answers addressed during the Supplier Day on 16 September 2015:

Ref.	Questions	Answers
1.	How can we get access to data sources from NR, TOCs, local authority etc?	There is not a lot of data collected about stations. We can assist the preferred supplier as a facilitator to obtain data from NR and other sources if available.
2.	What thinking has been done on what data should be collected?	We should be looking at data that will help measure and manage stations better.
3.	What are the wider measures - asset conditions, asset stewardship etc.	We are looking to see how the station performs operationally. Asset conditions, asset stewardship is not what we are looking for in this research.
4.	Are you interested in the soft issues?	Yes, we would be interested in data which is useful.
5.	On this route map does the industry know what data they are looking at? What do you mean by station performance? Who your audiences are?	We want this framework to be a management tool; it could be used by TOC Board, DfT and others to understand how stations are performing, benchmark and identify areas for investment or 'right-sizing'. DfT could be able to use the results to specify franchise requirements. Operators are now required to develop 40 year asset management plan; this should help support intelligent debate on service levels, return on investment etc.
6.	Do you want the bidder to think about piloting?	Yes, we want to understand how you intent to pilot the framework and who with.
7.	What is the concept of the pilot?	Testing the implementation (proof of concept) and understanding if the process works.
8.	Input measures or output measure may be more difficult to find from stations	We are looking for a pragmatic solution, but also to give much greater context and information to station performance.
9.	Do you have an idea of cost/timescales to implement?	We estimate the research project will take 12 months
10.	How do you define as a station?	The station itself and its environment/surroundings
11.	What are you hoping to get out this research - framework and its implementation?	This research is about developing the framework and identifying what good looks like. It is not about implementing which can be done by franchising.

12.	How do we identify the right stakeholder community?	That's for bidders to identify
13.	You have various parties funding improvement, each having different objectives and this can become very complex	Yes, however, they all want something in return. The dashboard will allow us to get under skin and understand benefits realisation
14.	Is this an evolving piece of work as things keep changing?	Context is important. Dashboard gives us the focus on operational performance throughout
15.	Is there are Pricing schedule? What is the budget?	Yes, please complete the breakdown of costs spreadsheet provided with ITT documentation published on Contracts Finder. The budget is in the region of £120,000 - £150,000.

General:

Stakeholder engagement will be an important element of the research to ensure views are reflected and secure buy-in to results, but the project is not about implementation.