Dear Supplier,

**Staff Hopper bus services – Request For Information (RFI)**

Background to the Project

Imperial college healthcare NHS Trust (ICHNT) is an NHS Trust based in North West London, and one of the largest NHS Trusts in the England.

The Trust employs approximately 13,000 employees, and manages five hospitals; St Marys hospital, Hammersmith hospital, Charring Cross hospital, Queen Charlotte’s and Chelsea Hospital and Western eye Hospital.

**The objectives of the RFI are to:**

* help the ICHNT gain insight into the supplier market
* help the ICHNT increase our knowledge and understanding of the solutions that may be available
* enable the ICHNT to gain better understanding of how suppliers may deliver an efficient solution, which helps us to achieve our strategic goals.

Outline Requirements and/or User Needs

**Staff Inter-site Travel – pre-market engagement questions**

The Trust has a requirement for staff inter-site travel between the Authority’s main sites at:

* Charing Cross Hospital, Fulham Palace Road, W6
* Hammersmith Hospital, Du Cane Road, W12
* St. Mary’s Hospital, South Wharf Road, W2

This has historically been achieved through the provision of three 16 seat mini buses using the schedule in appendix 1, however the Trust is interested in exploring alternative approaches to deliver this service.

Options considered, for which the Authority seek further suggestions, guidance and advice include:

1. Retain existing model of three mini buses with reduced operating hours
2. Reduce to 2 mini buses, doing a circular route in opposite directions
3. Use smaller vehicles with increased frequently of journeys between sites (up to 8 passenger seats)
4. Any or all of the above using a pre-agreed timed schedule
5. Any or all of the above on an unscheduled basis - completing set routes with vehicle tracking to ensure staff know when vehicle is due

**HIGH LEVEL STAFF INTER-SITE TRAVEL REQUIREMENTS**

* + A service to convey Authority Staff only, between the three sites listed above
	+ Frequent pick up and drop off times will be required from agreed pick-up and drop off locations
	+ The service is required between the hours of 09:30 and 16:00 i.e. the first journey would start no earlier than 09:30 and the last journey would start no later than 16:00.
	+ During this time/shift the driver(s) will collect the Authority Staff from the agreed pick up point and convey them to agreed drop off point as required
	+ Journeys only need to take place on weekdays, Monday to Friday, excluding bank holidays
	+ Authority Staff will provide staff ID prior to boarding the vehicle and may be transporting Pharmacy Goods/Medicines and medical equipment.

**Usage Data**

Included as an embedded spread sheet in appendix 2 is 12 months’ worth of data for how many passengers travelled on each journey during the period January 2023 to December 2023.

Initial analysis by the Authority concluded that there are low numbers of passengers on many of the journeys; with an average of only 5 staff, and never more than 9 staff on any one journey.

Using the information within this request for information and the data provided to conduct your own analysis, the Authority would request responses to the following questions:

1. What delivery model would you propose to provide this service for the Authority? Please describe your reasons for your proposal(s) and how or if this might change, or need to change if demand changed
2. How many and what style / type of vehicles would you use?
3. Please describe the number and configuration of passenger seats (excluding the driver) for any proposed vehicle.
4. How would / could your proposal(s) accommodate wheelchair users?
5. Based on your proposed model, what breaks would drivers require and how would this impact the frequency / timing of journeys?
6. If not already described in previous responses, would you recommend a pre-agreed timed schedule?
7. How would staff track these vehicles or service so as to know when to expect pick up and have real time information on any delays (if a scheduled service)?
8. Would you recommend a pre-booked seat model or turn up and first come first served basis?
9. If your proposed delivery model involves pre-booked seats, how would you administer this?
10. The Trust is keen to explore options for fully electric vehicles – if this is not within your proposed solution(s) and previous responses, please explain why fully electric was not selected and some of the considerations for using electric vehicles.
11. Please provide an indicative timeline for mobilisation, in particular, having proposed vehicles on site ready to start a new contract following formal confirmation of award.

**Appendix 1**

**Staff Inter-site Travel – current shuttle bus schedule**

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| **Shuttle bus schedule 1****Charing Cross Hospital to Hammersmith Hospital** |
| **Departure from** | **Time** | **Arrives at** | **Time** |
| Charing Cross Hospital | 8.00 | Hammersmith Hospital | 8.45 |
| Hammersmith Hospital | 8.45 | Charing Cross Hospital | 9.30 |
| Charing Cross Hospital | 9.30 | Hammersmith Hospital | 10.15 |
| Hammersmith Hospital | 10.15 | Charing Cross Hospital | 11.00 |
| Charing Cross Hospital | 11.15 | Hammersmith Hospital | 12.00 |
| Hammersmith Hospital | 12.00 | Charing Cross Hospital | 12.45 |
| Charing Cross Hospital | 12.45 | Hammersmith Hospital | 13.30 |
| Hammersmith Hospital | 14.00 | Charing Cross Hospital | 14.45 |
| Charing Cross Hospital | 14.45 | Hammersmith Hospital | 15.30 |
| Hammersmith Hospital | 15.30 | Charing Cross Hospital | 16.15 |
| Charing Cross Hospital | 16.30 | Hammersmith Hospital | 17.15 |
| Hammersmith Hospital | 17.15 | Charing Cross Hospital | 18.00 |

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| **Shuttle bus schedule 2****St Mary's Hospital to Charing Cross Hospital**         |
| **Departure from** | **Time** | **Arrives at** | **Time** |
| St Mary's Hospital | 8.00 | Charing Cross Hospital | 8.45 |
| Charing Cross Hospital | 8.45 | St Mary's Hospital | 9.30 |
| St Mary's Hospital | 9.30 | Charing Cross Hospital | 10.15 |
| Charing Cross Hospital | 10.15 | St Mary's Hospital | 11.00 |
| St Mary's Hospital | 11.15 | Charing Cross Hospital | 12.00 |
| Charing Cross Hospital | 12.00 | St Mary's Hospital | 12.45 |
| St Mary's Hospital | 12.45 | Charing Cross Hospital | 13.30 |
| Charing Cross Hospital | 14.00 | St Mary's Hospital | 14.45 |
| St Mary's Hospital | 14.45 | Charing Cross Hospital | 15.30 |
| Charing Cross Hospital | 15.30 | St Mary's Hospital | 16.15 |
| St Mary's Hospital | 16.30 | Charing Cross Hospital | 17.15 |
| Charing Cross Hospital | 17.15 | St Mary's Hospital | 18.00 |

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| **Shuttle bus schedule 3****Hammersmith Hospital to St Mary's Hospital**         |
| **Departure from** | **Time** | **Arrives at** | **Time** |
| Hammersmith Hospital | 8.00 | St Mary's Hospital | 8.45 |
| St Mary's Hospital | 8.45 | Hammersmith Hospital | 9.30 |
| Hammersmith Hospital | 9.30 | St Mary's Hospital | 10.15 |
| St Mary's Hospital | 10.15 | Hammersmith Hospital | 11.00 |
| Hammersmith Hospital | 11.15 | St Mary's Hospital | 12.00 |
| St Mary's Hospital | 12.00 | Hammersmith Hospital | 12.45 |
| Hammersmith Hospital | 12.45 | St Mary's Hospital | 13.30 |
| St Mary's Hospital | 14.00 | Hammersmith Hospital | 14.45 |
| Hammersmith Hospital | 14.45 | St Mary's Hospital | 15.30 |
| St Mary's Hospital | 15.30 | Hammersmith Hospital | 16.15 |
| Hammersmith Hospital | 16.30 | St Mary's Hospital | 17.15 |
| St Mary's Hospital | 17.15 | Hammersmith Hospital | 18.00 |

**Appendix 2: Staff hopper bus usage data**



**How to participate:**

* e-tendering Portal: Atamis: <https://health-family.force.com/s/Welcome>

**Timetable:**

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| --- | --- | --- |
| **What** | **When** | **How** |
| ICHNT to provide RFI information to suppliers | 29th April 2024 | Available via Atamis |
| Deadline for submitting response to the RFI | 13th May 2024, 5pm.  | Upload via Atamis |

**You should note that any information provided to you as part of this RFI exercise, either written and/or verbal, is Confidential.**

**You should note that this is a market research exercise only and is not an invitation to tender or invitation to offer an agreement.**

If you do not wish to take part in this exercise, it will not affect any current or future business with the ICHNT.

Participation in this exercise will not qualify you to provide services to the ICHNT and will not guarantee an invitation to submit an offer at a later date.

The ICHNT will not accept any liability for costs incurred by you in responding to this exercise.

All responses to the exercise will be confidential and managed accordingly.

If you have any questions regarding any matter relating to this market information exercise, you may submit them via Atamis.

Imperial College Healthcare NHS Trust would greatly appreciate your participation in this RFI exercise and thank you in advance for your time and effort.

Kind Regards,

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North West London Procurement Services

