SCHEDULE 2 – SPECIFICATION

Specification attached on the following page.

TRANSPORT for LONDON – COMMERCIAL, SURFACE TRANSPORT

VOLUME 2 – Specification

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0. DOCUMENT CONTROL

0.1 Document History

Version	Date	Changes since previous issue
V0.1	15/03/17	First draft
V0.2	21/03/17	Second draft
V0.3	27/03/17	Third draft

0.2 Final Version Approval

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1. ORGANISATIONAL OVERVIEW

1.1 Transport for London (TfL)

TfL is an executive body of the Greater London Authority, created in 2000 as the integrated body responsible for the Capital's transport system. Its primary role is to implement the Mayor of London's Transport Strategy and manage transport services across the Capital. TfL is made up of many predecessor organisations covering almost all transport modes in London, and therefore has the ingredients and accumulated experience to provide one of the largest integrated transport systems in the world.

TfL comprises of different modes. The modes are Surface Transport, Corporate, London Underground and Rail. TfL is a partner in Crossrail.

TfL manages London's transport network and is responsible for London's buses, the Underground, the Docklands Light Railway (DLR), London Overground, London River Services, Santander Cycle Hire, electronic vehicles and policing. TfL also runs Victoria Coach Station and the London Transport Museum.

TfL is responsible for 360 miles (580km) of main roads, and all of London's 4,600 traffic lights. In addition, it manages the London Congestion Charging scheme and regulates the city's taxi and private hire trade. TfL also promotes a range of walking and cycling initiatives across the Capital.

1.2 Business Unit

TfL's Consultation Team is responsible for the delivery of all consultations across all transport modes and business areas within TfL. The team consults and engages the public and other stakeholders to ensure TfL:

- Meets all statutory obligations to consult
- Makes informed decisions
- Delivers schemes and services that the public want
- Can minimise uninformed objections to proposals
- Involve the public and stakeholders in decision making processes
- Understands the needs of its customers and stakeholders

2. INTRODUCTION

2.1 Background

TfL are developing proposals for an extension of the Bakerloo line from Elephant & Castle to Lewisham via Old Kent Road and New Cross Gate. The first consultation on the Bakerloo line extension (BLE) took place in 2014 and asked for views on route options. TfL are now carrying out a second consultation on station and shaft options, which began on 9 February and will close on 21 April 2017.

There is significant public and stakeholder interest in the consultation. TfL has extensively publicised the consultation, to ensure that all those who may have a view have the opportunity to express it. TfL wishes to demonstrate that the analysis of responses to the consultation has been undertaken independently, to increase confidence in the outcomes amongst the public and other stakeholders. A service provider is therefore being sought to undertake statistical and thematic analysis of the consultation, thereafter contributing to TfL's production of a Consultation Report.

TfL's consultation hub exports all completed consultation questionnaires to an Excel spreadsheet format. Responses to the consultation received in hard copy or by email would be inputted to the consultation hub manually so that the Excel spreadsheet would be comprehensive in containing every response to the consultation.

The following channels will be made available to respondents to consultation to submit their comments:

- Completing an online Consultation Questionnaire made available via TfL's consultation 'hub[1]'.
- Email or in writing to Freepost TfL Consultations
- Completing a Consultation Questionnaire made available at a public exhibition or other event

2.2 Objectives

The key objective of this requirement is for a service provider to provide statistical and thematic analysis of responses to the Bakerloo line extension (BLE) consultation, and thereafter to provide outputs of this analysis which

[1] For details of this tool see https://consultations.tfl.gov.uk

would be included in a Consultation Report to be prepared and published by TfL. All work must be completed at least to the timings indicated in part 4 of this specification.

3. SCOPE

3.1 General Requirement

3.1.1 The purpose of this Invitation to Tender (ITT) is to invite proposals to achieve the objectives in Section 2.2.

3.1.2 The timeframes provided within section 4 of this specification are critical to TfL and it will be imperative for the service provider to meet these timescales in all cases. The service provider's bid must make clear how it would ensure it would meet these timing requirements.

3.1.3 TfL forecast that there may be around 6,000 responses to the consultation. The service provider must bid on this basis but provide a framework or a series of scenarios indicating how costs would vary if greater/fewer responses were received. Respondents to the consultation will be invited to submit their comments either through reference to a consultation questionnaire, or in free text to a TfL email or freepost address.

3.1.4 The Consultation Questionnaire is shown in Appendix 1. The timeframes provided within section 4 of this specification are critical to TfL. The service provider should ensure these timings are met.

3.1.5 The analysis of the consultation must include:

- Statistical analysis of the responses to closed questions contained within the Consultation Questionnaire and presentation of the outcomes of this analysis to the format required by TfL. Note: Appendix 2 contains examples of previous TfL Consultation Reports, including examples of how the responses to closed questions have been presented.

- The statistical analysis and the preparation of charts or tables to present the outcome of this analysis must be completed to the timings provided in section 4. The outcomes of this analysis would be presented in a Consultation Report produced by TfL.

- Postcode mapping of the responses to the consultation and the results plotted on a map. The format and design of the map is to be agreed with TfL. Depending on the extent of the responses to the consultation, the service provider may be asked for multiple maps; e.g. maps to plot responses across the UK, across London and/or in the local area specific to sites along the BLE. The preparation of maps must be to the timings provided in section 4. The outcomes of this analysis would be presented in a Consultation Report produced by TfL.

- Thematic analysis of the responses to the open questions contained within the Consultation Questionnaire and production of a 'Code Frame' to describe each of the issues raised by respondents. All responses to the consultation must be analysed in this way, including those received from stakeholder groups. Each code included in the Code Frame should clearly describe the issue raised by respondents and there should be no requirement for readers to refer back to the original response(s) to comprehensively understand the meaning of the code.

- The service provider must confirm in its bid that it will use no software-based methodology for the analysis of responses to the open questions in the questionnaire. **Please note: we require all open questions to be read by human analysts and not computer software**

- The code frame must be completed to TfL's satisfaction to the timing indicated in section 4.

- Written text, for inclusion in the Consultation Report prepared by TfL and published after consultation, must comprehensively explain to the public and other stakeholders the service provider's methodology in undertaking the analysis described in this specification. The text must be completed to TfL's satisfaction to the timing indicated in section 4. TfL will sign off final versions of all deliverables.

- At TfL's direction[2], data entry of responses received to the consultation in hard-copy or by email, for subsequent analysis. Based on previous consultations responses to the consultation may be by email or in hard copy, and so might require data entry.

3.2 Requirements in detail

The service provider must factor the additional detailed requirements into their bid, and explain how they would meet these in the accompanying documentation:

- Flag proactively to TfL any new codes proposed to be added to the Code Frame at least weekly, and most particularly any codes which relate to a request for a change to the scheme

- Notify to TfL as soon as is practical evidence of any orchestrated campaigns amongst their analysis of the consultation

[2] Should TfL receive a significant amount of hard-copy correspondence which would require data-entry before it could be analysed, TfL may request the Agency to input such material. The cost of this activity should be provided as optional within the Agency's quote.

- Identifying staff involved in the analysis process as key points of contact for TfL, and ensuring these staff are available at least by telephone, but also for face-to-face discussions during the analysis should TfL consider this useful. Identify additionally a point of contact TfL could use to escalate issues as necessary
- Make it clear how the service provider would verify and quality assure the analysis process, most particularly the analysis of open questions
- TfL may use the service provider's logo in the published Consultation Report, as demonstration of the independent nature of the analysis. The service provider is required to provide its logo to a format required by TfL, on request

4. DELIVERABLES / MILESTONES

The agency would be required to work to the following milestones.

Deliverable/Milestone	Timing relevant to consultation
Launch of consultation	09/022017
Draft specification for analysis work	13/03/2017
Specification reviewed by Consultation Specialist	20/03/2017
Specification reviewed by Assistant Commercial Manager	21/03/2017
Request for quote issued	w/c 27/03/2017
Clarification period: final date for any questions	07/04/2017
Bid submissions to TfL	12/04/2017 by 11.00am
Notification of award	18/04/2017
Contract start	25/04/2017
Set up meeting between TfL and service provider	25/04/2017 (AM)
First data set made available to agency by TfL	25/04/2017 (PM)
Close of consultation	02/05/2017
Final responses sent to service provider	05/05/2017
First draft iteration of Code Frame showing qualitative analysis of open questions required from Agency	19/05/2014
Consultation team to review draft code frame	22/05/2017-28/05/2017
TfL to meet with service provider to discuss draft code frame	w/c 29 May 2017
Final Code Frame showing qualitative analysis of open questions required from Agency	05 June 2017
TfL and service provider update meeting	w/c 05 June 2017
First draft charts showing quantitative analysis of closed questions required from Agency	16 June 2017

First draft text to explain the Agency's methodology in undertaking the analysis required	16 June 2017
Code Frame must be completed to TfL's satisfaction Charts showing quantitative analysis of closed questions must be completed to TfL's satisfaction The final deliverable should be the analysis of the coded comments reported to TfL.	23 June 2017

5. APPENDICES

Appendix 1

STANDARD QUESTIONS

- What is your name?
- What is your email address?
- What is your postcode?
- Are you? (Local resident, Visitor to the area, Business owner, Commuter, Employed locally, Not local but interested in the scheme, Other please specify…..)
- If responding on behalf of an organisation, business or campaign group, please provide us with the name:
- How did you hear about this consultation?
- Please tell us what you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)

BLE specific questions:

Elephant and Castle station

1. Considering the shaded area in the map for Elephant and Castle, where within this area do you consider suitable for a new Bakerloo line station?

Elephant and Castle to Old Kent Road 1 shaft

2. What is your preferred shaft location? A or B, none of them, have no preference

3. Please let us know if you have any further comments regarding the Elephant and Castle to Old Kent Road 1 shaft

Old Kent Road 1 station

4. What is your preferred station location? A or B, none of them, have no preference

5. Please let us know if you have any further comments regarding this station

Old Kent Road 2 station

6. What is your preferred station location? A or B, none of them, have no preference

7. Please let us know if you have any further comments regarding this station.

New Cross Gate

8. Do you have any comments on the site we are considering for the location of a new Underground station at New Cross Gate?

New Cross Gate to Lewisham shaft

9. Do you have any comments on the site we are considering for the location of an intermediate shaft between New Cross Gate and Lewisham stations?

Lewisham

10. Do you have any comments on the site we are considering for the location of a new Underground station at Lewisham?

11. Do you have any comments on the site we are considering for the location of a shaft at the end of the proposed extension in Lewisham?

The BLE proposals as a whole

12. Please let us have any further comments you would like to make about our extension proposals here.

Appendix 2 - Examples of Consultation Reports

TfL's Consultation Reports are routinely published online. The following links provide Consultation Reports for recently consulted similarly high-profile schemes to the Bakerloo line extension, including the first Bakerloo line extension Consultation Report published in 2015.

Bakerloo line extension – 2014 consultation
https://consultations.tfl.gov.uk/tube/bakerloo-extension/user_uploads/bakerloo-line-extension-consultation-report-final.pdf

North-South Cycle Superhighway
https://consultations.tfl.gov.uk/cycling/northsouth/user_uploads/csns-consultation-report-final.pdf

Cycle Superhighway 11
https://consultations.tfl.gov.uk/cycling/cs-11/user_uploads/cs11-consultation-report-final.pdf-1

SCHEDULE 3 – CHARGES

SCHEDULE 4 – PROJECT PLAN

Submission attached on the following page.