**REQUEST For INFORMATION**

**CUSTOMER: Department for Transport.**

**START DATE:** **05 August 2022**

**DATE RESPONSE REQUIRED:** **19 August 2022**

Dear Supplier,

We would like to notify you of an upcoming requirement, and by doing so we are keen to understand where the market stands in terms of our requirement below.

This Request for Information (RFI) seeks information relating to digital service development and maintenance. Please note the following general conditions:

* This RFI will help us to refine the requirements.
* We reserve the right not to proceed with a further competition.  Nothing shall constitute a commitment unless we undertake a further competition that results in the award of a Call-Off Contract.
* Should a Call-Off Agreement be awarded following a further competition, the Potential Provider agrees to supply the services in accordance with the Call-Off Terms provided within the ITT Pack.
* Any and all costs associated with the production of such a response either to a RFI or a further competition must be borne by the Supplier. We will not contribute in any way to meeting production costs of any response.
* Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
* No down-selection of Potential Providers will take place as a consequence of any responses or interactions relating to this RFI.
* We expect that all responses to this RFI will be provided by Potential Providers in good faith to the best of their ability in the light of information available at the time of their response.
* No information provided by a Potential Provider in response to this RFI will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Provider, in any subsequent formal procurement process.

**CURRENT SITUATION**

The Department for Transport (DfT) are making details of bus services available as open data, as required by the [Public Service Vehicle Open Data England Regulations](https://www.legislation.gov.uk/uksi/2020/749/contents/made). The scope of the open data encompasses timetable data, fares data, vehicle location (real-time) data and historic performance (punctuality) data.

The aim of open bus data into the Bus Open Data Service is to DfT facilitate a modal shift from private to public transport, ensure an upturn in bus patronage whilst ensuring the best possible experience for those who take the bus.

The DfT have commissioned the Analyse Bus Open Data Service (ABODS) to allow operators, local authorities and Government agencies to review the performance of the network by utilising the BODS datasets and provide valuable insights.

ABODS allows user to:

* Utilise data from BODS to establish stop-level performance
* Review Punctuality by Operator, Service, Timing Points/all Stops
* Speed Metrics
* Vehicle journey analysis
* Corridor creation to review all Operators/services within the corridor
* Feed monitoring / data availability

**OUR AIMS – WHAT WE WANT TO ACHIEVE**

We want to provide our users with a high quality and rich reporting experience to help establish the networks of the future and meet passenger expectations, plan and analyse BSIP projects and allow the Office of the Traffic Commissioner (OTC) to proactively monitor the performance of operators.

**WHAT WE ARE LOOKING FOR**

The supplier will provide a performance management service to ingest and match BODS datasets, analyse performance and integrate the results into an existing, open source front-end of the solution which could also be managed by the new supplier.

The supplier must also provide support, development, user research and business analysis capabilities for the delivery of new features for the Analyse Bus Open Data Service.

The supplier would be expected to demonstrate the following.

* Experience of public transport, including the aggregation of transport data. This must include scheduling, location data, fares across England (outside London) and using data standards such as TransXChange, NeTEx, NaPTAN, NOC, NPTG.
* Experience of delivering agile projects, inheriting development of an existing beta product and delivering the product into 'live' and then handing over the service to a 3rd party.
* Experience in projects involving the transition from the incumbent supplier and migrating data and processes to a new solution.
* Experience in service design, technical development, end-to-end testing and handover / transition of digital services, particularly in the public sector.
* Experience of iterating a product considering researching and working with a mix of user groups and stakeholders at all levels within organizations (ideally within transport), including webinars to promote the service and inform stakeholders.
* Experience in following the Government’s Technology Code of Practice: good technology choices helping users and saving money. Ideally include coding in the open and working with open standards and APIs.
* Experience in delivering digital projects aligned with GDS Service Design Manual, Service Standard, and passing GDS service assessments. This includes Security Health Check, Penetration Testing, Assisted Digital and privacy standards.
* Experience in robust risk management processes, including risk identification, mitigations and governance.
* Experience of open data policy, the roles of the government and the open data community and the benefits this provides.
* Provide hosting and management of ABODS.
* Provide 3rd line technical support during Business Hours (Mon-Fri 9-5, excluding Bank Holidays)
* Management of ongoing roadmap of improvements to reduce technical debt where identified
* Support with knowledge transfer, supporting documentation and handover activities to any future supplier as directed by DfT

**Please respond to the above questions at the earliest opportunity.**

**OUR TIMETABLE**

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| **DATE**  | **ACTIVITY**  |
|  05 August 2022 | Publication of the Request for Information  |
|  05 August 2022 | Clarification period starts  |
|  12 August 2022 | Clarification period closes  |
|  16 August 2022 | Deadline for the publication of responses to RFI Clarification questions  |
|  Midday 19 August 2022 | Deadline for submission of a RFI Response  |
|  W/C 22 August 2022 | Analysis of RFI responses  |
|  W/C 29 August 2022 | Confirm next steps to RFI Respondents  |

**QUESTIONS AND CLARIFICATIONS**

* Potential Providers may raise questions or seek clarification regarding any aspect of this RFI document at any time prior to the Response Deadline. Questions must be submitted via Email to Triumph.Okojie@dft.gov.uk / Jason.thrupp@dft.gov.uk
* Each question will be responded to separately.
* To ensure that all Potential Providers have equal access to information regarding this Procurement, responses to questions raised by Potential Providers will be published via Email to all those who express interest in this RFI
* Responses to questions will not identify the originator of the question.
* If a Potential Provider wishes to ask a question or seek clarification without the question and answer being published in this way, then the Potential Provider must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Provider will be invited to decide whether:
* the question/clarification and the response should in fact be published; or
* It wishes to withdraw the question/clarification.

**GENERAL CONTACT POINT FOR THIS RFI**

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