

9. ACCOUNT MANAGEMENT

Liaison between TfL and the successful agency is essential and is expected at all stages:

- Agencies should suggest processes to ensure that regular updates are sent to TfL
- If problems occur TfL expect to be informed by the following day
- Agencies may be required to attend meetings with TfL to supply updates and overviews of works carried out

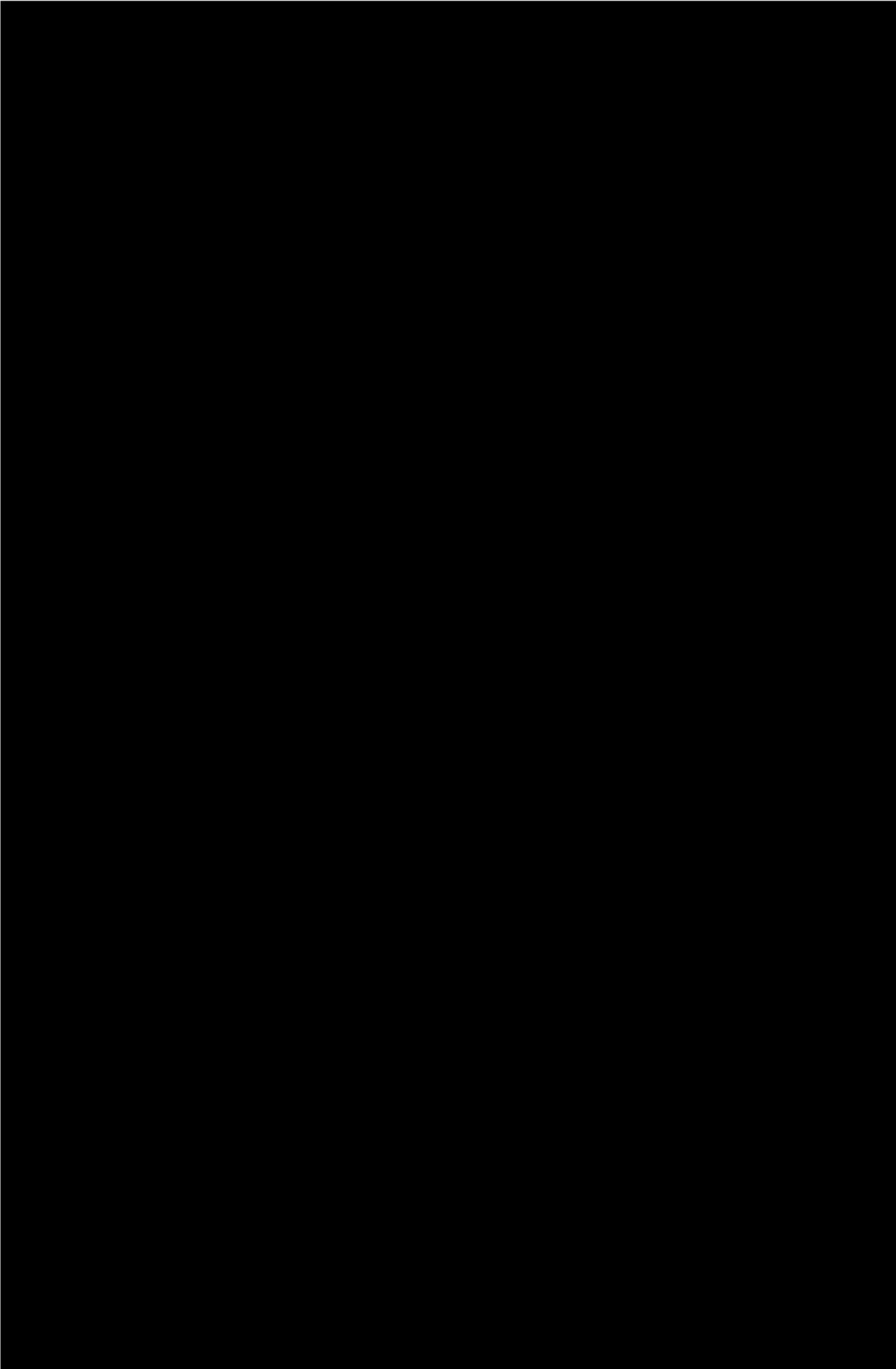
The research agency should clearly state who they propose will be working on the research project and in what capacity. In particular, the exact involvement of any senior agency staff mentioned as being part of the team should be made clear. This should include their relevant experience with transport industry research and in market research more generally.

The agency should also name the person who will be the day-to-day lead on the projects and with whom TfL would therefore tend to have most contact. TfL requires one main contact to ensure efficient communication

Agencies should also outline how they propose to mitigate any concentration of knowledge to individual staff members, in order to ensure consistency and smooth handovers in the event of staff changes.

Agencies will be required to attend meetings with CEI to supply updates and an overview of works carried out. Weekly email updates are also required to keep CEI up-to-date with the day-to-day management of the surveys.

If relevant, please provide details of how the agency team will fit TIQS alongside their other TfL work.

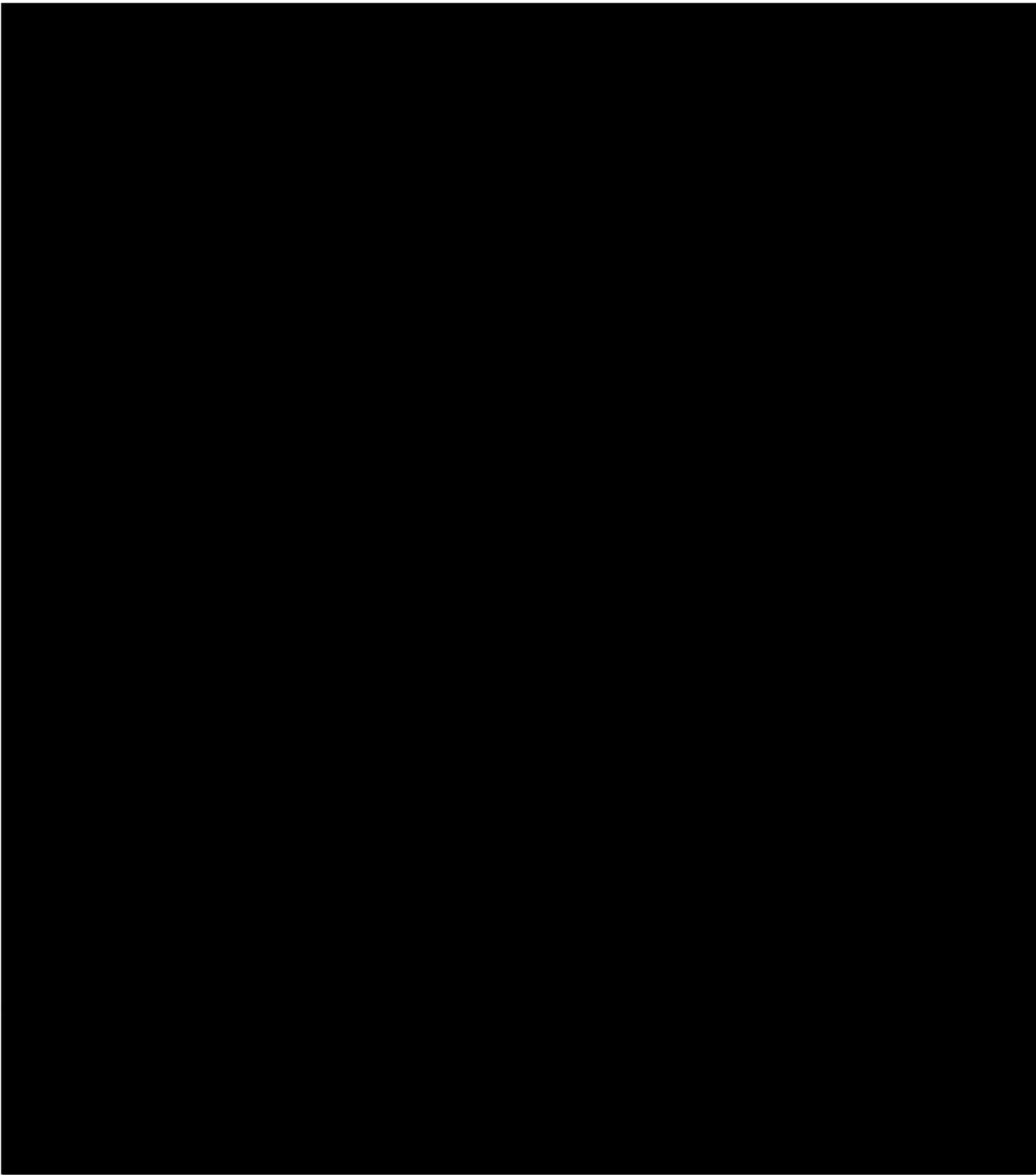


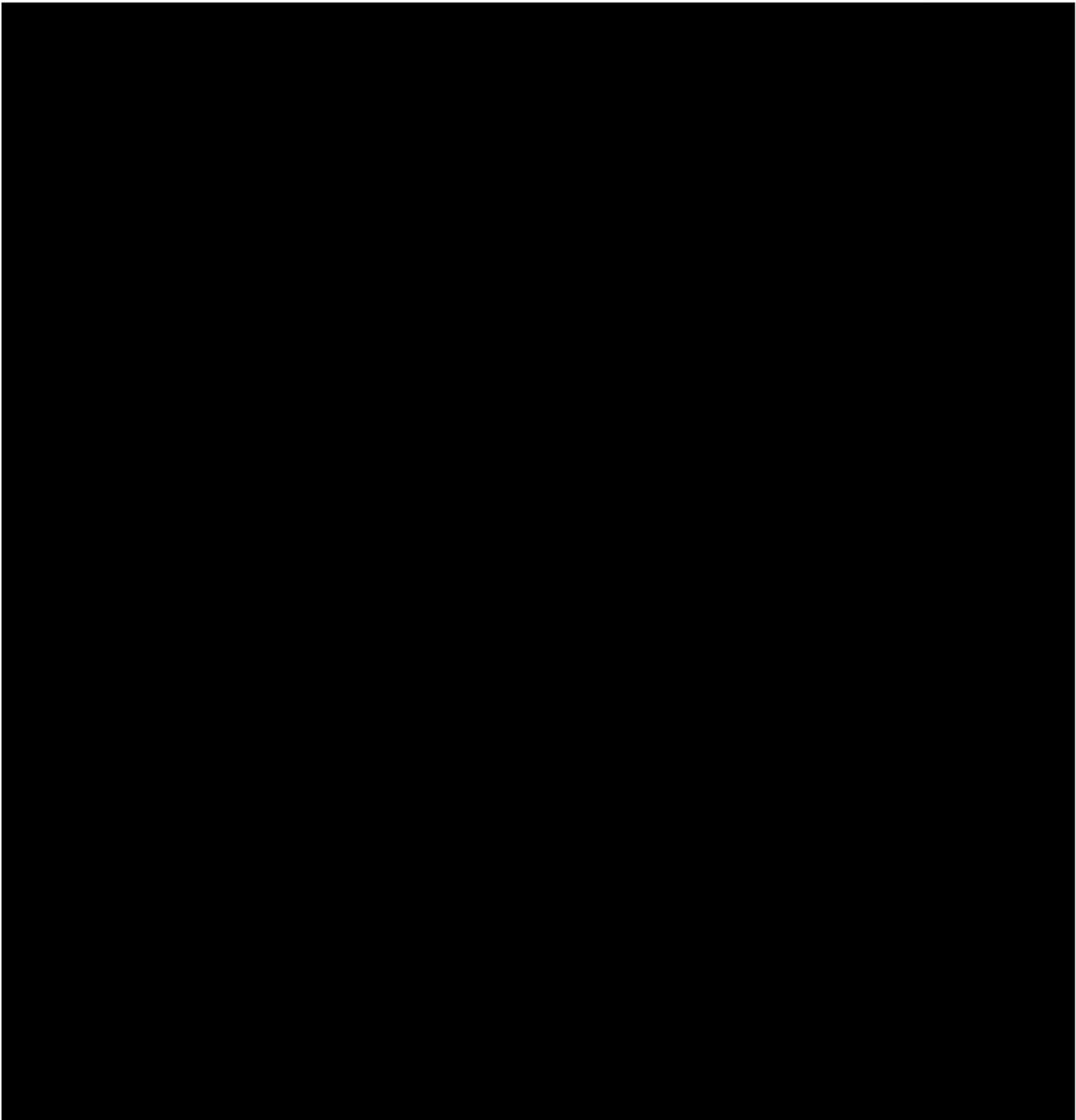


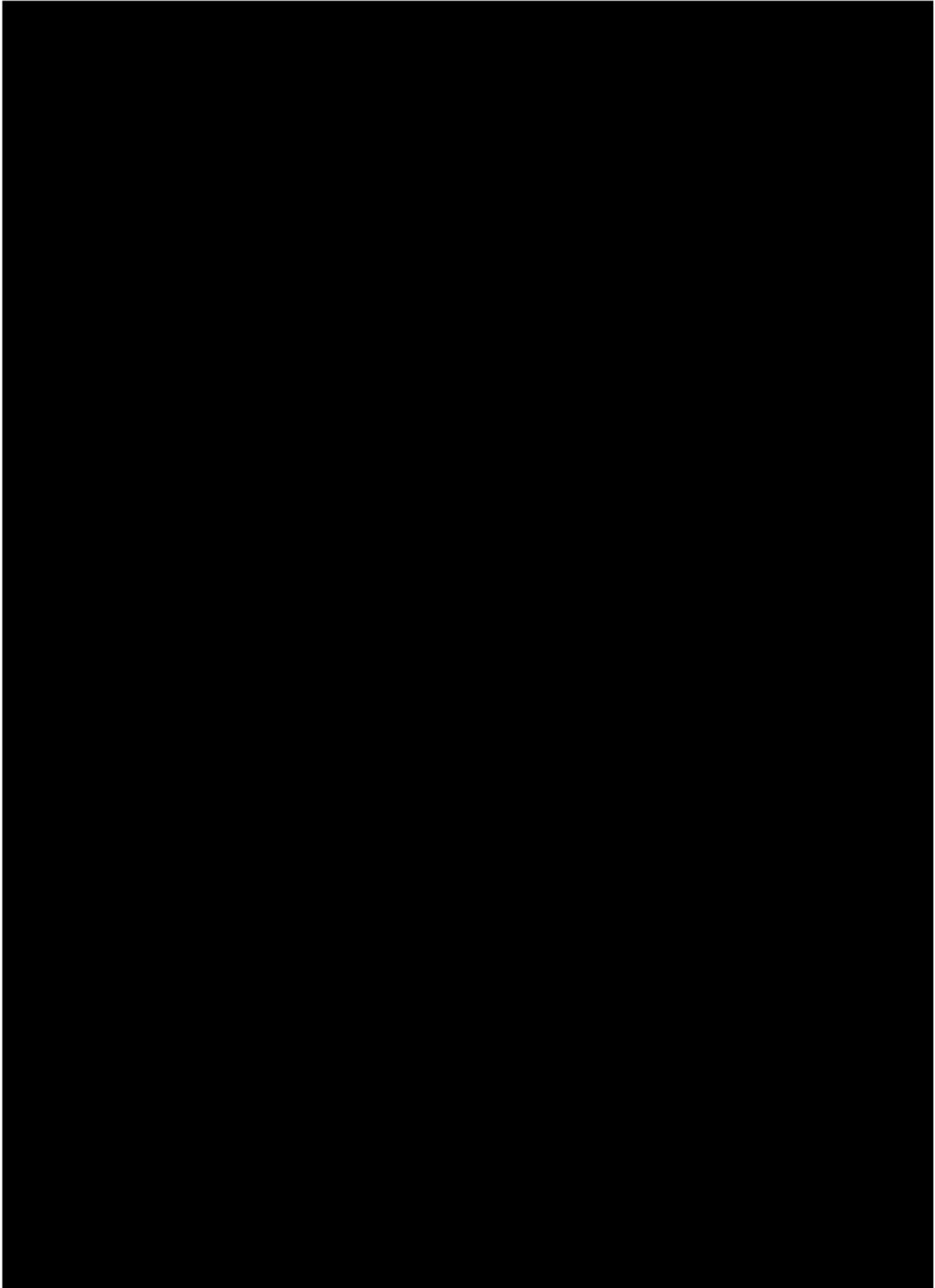
12. APPENDICES

- A1** TIQs LU Fieldworker Manual
- A2** TIQs TfL Rail Fieldworker Manual
- B1** London Underground – Current Fieldwork Schedule
- B2** TfL Rail Q2 Fieldwork Schedule
- C** LU Stations and NLC Codes
- D** LU “Top 14” and “Other 66 Stations”
- E** Shift time bands
- F** “Other 66” annual Rotations
- G** Kings Cross 3-way split
- H** TfL Rail Retailing Locations
- I** TfL Rail Application Staged Opening
- J1** LU Reporting Examples
- J2** TfL Rail Reporting Examples











2. Key Personnel

The Service Provider's Key Personnel (include grades and areas of responsibility):

As per TNS UK's Proposal submission date 25th January 2017

Attachment 3

