**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. To support this endeavour, the [Public Service Vehicles (Open Data) (England) Regulations](https://www.legislation.gov.uk/uksi/2020/749/contents/made) mandates bus operators to legally publish their service data to the Bus Open Data Service (BODS). The programme of work undertaken to deliver BODS by DfT requires bus operators to provide their route, timetable, location and fares data BODS using agreed data standards. The current requirements for operators to provide service data to BODS does not include flexible and demand responsive services. The current TransXChange PTI (TxC-PTI) profile for BODS states:

“TXC-PTI does not need, at this time, to specify how these elements shall be completed. This will be the subject of a later revision.”

In recent years there has been an increase in interest and number of services operating demand responsive, flexible and innovative bus services in areas where standard fixed route and timetable services are not viable. These services are increasingly becoming important to the overall network design in such areas. The lack of support in the TxC-PTI profile and therefore BODS is increasingly at odds with the requirements of operators and information needed by passengers.

The Department for Transport therefore needs the TxC-PTI profile to be updated to support demand responsive, flexible and emerging service types.

# OUR AIMS – WHAT WE WANT TO ACHIEVE

High quality and accurate flexible service data will significantly further the ability of BODS to deliver a comprehensive national open buses dataset and ultimately digitally transform the delivery of bus services and enhance the passenger experience. The complete development of flexible service data standards and the subsequent publishing of flexible service data of a service that would comprehensively support operators and local authorities (who operate their own services) to create & publish flexible service data as well as support journey planner provide flexible service information to aid passenger journey planning.

# WHAT WE ARE LOOKING FOR

The supplier must provide user research, business analysis, support documentation and technical solutions capabilities for the extension of the TxC-PTI profile to cover demand responsive services and flexible services. This includes subject matter expertise on TransXChange and NaPTAN public transport data standards. The supplier would also be required to provide technical support in the use of SIRI data standards, the profile and matching the TxC extension with the existing data standards.

The supplier would be expected to demonstrate the following.

* Access to CEN TC278 working group 3.
* Experience of implementing Transmodel concepts into data standards.
* Experience of public transport, including transport data standards. This must include scheduling / fares across England (outside London) and real time information using standards such as TransXChange (particularly v2.4 PTI profile), NeTEx, NaPTAN, NOC, NPTG.
* Experience of documenting standards including guidance documents.
* Experience of supporting agile projects in designing, developing and implementing technical solutions to support data validation.
* Experience of working with a mix of user groups and stakeholders at all levels within organizations (ideally within transport).
* Experience in developing and delivering training material in a variety of formats and styles to different audiences working with industry groups including Album and CPT.
* 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.

**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](mailto:Triumph.Okojie@dft.gov.uk) / [Jason.thrupp@dft.gov.uk](mailto: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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