



Supplying to TfL Online

Our digital solutions help people get the best out of travelling in London. To do this, we need to be consistent, efficient and effective across all digital channels, while continuing to develop faster, more accurate and responsive solutions.

To help us explore and deliver these, we sometimes work with external suppliers. This document outlines how TfL Online appoints such suppliers, and what we expect when working together.

Audience

- Suppliers
- Project managers
- Relationship managers

Guidelines

1. Digital framework

As an organisation that receives public money, we follow European Union legislation that requires us to work with a framework of suppliers that is agreed as part of an [Official Journal of the European Union \(OJEU\)](#) tender process.

TfL Online's current framework expires in 2015. However, we're always keen to hear from suppliers of digital solutions who may wish to tender and join our framework in future.

The OJEU evaluation process is rigorous, with potential suppliers measured against a range of pre-determined criteria related to business capability, technical competence and pricing. This enables an objective evaluation of tender submissions and ensures all decisions to award contracts are fair.

When appropriate, we may also occasionally run mini-competitions. To be considered for one of these, you must be an existing supplier or provide services that are not available on our current framework.

2. Working with us

We expect all our suppliers to be competent in a range of project methodologies, and to display a high amount of rigour when managing projects on our behalf.

Given the pace of change in our area, we also expect suppliers to adopt a flexible approach, and to work in an open and transparent way.

For many projects, we will expect suppliers to work in our central London offices alongside our core team, sometimes for extended periods of time. We've found this is cost-effective and speeds delivery to market, while also promoting collaboration and knowledge-sharing.

3. Complying with our standards

We take our security, privacy and accessibility obligations seriously, and are committed to ensuring our digital services are safe and usable for everyone who needs them.

This means all work completed for us will need to comply with applicable laws and regulations, and conform to the requirements outlined in [TfL Online's Digital Toolkit](#).

To ensure compliance, all work will be sent for testing by an independent third-party supplier, who will determine whether it meets our strict acceptance criteria.

4. Becoming a supplier

You can learn more about TfL's procurement process and how to register as a supplier by visiting the [Supplying TfL](#) section of the TfL website.

Why we do this

As potential suppliers are measured against a range of pre-determined criteria, it enables us to evaluate tender submissions objectively and ensures all decisions to award contracts are fair.

We're also keen to promote a consistent, accessible user experience and protect the TfL brand, which means our suppliers need to comply with applicable laws and conform to the requirements outlined in our Digital Toolkit.

Type: Guidelines
Owner: TfL Online Compliance
Department: TfL Online

Version history

Version	Date	Summary of changes
1.0	06/12/2013	First issue

Review history

Name	Title	Date	Comments
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