Supplier guide
Everything you need to know about being a TfL supplier
About Transport for London (TfL)

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor’s aims for transport.

We have a key role in shaping what life is like in London, helping to realise the Mayor’s vision for a ‘City for All Londoners’. We are committed to creating a fairer, greener, healthier and more prosperous city. The Mayor’s Transport Strategy sets a target for 80 per cent of all journeys to be made on foot, by cycle or using public transport by 2041. To make this a reality, we use the Healthy Streets Approach to prioritise health and the quality of people’s experience in everything we do.

We manage the city’s ‘red route’ strategic roads and, through collaboration with the London boroughs, can help shape the character of all London’s streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency and improve air quality, revitalise town centres, boost businesses and connect communities.

We run most of London’s public transport services, including the London Underground, London Buses, the Docklands Light Railway, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line. The quality and accessibility of these services is fundamental to Londoners’ quality of life. By improving and expanding public transport, we can make people’s lives easier and increase the appeal of sustainable travel over private car use.

We are moving ahead with many of London’s most significant infrastructure projects, using transport to unlock growth. We are working with partners on major projects like Crossrail 2 and the Bakerloo line extension that will deliver the new homes and jobs London and the UK need. We are in the final phases of completing the Elizabeth line which, when it opens, will add 10 per cent to London’s rail capacity.

Supporting the delivery of high-density, mixed-use developments that are planned around active and sustainable travel will ensure that London’s growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means freezing fares so everyone can afford to use public transport, using data and technology to make services intuitive and easy to use, and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people that use them every day.

None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. We all need to pull together to deliver the Mayor’s Transport Strategy: by doing so we can create a better city as London grows.
Foreword

Our purpose is to keep London moving, working and growing and to make life in the city better. With the Capital’s population expected to reach 10.5 million in the next 25 years, the city’s transport network is facing unprecedented challenges. This presents many great opportunities for companies and organisations that work with us to make a real difference and support business growth throughout the country.

In his transport strategy, the Mayor of London, Sadiq Khan sets out his vision for a transport network that makes journeys easier, safer and more affordable, along with an ambitious programme of modernisation.

Each year, we spend around £6bn (about 60 per cent of our budget) with our suppliers and you are vital in helping us deliver the Mayor’s plans. I believe in creating a diverse group of suppliers that want to work with us and provide excellent performance. While we have made great progress already, we are always looking for ways to improve.

This guide provides information for being a successful supplier to TfL. I hope you will want to be a part of our incredible journey.

David Wylie
Chief Procurement Officer

How we work with suppliers

Our commercial team sets up and manages contracts with our suppliers. Its aim is to drive maximum value from these contracts to deliver the Mayor’s vision of a safer, affordable, greener and more prosperous London.

Across the business we procure a huge range of assets and services. These include:

• Trains, lifts, escalators
• Infrastructure (Tube and surface tracks, station, lift and escalator upgrades)
• Transport services

Customer operations and support
• Highways and engineering, and support services
• Professional services, including premises, office services and business services
• Technology and data, including data transmission and networks, computing and software, including applications and hosting
• Facilities operations, including reception services, reprographics, mail, switchboard, cleaning, waste management, security and building services

TfL – an overview of operations
To become one of our suppliers you should register on the systems and visit the pages listed in the table below. In particular, it is important that you register on our e-tendering system, ProContract, where all direct tendering opportunities are published.

Those suppliers with London Underground should read the LU Supplier Handbook, which details additional requirements for working on our rail infrastructure.

As a publicly-owned organisation, we are subject to EU procurement directives. This means we are required to advertise opportunities on the Official Journal of the European Union (OJEU), if they are above a certain financial threshold. These opportunities can be found on Tenders Electronic Daily (TED). More information on the EU procurement thresholds can be found on the gov.uk website.

We also encourage suppliers to apply for indirect opportunities via Tier 1 contractors. You should register on CompeteFor and the Government’s Contracts Finder to access subcontracting opportunities. Also search on our internal publication of recently awarded contracts in order to get in touch with successful bidders.

More information about registering as a supplier, and the LU Supplier Handbook, can be found on the suppliers and contractors pages of our website – www.tfl.gov.uk/info-for/suppliers-and-contractors/

We source products and services from across the UK

- **Buses**
  - Falkirk

- **Cables**
  - Durham

- **Track grease**
  - Liverpool

- **Steel rails**
  - Scunthorpe

- **Train motor refurbishment**
  - Smethwick

- **Trains**
  - Derby

- **Escalator chains**
  - Dudley

- **Protective clothing**
  - Birmingham

- **Concrete tunnel lining**
  - Neath Port Talbot

- **DLR track monitoring equipment**
  - Redditch

- **Vehicle flooring**
  - Liskeard

- **Specialist fans**
  - Portsmouth

**Where to find opportunities**

**Direct opportunities (Above EU thresholds)**

**Direct opportunities (Above and below EU thresholds)**
- TFL future contract opportunities above £5,000 – www.tfl.gov.uk/corporate/publications-and-reports/contract-opportunities
- Contracts finder – www.gov.uk/contracts-finder

**Indirect opportunities**
- TFL published contracts above £5,000 – www.tfl.gov.uk/corporate/publications-and-reports/contracts-greater-than-5000
- Contracts Finder – www.gov.uk/contracts-finder
- CompeteFor – www.competefor.com/
How the tender process works

1) Advertisement of opportunity
We advertise our procurement on our e-Tendering system, ProContract and TED. Sign up to receive alerts about when new procurements start.

2) Standard selection questionnaire
Companies must submit a standard selection questionnaire to take part in the procurement. This assesses a company’s capability and past experience. Company responses are evaluated and those shortlisted (generally three to five companies) are invited to submit tenders. Suppliers in the rail industry should register on the Railway Industry Supplier Qualification Scheme, which is used as part of the supplier selection and assurance process.

3) Submitting a tender
Shortlisted suppliers will receive an invitation to tender (ITT) along with all the appropriate documents. The ITT assesses the company’s proposal for delivering the specific works and/or services.

4) ITT evaluation and contract award
Bidders’ tenders are evaluated objectively to ensure they can successfully fulfil the requirements of the contract. The contract is awarded to the company with the highest overall score and unsuccessful companies are given feedback to help them improve their tenders for future procurements.

What we want from our suppliers

Excellence in our supply chain is central to us being able to deliver our extensive Business Plan and the Mayor’s Transport Strategy.

Innovation
We encourage and invite innovation across the organisation in order to continually improve our services and deliver value for money. We expect our suppliers to share innovative ideas and work with us to create cost-saving opportunities.

Collaboration
We value our relationships with suppliers and expect them to share our passion for improving the quality of life for Londoners. We believe that fostering a collaborative environment is vital to achieving our collective goals of making London’s transport network affordable, modern, accessible and green.

Sharing the journey
We want our suppliers to embrace TfL’s culture, which we see as central to all our activities. The following pages show some current areas of focus shaped by the way we work. By understanding these, we hope our suppliers feel a part of what we are delivering.
Spotlight on collaborative working
DLR and Keolis Amey Docklands
The DLR became the first TfL service to achieve the British Standard BS11000 accreditation for collaborative working. Both TfL and the successful bidder, Keolis Amey Docklands (KAD), achieved the certification after two years hard work to put collaboration at the core of their relationship. Claire Mann, DLR director, said: ‘Achieving this standard is a clear signal of the importance we place on collaboration – working in harmony with KAD and other partners to deliver a high-performing railway that gives our customers the best experience possible.’ The working relationship is maintained through joint risk management and shared training events.

Health, safety and the environment
Our vision for safety is to get everyone home safe and healthy every day – our customers, staff and contractors.

One of the Mayor’s priorities is to provide health and environmental benefits, so Londoners can enjoy greener, safer and more sustainable forms of transport such as walking and cycling.

Work Related Road Risk
Over the past three years, Heavy Goods Vehicles (HGVs) were involved in 20 per cent of pedestrian fatalities and more than 70 per cent of cyclist fatalities, despite HGVs only making up four per cent of road miles in London.

The Mayor has committed to a ‘vision zero’ approach to road danger reduction. This means tackling road danger at its source to ensure London has the safest streets, people and vehicles.

For more information visit the Work Related Road Risk and Direct Vision Standards pages on our website.

Spotlight on efficiencies and innovation
Zero Emission Urban Bus System Project (ZeEUS)
To help deliver on the Mayor’s long-term strategy for all buses across London to be zero emission by 2037, TfL is a partner of ZeEUS.

This aims to demonstrate the potential for electric buses as urban public transport in eight cities across Europe. Alongside supplier Alexander Dennis Ltd (ADL), TfL delivered the world’s first diesel-electric hybrid double deck buses with induction (wireless) charging infrastructure. Each bus targets to save 580kg of nitrogen oxides and around 33 tonnes of carbon dioxide annually, compared to the baseline Euro V diesel bus.

TfL and ADL part-shared the development costs, recognising that both parties were investing in each other to lead with this new technology and shared a commitment to create a modern transport network.

Diversity and inclusion
As London’s population grows, the city is becoming increasingly diverse. As a large employer in the capital, we have a role to play in ensuring the fair representation of people from all backgrounds. The appointment of our director of diversity and inclusion displays our commitment to this cause.

We want our suppliers to share our diversity and inclusion goals and have recently launched the first TfL diversity and inclusion supplier forum to encourage a shared approach to tackling these issues.

Whether reducing barriers to SME opportunities, creating more apprenticeships or bringing those under-represented into the workplace, we want to hear your examples of best practice, successes and challenges. Get in touch at supplierskills@tfl.gov.uk.
How we engage with the market

Our supplier strategy team manages relationships with our suppliers by holding regular events and providing information on our activities.

Regional events
We organise ‘meet the buyer’ events to engage with suppliers nationwide. We are keen to reach out to you and understand your requirements from us in order for us to be easier to do business with. Check our events calendar to find out where you can find us in the coming months.

Market sounding questionnaires
We invite and value feedback on the commercial, technical and risk elements of proposed procurement strategies. Look out for Prior Information Notices (PINS) to express an interest in being involved in this early market engagement activity.

Industry days
Come and find us at industry days to discover more about our future requirements. These are also an excellent way to network with other suppliers in the industry.

Trade associations
We maintain regular contact with trade/industry associations and look for opportunities to engage their members in our upcoming opportunities.

Supplier engagement
We regularly communicate with both current and prospective suppliers through events, bulletins, our website and supplier awards.

You can get in touch with the team at supplierstrategy@tfl.gov.uk

What you should do now

1) Ensure you are registered on the appropriate systems to access opportunities
2) Look out for upcoming events and industry days we are attending
3) Email the Supplier Strategy team to be on the Supplier Bulletin mailing list
4) Visit our website or get in touch to find out more on anything contained in this guide

Did you know TfL has:
• Around 7,000 active suppliers
• Suppliers from 24 countries
• More than 6,500 suppliers in Great Britain