

fact sheet Docklands Light Railway

Data Rooms and Tender Management

Docklands Light Railway (DLR), a subsidiary of Transport for London, owns 38 stations, 94 vehicles, and 31Km of railway. Its role is to provide for the overall operation of the railway, as well as plan for future development to meet the demand from passengers and local communities.

Key Information

- Docklands Light Railway (DLR) is responsible for managing and delivering a number of major construction projects being financed as part of Transport for London's £10bn Investment Programme.
- Business Collaborator (BC) is being used to assist in the management of Invitations to Tender (ITT) and related documentation in virtual Data Rooms, including the DLR Stratford International Extension and the DLR Three Car Enhancement projects which will extend the existing network and increase capacity by 50%.
- Rolled out in June 2006 to meet project programmes and enhance workflow, DLR currently has 50 licences, with numbers expected to increase to 150.
- The online collaboration solution has enabled DLR to reduce the time and costs associated with the management, administration and distribution of tender documentation, and allowed the project team to manage particularly demanding project workloads.



Use of Business Collaborator services

The procurement team at DLR decided that, in order to meet the large number of contracts being let, they would need a technological solution that would allow them to simplify and implement standard processes and develop value throughout the supply chain.

Previously, a physical Data Room was assigned to each project that would contain the thousands of pages of paper documentation, drawings and other information relevant to a particular project. Suppliers had to visit the Data Room in order to inspect the documents, usually one at a time. If new documents, or new versions of documents are required these were either photocopied or re-inspected. This approach was costly, laborious and not easily scalable.

business collaborator fact sheet

The DLR team chose to use Business Collaborator to replace the Data Rooms with a secure online tender support system which could manage their process in an efficient, user-friendly manner.

In using BC, the ITT and related competition documentation is securely stored and issued to the invited bidders. Requests for Information (RFI's) are swiftly answered thanks to automatic notification. Bidders now benefit from secure access to project-related material at any time allowing them to study documents in more depth and provide more accurate submissions. Access rights are controlled, and a full audit trail records all events relevant to every file. If a particular document or drawing is updated, an email is sent to advise appropriate individuals of the change, ensuring that the latest document version is immediately available, reducing the likelihood of errors and costly delays due to some parties referring to superseded documentation.

The procurement process has benefited from standard BC functionality such as version control, audit history, and email notifications, as well as workflows and processes configured to reflect DLR's specific requirements, ensuring a fast roll out with minimum training requirements.

From the initial preparation of ITT documentation, through to RFI's and competition information, BC's customer-focused approach enables DLR to manage their procurement processes whilst helping to reduce administration costs, increase efficiencies by improving the management and distribution of information, and thus increase the number of projects the team can manage.



image courtesy of Docklands Light Railway

Key Features

- Online collaboration system provides central document repository for all documents, drawings and maps related to DLR expansion programme with version control, full audit history and access control.
- Secure, virtual Data Rooms provide confidential access to tender information to invited bidders.
- Email notification automatically informs relevant parties of updated changes to documents, requests for information or package submissions.

A full list of DLR projects can be found at <http://developments.dlr.co.uk/index.asp>.

A screenshot of the DLR Data Rooms web application interface. The page has a teal header with the DLR logo and the text "Transport for London DLR Data Rooms". Below the header is a search bar and a navigation menu. The main content area features a large image of a DLR train at night. Below the image is the heading "Welcome to DLR Data Rooms" and a table with task status information. The table has columns for "All Tasks", "Tasks In", "Tasks Out", "For Completion", and "Unread Responses". The "Tasks In" column is further divided into "In Urgency" and "Unresponded Urgency". The "For Completion" column is divided into "Items Urgency". The "Unread Responses" column is divided into "to Tasks In" and "to Tasks Out". The table shows 1 document issue, 1 unresponded urgency, 2 unresponded urgency, 1 item urgency, 1 task in, and 2 tasks out. At the bottom, it says "Last Project Accessed: DLR Stratford Int. Extension - Package 8".