

Request For Proposal (RFP)

Group Terminal Operating System(TOS)

Introduction & Background

We currently operate using an established TOS platform. Following our vendor's recent acquisition and their strategic direction towards a newly expanded solution portfolio, we're taking the opportunity to step back and properly assess the market.

Rather than defaulting to a single path, this RFP is about making sure we land on the solution that genuinely fits our operational needs, supports growth, and sets us up for the future.

Solution providers are invited to submit proposals covering:

- Solution approach
- Capabilities
- Implementation timeline
- Indicative costs

Overview of the Russell Group



**TOP 50 Leading
Transport and
Logistics Group
in the UK**



**•JOHN G RUSSELL
•CARNTYNE
TRANSPORT
•RUSSELL
RAILROAD**



**Road, Rail,
International
Warehousing,
Value Added
Services**



**£96m Turnover
Y/E March 2025**



**820+ employees
across 14
locations**



Our Purpose

VISION

The partner of choice for sustainable road, rail and warehousing solutions

MISSION

Delivering Your Promises



People



Partnership

Our Values



Safety



Environment

Our Group Structure



John G Russell (Transport)

- Distribution
- Rail Freight
- International
- Warehousing
- Value Added Services
- Engineering
- Self Storage

Carntyne Transport

- Bulk Transport
- On-site Logistics
- Cask Storage

Russell RailRoad

- Terminal Services
- Container Storage

Sample of Customers



Journey to Net Zero

CLIMATE PLEDGE

- We are proud to have signed The Climate Pledge, committing to achieve net-zero carbon emissions by 2040.

INITIATIVES

- Partnered with Trident Utilities on Scope 3 emissions reporting, positioning us to apply for SBTi – Science Based Targets Initiative.
- Carbon Calculator: Analysing emissions data to offer greener alternatives to our customers.
- Road to Rail: Expanding intermodal solutions to reduce road emissions.
- Sustainable Road Freight: 3 x EV trucks and 2 x CNG gas trucks Q4 2025, 3 x Hydrogen trucks Q1 2026.
- Waste Management: Improving recycling efforts and reducing landfill waste.



Project Vision, Objectives and Scope

Our Vision



*“To select and implement a **secure, scalable** Group Terminal Operating System that **unifies** Russell Group’s rail, terminal, yard and customer-facing operations into one **connected** platform — **improving real-time visibility**, operational control, workflow automation, compliance, **productivity**, **reporting** and **service experience**, while supporting future growth and **sustainability goals**”*

Improve operational visibility

Real-time views of yard, wagons, vehicles, containers, stock, equipment status, and train activity.

Improve compliance and loading control

Visibility of wagon parameters, weight restrictions, dangerous goods, and proactive mismatch notifications.

Streamline planning and execution workflows

Improve order entry, routing, grid allocation, booking updates, job completion, and yard/MSO task management.

Increase efficiency and productivity

Faster container moves, operator time capture, lift performance tracking, workload management, and reduced manual effort.

PROJECT OBJECTIVES

Strengthen management insight, reporting and proactive control

Dashboards, scheduled and customer reporting, KPI and revenue reporting, utilisation, throughput, turnaround and performance tracking, supported by notifications, RAG ratings, job escalation, vehicle watch lists and management visibility on the go.

Enhance customer and haulier experience

Haulier portal, customer utilisation/reporting, CRM-style query handling, and improved communication

Enable connected, secure cloud operations

Support API-based integration across internal, customer and third-party platforms, with proactive insight, cloud deployment and Azure AD SSO.

Key Solution Requirements



All requirements have been gathered via workshops with all operational & strategic teams within the business unit.

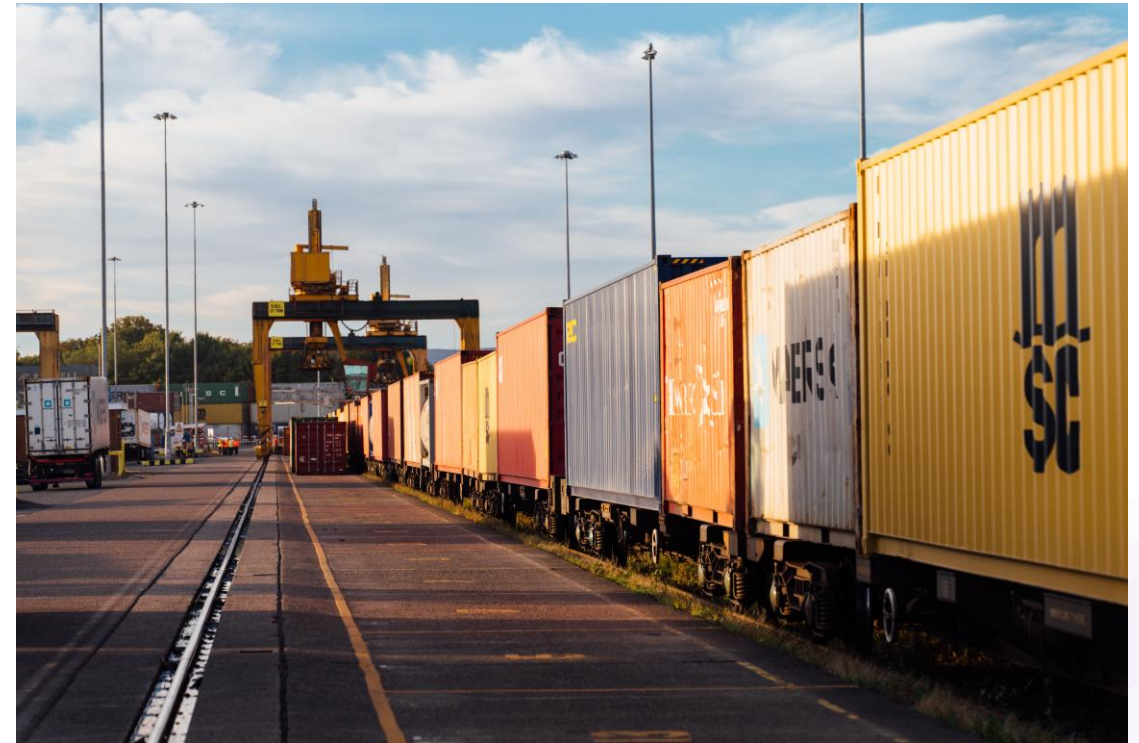
Key Requirements are based around:

- Rail, train & Wagon Management
- Real-time operational visibility
- Integrated Planning & Execution
- Customers & Haulier Self Service
- Compliance & Loading Controls
- Reporting Dashboard & Analytics
- Productivity and Performance Management
- Finance & invoice control
- Platform, integration & support
- Future Improvement capability

Sites Overview

Coatbridge

- **Location:**
Containerbase, Gartsherrie Road, Coatbridge
ML5 2DY
- **Area (Sq m):** 50 Acres
- **Max Employees per shift:** 17
- **Operating Hours:** 24 / 7
- **Activity Volume:**
 - 8 trains per day
 - Max capacity 3000-5000 TEU Storage
 - Approx 2500 container per week throughput
- **Equipment used:**
 - Morris Gantry Cranes
 - Reach Stackers - Empty Container handler
 - Terbergs (Internal Shunt Vehicles)



Daventry

- **Location:**
C/O Sainsbury's Supermarkets Limited
DIRFT2 - Brassey Way
Kilsby, Rugby
CV23 8BQ
- **Max Employees per shift:** 5
- **Operating Hours:** 24 / 7
- **Activity Volume:**
 - 2 trains per day
 - Max capacity 1000 TEU Storage
 - Approx 750 container per week throughput
- **Equipment used:**
 - KALMAR RTGs (x2)



Blackford

- **Location:**
C/O Highland Spring
Stirling Street
Blackford, Perth and Kinross
PH4 1QA
- **Max Employees per shift:** 2
- **Operating Hours:** Monday – Friday 0700-2200
Saturday / Sunday – 0800-1700
- **Activity Volume:**
 - 1 train per day
 - Max capacity 166 TEU Storage
 - Approx 264 container per week throughput
- **Equipment used:**
 - KONE RTG



Inverness



- **Location:**
Needlefield Rail Yard
Longman Road
Inverness
IV1 1RY
- **Max Employees per shift:** 2
- **Operating Hours:** 24/6
- **Activity Volume:**
 - 1 Train per day
 - Max capacity 1000 TEU Storage
 - Approx 280 container per week throughput
- **Equipment used:**
 - KALMAR Reach Stacker

Project Timescales



Indicative procurement, solution design and approval timeline toward the target delivery window.

TARGET DELIVERY

April 2028

Subject to Board approval



Solution providers should submit an implementation schedule aligned to this timeline, including solution design, sign-off, resourcing and delivery dependencies.

Solution Requirement



A list of key functional and technical requirements (Appendices A – Requirement Log) has been developed to align with both our operational needs and long-term strategic goals.

These requirements have been informed through engagement with stakeholders across multiple business areas to ensure representation of key operational roles.

While comprehensive, this list is not intended to be exhaustive, and respondents are encouraged to identify additional functionality or innovations that may add value.

Solution Provider Evaluation Criteria



Each Solution Provider (SP) will be assessed against the following criteria:

- **Functional Fit, Scalability and Integration**

- The proposed solution must align with the required core functionality outlined in this RFP.
- The solution must be scalable to meet current and future business needs.
- The solution must support integration with existing and planned systems via standard APIs or other recognised integration methods.

- **Security, Architecture and User Experience**

- The solution must be built on a secure, resilient cloud architecture aligned to industry best practice.
- The solution must provide an intuitive, accessible user experience suitable for a mixed technical and non-technical user base.
- The supplier must demonstrate a mature approach to security by design and secure system operation.

- **Security and Data Protection Compliance Suppliers must confirm and evidence that:**

- Appropriate technical and organisational measures are in place to protect against cyber threats.
- Customer data is protected throughout the lifecycle of the engagement, including storage, processing, transmission and disposal.
- Formal information security policies and procedures are in place and actively maintained.
- The organisation holds recognised security certifications (e.g. ISO 27001, Cyber Essentials, Cyber Essentials Plus), or can provide a clear roadmap to certification.
- The solution and associated services comply with applicable data protection legislation, including GDPR and the Data Protection Act 2018.

Solution Provider Evaluation Criteria

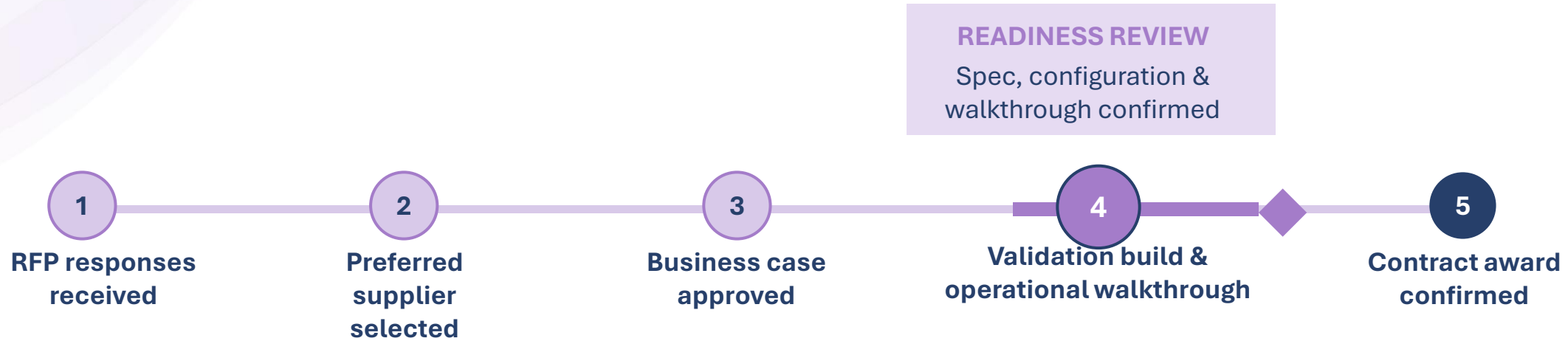


- **Evidence Requirements - Suppliers should provide the following as part of their response:**
 - Copies or summaries of relevant security policies
 - Details of current security certifications
 - A high-level description of security controls and governance arrangements
 - Confirmation of data protection compliance and accountability arrangements
- **Total Cost of Ownership (TCO) – 3-Year Horizon**
 - Licensing fees, implementation costs, support, upgrades, and training
- **Implementation Approach and Timeline**
 - Realism and alignment with the target
 - Quality of the proposed project plan and risk mitigation strategy
- **Vendor Experience and References**
 - Proven track record in the logistics/transport sector
 - Referenceable deployments with similar complexity
- **Innovation and Added Value**
 - Differentiating features, roadmap alignment, sustainability

Solution Design & Sign-Off



After preferred supplier selection, both teams complete a validation build and operational walkthrough to confirm readiness for contract award.



Partner alignment

The design/build phase lets both teams configure real operational scenarios, confirm touchpoints and refine ways of working together.

Award readiness

JGR sign-off confirms the specification, configuration and delivery approach are ready to move into contract award.

Key Stakeholders



The following internal stakeholders are responsible for the selection and implementation of the new system.

- **Board Sponsors**

- James Gell – *Director / Head of Russell Railroad*
- David Jones – *Director / ICT Director*

- **Project Lead**

- Lora Barclay – *Group Business Systems Manager*

- **Business Process Owners**

- Stephen Sharp – *Head of Operations*
- Tom Hallett – *ICT Solutions Lead - Transport*
- David Gribbin – *Current ToS Subject Matter Expert (SME)*
- Holly Fleming – *Operation Manager*
- Melissa McLaren – *Traffic Office Clerk*
- James Miller – *MSO Supervisor*

Proposal Submission Guidelines



Each proposal should include the following sections:

- *Executive Summary*
- *Company Overview*
- *Detailed Response to Requirements*
- *Implementation Plan and Timeline*
- *Cost Breakdown*
- *Support and Maintenance Plan*
- *References and Case Studies from similar industry*

Proposals must be submitted in electronic format by Friday 28th August to:

Lora Barclay
Group Business Systems Manager
E: Lora.Barclay@johngrussell.co.uk

Any clarification questions relating to this proposal should also be directed to the above contact.

Appendices



- **Appendices A – Requirement Log**

Provides the full list of operational requirement

- **Appendices B – Service Level Framework**

Provides minimal baseline Service Level Agreement to support our organisation business continuity