

Request For Proposal (RFP)

Transport Management System (TMS)

The perfect blend of quality & service.

Introduction & Background

Carntyne Transport are a leading third-party logistics provider specialising in bulk transport and the provision of on-site logistics and cask storage. As part of the Russell Group, we have an established history of over 65 years within the transport industry, providing our customers with the perfect blend of quality and service.

Our Carntyne transport operation have been operating the same TMS for +25 years and to allow Carntyne to fully align with our group's digital transformation strategy we are looking to replace the existing TMS with a solution that will futureproof operations, increase efficiency, visibility and scalability.

Solution providers are invited to submit proposals covering:

- Solution approach
- Capabilities
- Implementation timeline
- Indicative costs

Our Purpose

Mission

Become the most trusted third-party logistics company for our customers.

Vision

To drive ourselves, our customers, and our community forward.

Our Values



People



Partnership



Safety



Environment

Carntyne in Numbers

Revenue

£40M +



Team Members



330

Locations

9 Across the UK



Vehicles



Over 150

Years in operation

65+



Cask Warehouse Space



Over 500,000 sq. ft

Sample of Customers

CARNTYNE
— TRANSPORT —



DIAGEO



CAMPBELL MEYER & COMPANY
L I M I T E D



WILLIAM GRANT
& SONS



Journey to Net Zero

At Carntyne we take our environmental responsibilities seriously.

As a key player in the supply chain of our customers we take our environmental performance and responsibilities seriously. Our performance affects not only our success at meeting our own environmental commitments but plays an important part in helping our customers meet theirs.

We are subscribed to SEDEX (Supplier Ethical Data Exchange), a not-for-profit global membership organisation whose mission is “empowering sustainable and ethical supply chains”.



Project Vision, Objectives and Scope

Project Vision

"To select and implement a secure, scalable Transport Management System that unifies planning, execution, customer service, compliance, financial control and reporting into a single connected platform, improving operational efficiency, visibility, customer experience and decision-making whilst supporting future growth"

**Strengthen management insight,
reporting and proactive control**

Dashboards, scheduled and customer reporting, KPI and revenue reporting, Visibility of wagon parameters, weight restrictions, dangerous goods, and proactive mismatch notifications. utilisation, throughput, turnaround and performance tracking, supported by notifications, RAG ratings, job escalation, vehicle watch lists and management visibility on the go.

**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

**Project
Objectives**

**Boost operational efficiency
with technology that work
alongside years of operator
knowledge and experience.**

Improve job entry, route planning, resource scheduling, capacity utilisation and communication methods.

**Enhanced customer
experience**

Self-service portal, customer utilisation/reporting, automated notifications and updates

**Improve operational
visibility**

Realtime, actionable tracking of vehicles and resources, ETA monitoring, job status and highlight inefficiencies for action.

Key Solution Requirements

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

Key Requirements are based around:

- Job entry, planning & management
- Integrated Planning & Execution
- Real-time operational visibility
- Customers experience enhancements
- Driver & Sub-contractor engagement
- Reporting Dashboard & Analytics
- Productivity and Performance Management
- Finance & invoice control
- Platform, integration & support
- Future Improvement capability

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) have 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 supplier must demonstrate a mature approach to security by design and secure system operation.
- The solution must provide an intuitive, accessible user experience suitable for a mixed technical and non-technical user base.

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

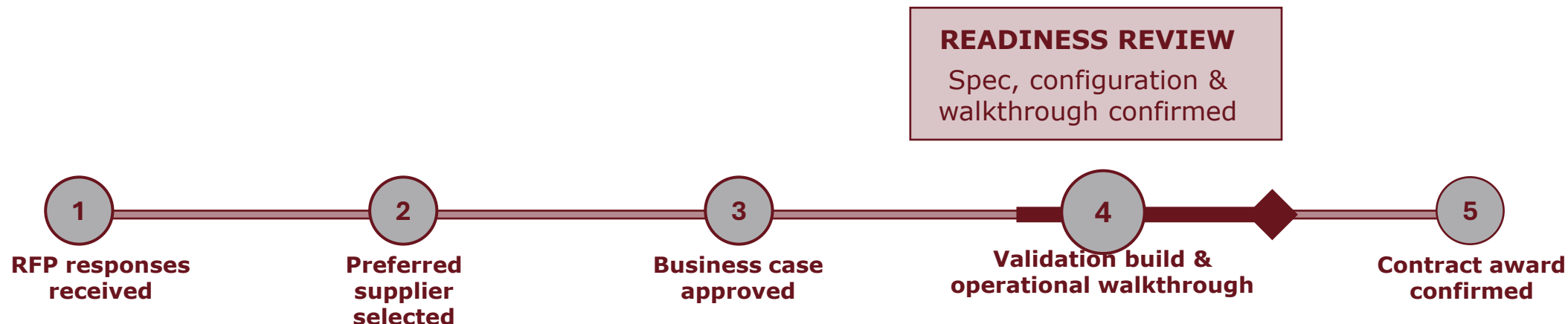
- Proven track record in the logistics/transport sector
- Referenceable deployments with similar complexity

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

- Corin Gentles - Director / Head of Carntyne Transport
- David Jones - Director / ICT Director

Project Lead

- Tom Hallett - ICT Solutions Lead - Transport

Business Process Owners

- Nicola Murray - Head of Operations
- Hannah Davidson - Transport Operations
- Chris Hunter - Transport Operations
- Lauren Perry - Operational Finance
- Erin Brodie - Finance
- Graeme Skinner - OSL Operations Manager
- Gordon Coull - OSL General Manager
- Donald MacLaurin - Driver Trainer / Driver SME

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:

Tom Hallett
ICT Solutions Lead - Transport
E: tom.hallett@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 Expectations**

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