**University Hospitals of Leicester NHS Trust**

**Shuttle Bus Service Specification**

Contents

[a. Introduction and Background 3](#_Toc187741829)

[2.Contract Period 4](#_Toc187741830)

[3.Scope 4](#_Toc187741831)

[Insurance, Licensing and Fitness of Vehicles and Drivers 4](#_Toc187741832)

[Statistics, Audit and Inspection 7](#_Toc187741833)

[Fares and Concessionary Travel 7](#_Toc187741834)

[Contact Variation 8](#_Toc187741835)

[Publicity, Noticies and Day to Day Opertaion 8](#_Toc187741836)

[Sub-contracting and Assignment 9](#_Toc187741837)

[Improper Incudement or Reward 9](#_Toc187741838)

[Other requirements of contractor and driver 9](#_Toc187741839)

[Equal Opportunities 10](#_Toc187741840)

[Disability Discrimination Act 10](#_Toc187741841)

[4. Contract Management 11](#_Toc187741842)

[Account Manager 11](#_Toc187741843)

[Management Information (MI) 12](#_Toc187741844)

[Key Performance Indicators (KPIs) 12](#_Toc187741845)

[5. Staff 13](#_Toc187741846)

[6. Training 14](#_Toc187741847)

[Smoking: 14](#_Toc187741848)

[Alcohol and Illegal Drugs: 15](#_Toc187741849)

[Prescribed and non-prescribed medication 15](#_Toc187741850)

[7. Complaints 15](#_Toc187741851)

[8. Management Standards 16](#_Toc187741852)

[9. Legislation 16](#_Toc187741853)

[10. Business Continuity 19](#_Toc187741854)

[11. Implementation Requirements 19](#_Toc187741855)

[12. Exit Plan 20](#_Toc187741856)

[13. Sustainability 20](#_Toc187741857)

[14. Social Economic Responsibility 21](#_Toc187741858)

[15. Payment 22](#_Toc187741859)

[APPENDIX A 25](#_Toc187741860)

[APPENDIX B 26](#_Toc187741861)

[Stops 26](#_Toc187741862)

[APPENDIX C 28](#_Toc187741863)

[APPENDIX D 29](#_Toc187741864)

[APPENDIX E 30](#_Toc187741865)

[APPENDIX F 30](#_Toc187741866)

[APPENDIX G 32](#_Toc187741867)

# **Introduction and Background**

The University Hospitals of Leicester (UHL) NHS Trust is one of the three largest healthcare providers in the UK. We serve 1 million residents of Leicester, Leicestershire and Rutland, 3 million service users nationally access UHL specialist services, and we employ around 19,000 staff. Our catchment includes Leicester, Leicestershire and Rutland and we also receive referrals from the surrounding counties, resulting in travel to our sites from throughout the region.

The UHL have had a bus to link the 3 hospitals(Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital) in place since 2006. The Trust feels that gettig people to the sites and between the sites is of equal importance, the service where possible should look to get staff to or pick them up from each site to meet with the shift patterns, if one site had to be prioritised it would be the Leicester Royal Infirmary. The shuttle bus service is a limited stop service that stops at the hospitals and hubs of population or transport links along the way.

The Our Future Hospitals Programme is UHL's scheme to create a new Womens and Childrens Hospital at the Leicester Royal Infirmary site and a new specialist facility at Glenfield Hospital. These projects are part of the New Hospital Programme (DHSC) and are currently at Strategic stage.

The UHL is keen to encourage innovation in all their contracts, within this contract we are looking for the provider to look at not only the shuttle bus service but also how their own services can help the UHL reach the Net Zero objectives. We would welcome suggestions for morning and evening loading issues and suggestions with reagsrd to pricing and ticketing.

# **2.Contract Period**

The contract period will cover a 4 year period with the option to extend for 1 period of 24 months. Totalling a maximum contract period of 6 years.

# **3.Scope**

The UHL require a bus service to link the 3 hospitals(Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). The service needs to run between the sites in the most efficient manner possible to encourage use of the service, the service should be as direct as possible to ensure users can access sites in a timely way. The shuttle bus should not leave people behind and should promote a pleasant environment to travel in.

The Trust needs a bus service that:

* Gets people living on the route to the sites for work
* Moves people between the sites for work
* Enables other users to access the sites for appointments and services

As as hospital we operate multiple shift patterns, the service where possible should look to get staff to or pick them up from each site to meet with the main shift patterns. Arriving at each site for a 0700 start, picking up from each site for a 2100 finish.

The service needs to match the 365 working of a hospital and as such should run every day apart from Christmas Day, Boxing Day and New Years Day.

The service should also facilitate staff working between the sites and get staff to each site for meetings on the hour and on the ½ hour.

The needs of the public (those using our hospitals) also have to be accounted for, to enable the shuttle bus service to act as a viable and feasible alternative to car usage.

The shuttle bus does not need to stop at all bus stops en route. The hospitals, hubs of population and transport links along the way are essential stopping points.

The UHL is keen to encourage innovation in all their contracts, within this contract we are looking for the provider to look at not only the shuttle service but also how their own services can help the UHL reach the Net Zero objectives.

## Insurance, Licensing and Fitness of Vehicles and Drivers

* 1. It is a specific condition of the payment of monies under the Contract that the Contractor shall ensure that vehicles and drivers used in the provision of the service are fully licensed under the appropriate Acts of Parliament and regulations and that all the appropriate certificates and licences are at all times in full force and effect.
	2. In particular, but without prejudice to the generality of the foregoing, it is hereby agreed and declared that it shall be the Contractor’s sole responsibility:
1. to obtain any necessary P.S.V. operator’s licence, community bus permit, private hire or hackney carriage licence.
2. to take out and maintain all necessary insurances in respect of vehicles and services under this contract and to forward annually on 1st April each year, copy vehicle insurance documents to the UHL Director of Estates and Facilities.
3. to indemnify UHL against any claim which may arise as a result of these contract operations.
4. to ensure that all drivers hold any necessary P.S.V. licence and any other necessary qualifications and comply at all times with any relevant regulations.
5. to register with the Traffic Commissioner, and copy to the Local Authority Transport Officers (for the authority that the service operates in) and UHL Director or Estates and Facilties all necessary particulars of the service and any subsequent variations to those particulars permitted or agreed under this contract.
6. to ensure all relevant employment legislation is complied with.
	1. Vehicles, the Vehicles used in the operation of this contract will be as follows:
7. The Authority will indirectly supply a fleet of 5 X 2021 plate Yutong E12 fully electric single decker buses for the operation of the Contract.  Any additional vehicles needed for the service will need to be sourced by the successful contractor. Further details about the Vehicles can be found in Appendix I – Vehicle Information and Registration Numbers   The Vehicles will be leased from Leicester City Council for a peppercorn rate of £1 per month to the successful Supplier for the duration of the Contract, the agreement for the use of the electric buses is between the operator and the Leicester City Council.

During the procurement procedure, the authority will utilise the negotiated procedure to understand possible efficiencies and solutions to the delivery of the Shuttle Bus Service, which may include additional/reduced stops, additional buses. Any additional buses that may be added to the fleet as a result of submissions from this procedure must be sourced from the successful supplier.

The 5 Yutong E12 buses are owned by Leicester City Council and are used to operate the shuttle bus contract.  The buses will transfer to the successful tender with this contract and a state of health battery report for each vehicle has been provided with this tender.  The buses are under warranty for 8 years until 17th September 2029.   The minimum battery degradation when the vehicles are handed back to Leicester City Council when the contract ends is 70% .  Anything lower than this is not an acceptable state for the vehicles to be returned in and Leicester City Council would expect the financial equivalent back.

1. A battery inspection report has been provided in Appendix K for each Vehicle and a further report will be available at handover of the Contract and at the end of the current warranty period of the batteries.
2. The successful supplier will be responsible for the maintenance and safety inspections of the Vehicles and batteries. The successful supplier is responsible for ensuring that they have the appropriate maintenance facilities in place at their depot for operating the day to day operating of the Vehicles.
3. The successful supplier will be responsible for having the appropriate commercial electric vehicle charging equipment in place at their depot for the current supplied Yutong E12 fully electric single decker buses fleet prior to the commencement of the contract and ensure that each individual bus is able to carry out its daily schedule without the need for further charging. Additionally, the successful supplier must be equipped to undertake the charging additional vehicles to the fleet as required, and as mentioned in the specification. All vehicle charging costs are to be covered by the Supplier.
4. The electric Vehicles will be fully branded in the Greenlines Hopper livery (interior and exterior) and the successful supplier will be responsible for ensuring the livery is kept in a well presented condition for the duration of the Contract.
5. The successful supplier will be responsible for ensuring the Vehicles are kept in a safe and secure premise both overnight, and when not in use, at the supplier’s depot.
6. The successful supplier will be responsible for ensuring the next stop audio-visual announcement equipment is in working order and complying with The Public Service Vehicles (Accessible Information) Regulations 2023. The Leicester City Council will be responsible for covering the annual software licensing costs for the TFT screens, and the Supplier will at its own cost be responsible for managing the system
7. The successful supplier will be responsible for ensuring that free Wi-Fi is available to customers on the electric Vehicles at their own expense.
8. The successful supplier will be responsible for providing adequate spare vehicles in the event of a breakdown. The spare vehicles must be at least Euro 6 or better (if used for less than one week), with a seating capacity of at least 38 seats plus 20 standing. The vehicles must be low floor and meet the PSV Accessibility Regulations (2000) and be able to accommodate one wheelchair space. Spare vehicles must be fitted with back-lit or LED dot matrix front, side and back facing destination display. Spare vehicles must be fitted with a ticket machine to issue and record usage and be fitted with GPS tracking to allow vehicles to track on the RTI system. Where any electric vehicle is out of operation for more than one week the UHL must be informed and the supplier will be requested to source an electric alternative.
9. The vehicle’s destination blinds must display the correct shuttle bus details.
10. The CCTV on the Vehicles is supplied and managed by Journeo. The data is hosted on Journeo’s server and the supplier must submit any data requests through the Journeo portal for downloading and viewing. The Leicester City Council will be responsible for covering the annual software licensing costs of the Journeo system. It is envisaged that the Supplier and Journeo will enter into a data sharing agreement post award.
	1. Any additional vehicles (above the 5 detailed above) used in the operation of this contract will be as follows:
11. Electric is preferable, please provide cost for electric and diesel
12. Price for single and double decker is required
13. [to be confirmed by bus operator] vehicles fitted to the standard specification as dictated by[BUS OPERATOR] for their vehicles operating in Leicester.
14. under 12 months old at the start of the contract
15. be in a fit and serviceable condition for providing the service required.
16. have exterior paintwork, interior seats and fittings in good condition such as to promote confidence in users.
17. have effective heating, lighting and ventilation.
18. be clean internally and externally at the start of each day’s operation and be maintained in a high level of cleanliness throughout the course of the day.
19. have WiFi and USB ports
20. have bus stop announcements
21. have tracking fitted that allows the passenger to view where the bus is (via an app) and linked in with the bus side displays

## Statistics, Audit and Inspection

3.11 Designated UHL Staff may:

* 1. Inspect the vehicle provided immediately before, during or after operation of any journey.
	2. By prior agreement inspect vehicles not in service.
	3. Inspect maintenance facilities and records.
	4. Inspect tickets or passes of passengers.
	5. Request relevant information from drivers and passengers.

In normal circumstances, inspections will be carried out so as not to delay subsequent journeys unduly.

3.12 Designated UHL staff will be permitted access on demand to all relevant books, documents, vouchers, waybills, tickets and accounts at any reasonable time or times.

3.13 The Contractor shall provide UHL with accurate statistics showing performance of the service as UHL shall reasonably require.

3.14 Every fare-paying passenger on payment of the fare shall be issued with a correct ticket, and the Contractor shall maintain the system of daily waybills in sufficient detail to identify the revenue collected on each journey. Passengers travelling at concessionary rates should be asked to show appropriate authorisation.

## Fares and Concessionary Travel

* 1. Sample fares are listed in appendix D
	2. The service will operate under Leicestershire County Council’s Concessionary Fares Scheme with all the requirements of that scheme applying to this contract.
	3. Children’s fares should be available at all times. Children are defined by age as being 5 to 15 inclusive. Children under the age of 5 shall be carried free of charge provided they do not occupy a seat to the exclusion of a farepaying passenger and an adult farepaying passenger accompanies them.
	4. Drivers must be able to show on demand and correctly interpret the faretable for that service accurately and to accept travel concessions and other specified special tickets.
	5. Applicable fares for the service should be displayed in the interior of the vehicle. A sample ticket (enlarged) should be displayed in the vehicle, explaining the different elements of the ticket.
	6. The service will accept PlusBus and the Leicester Flexi tickets.

## Contact Variation

* 1. Variations may be made to the details of service, route, frequency, timings and vehicle as specified in Schedule 1 subject to the prior agreement of UHL and the Contractor.
	2. Additional (and/or reduced) picking up and setting down points on line of route will not attract any change in contract rates.
	3. Any variations in mileage of any level must be agreed with UHL and may attract changes in contract rates.

## Publicity, Noticies and Day to Day Opertaion

* 1. The total mileage for this contract (currently) is in appendix A. The stops that the service need to serve as a minimum are listed in Appendix B with a request for 3 additional options (County Hall, Anstey and Hamilton estate)
	2. The service will only operate Monday to Sunday and some Bank Holidays
	3. Consideration must be given to the frequency of the buses i.e. every 10, 15, 20 and 30 mins.  At weekend at least every 30 mins.
	4. Buses during the day should arrive at the UHL sites before the hour and before the half hour.
	5. The Contractor shall ensure that destination blinds and other information signs as specified by UHL are displayed in the vehicle when operating services under this contract. The contractor must not the display service number or destination at other times.
	6. Copies of the service timetable must be carried and made available to passengers on request.
	7. Drivers must be able to supply general information about terminal points of other services in Leicester and/or refer passengers on to the appropriate channels for other queries.
	8. Detailed elements of marketing activity required by the contractor under this contract are described in Appendix C.

## Sub-contracting and Assignment

* 1. The Contractor shall not assign, sub-contract or otherwise dispose of his interest under this contract without receiving in advance the consent of UHL providedthat this condition shall not prohibit the Contractor from arranging for the provision of a service under this contract by vehicles operated by a third party in an emergency (in which case the Contractor shall inform UHL as soon as possible afterwards). In the event of sub-contracting, the Contractor remains liable for meeting all conditions of the contract.

## Improper Incudement or Reward

* 1. UHL shall be entitled to cancel the contract and to recover from the contractor the amount of any loss resulting from such cancellation if the Contractor shall have offered or given or agreed to give any person any gifts or consideration of any kind as an inducement or reward for doing, or forbearing to do, any action in relation to the obtaining or execution of the contract, or any other contract with UHL, or for showing or forbearing to show favour or disfavour to any person in relation to the contract or if the like acts shall have been done by any person employed by him or acting on his behalf (whether with or without the knowledge of the Contractor) or if in relation to any contract with UHL the Contractor or any person employed by him or acting on his behalf shall have committed any offence under the Prevention Corruption Acts 1889 to 1916, or shall have given any fee or reward the receipt of which is an offence under Section 117(2) of the Local Government Act 1972.

## Other requirements of contractor and driver

* 1. Dependant on the service provided there maybe a need for dedicated drivers for the service, the current service runs with a set of dedicated drivers.
	2. Drivers must be smartly and appropriately dressed.
	3. Drivers must comply with contract driver conditions.
	4. Contract services should be on time at the start of each journey and thereafter at each timing point; no contract should run early and late running is only acceptable through circumstances beyond the Contractor’s control. The correct route and pick up points should be followed unless the driver is prevented from doing so by road works or similar.
	5. Smoking by passengers or the driver is not permitted on any vehicle operating this contract, and notices to that effect must be displayed in the vehicle.
	6. Drivers must exercise care for their passengers, preferably with the help of customer care training. This includes communications with customers, a considerate driving style, and showing particular attention to the needs of young children and elderly and disabled passengers.
	7. The driver must be contactable during the hours of and operation of the contract. Drivers must not use mobile phones, unless hands free, whilst the vehicle is in motion. Any call taken or made when the vehicle is stationary must relate to the operation of the contract.
	8. The Contractor must report by telephone to a designated UHL contact (details to be provided on award of the contract) all accidents, breakdowns or other significant delays e.g weather issues, whilst operating the contract service. This information is to be given as soon as possible after the breakdown or delay occurs. In the first instance a phonecall should be made, this should be followed up with an email and then regular updates, at least hourly, until the issue is resolved.
	9. The Contractor or his/her representative must be immediately contactable by telephone during normal office hours and have available either e-mail facilities to assist in communications with the UHL concerning the contract.
	10. In the event of a complaint about a service being received by UHL, the Contractor must supply an explanation of the event within one working day of being informed of it. If the complaint is made direct to the Contractor he must reply in writing to the complainant within 3 working days, with a copy of the reply sent concurrently to UHL.
	11. Where CCTV systems are in operation, the contractor must comply with the relevant legislation governing the operation of CCTV systems. For CCTV systems provided by UHL, the Contractor will also adhere to the specific CCTV agreement.
	12. Drivers should contact their supervisor before not operating journeys. Last journeys must always be operated and no sections of route should be missed out. Regular lateness should be reported to UHL.
	13. Drivers will be responsible for assisting partially able-bodied persons onto the vehicle on request and will ensure operation of the wheelchair ramp when required.
	14. The Trust reserves the right to request the removal of a driver from the service
	15. Mobile ticketing must be available
	16. Recording of boarding and alighting is required

## Equal Opportunities

* 1. UHL is firmly committed to the principle of Equal Opportunities in both employment and the delivery of services. The UHL seeks to encourage similar good practice by its contractors. The Contractor, therefore, must comply with their statutory obligations and treat equally and fairly employees and service users regardless of their colour, race, nationality, ethnic or national origin, religion, gender, marital status, sexuality, disability, age or any other unjustifiable criterion.

## Disability Discrimination Act

* 1. The Contractor will be expected to meet fully the requirements of the Disability Discrimination Act 1995 in respect of non-discriminatory behaviour. Drivers will therefore need to be specifically briefed, or given training, in serving disabled customers. It is also expected that any alterations to vehicles required by regulations under the Act will be fully complied with.

# **Contract Management**

## Account Manager

* 1. The successful supplier shall appoint and provide contact details for an Account Manager upon award to the contact. The UHL reserves the right to stipulate that the Account Manager must be changed subject to providing evidence of an unsatisfactory performance.
	2. The Account Manager tasks are envisioned, but not limited to:
	+ Liaising with the Contact Manager.
	+ Acting as an escalation point for queries, advice and issues.
	+ Identification of opportunities for cost savings and improvements.
	+ Recording and agreeing changes to improve the service.
	+ Trend analysis.
	+ Preparation for review meetings including the provision of Management Information (MI).
	+ Fulfilling requests for information from the UHL.
	+ Information security.
	+ Incident Handling and responses.
	+ Identifying areas for improvement to the UHL using management information and trend analysis.
	+ Providing guidance on legislation updates.
	1. Contract Review meetings shall include, but not be restricted to the following topics:
	+ Overall performance against key performance indicators.
	+ Compliance and satisfaction levels.
	+ Sustainability strategy and performance.
	+ Business continuity issues and updates.
	+ Proposals for improvements on any area of the contract.
	+ Review of market conditions/ intelligence.
	+ Trading conditions and financial stability.
	+ Review of risk assessment.

The contract review meetings shall take place monthly.

* 1. The UHL may make ad hoc requests to the Account Manager for management information and support for Freedom of Information (FOI) requests, all of which shall be provided at no additional cost. The successful supplier shall note that such responses are often required urgently and shall be prepared to work to whatever deadline the UHL proposes/stipulates.
	2. The Account Manager shall ensure that the relevant staff in the successful supplier’s organisation are fully briefed on the nature and details of the service provision and any changes as a result of any improvements identified.
	3. The successful supplier shall bear all of their costs associated with contract management including attendance at meetings, which may be held at either the UHL’s or the successful supplier’s premises.

## Management Information (MI)

* 1. The primary contract management activity from both parties shall be to monitor service performance.
	2. After contract commencement the successful supplier shall attend performance review meetings with the UHL to review the progress of the contract, discuss the management information and to review any operational issues that have arisen in the preceding months.
	3. The MI Table (Monthly Mileage Table) and Carbon Reductaion reports will be completed and returned within ten (10) working days of the following month.

## Key Performance Indicators (KPIs)

* 1. Full details of Key Performance Indicators will be released at Invitation To Tender (ITT) stage to shortlisted suppliers. Shortlisted Suppliers will have opportunity to provide input into KPIs later on in the procurement stage during negotiations, and these KPIs will form part of the contract following award.
	2. The following performance targets will apply directly to operation of this service, with further KPIs to be added along the procurement process:

- 95% of services will operate no more than 1 minute early and no more than 5 minutes late.

- 100% of mileage will be operated.

* 1. Failure to achieve the above performance indicators 75% of the time could result in the following:

- Termination of contract.

- Additional resource allocated to operation of the service with costs bared by the contractor.

* 1. The requirements for Real time data are described in Appendix F. in the event that this data is not available, the contractor will provide this information through other means such as manual monitoring feedback or ticket machine data.
	2. Deductions will be made for mileage not operated at the cost per mile. Failure to disclose lost or late mileage will delay monthly payment. All contract payments will be based on an annualised rate.
	3. In the case of non-operation of any contracted journey due to adverse weather conditions or similar UHL will pay the contract at 65% of the normal rate.
	4. No payment will be made for journeys that run early or, through the fault of the Contractor, run more than 20 minutes late or not at all. Payment will be reduced by a third for journeys which run, through the fault of the Contractor, between 10 and 30 minutes late. Deductions will be based on the the cost per mile rate. Please note that it is expected that every effort is made to operate all journeys.
	5. In addition to the monitoring of service reliability, a service quality monitoring regime linked to contract payments will be introduced during the first year of the contract. Implementation of the regime will be subject to agreement between UHL and the operator over the following criteria:
	+ screening of a performance monitoring panel
	+ criteria for measuring performance Criteria
	+ measurement methodology
	1. The detail of such a scheme will be based around the following broad principles:
* A range of performance indicators will be measured on a monthly basis by designated UHL staff. The indicators and measurable criteria are listed in the table overleaf. Each of the 42 criteria will be measured on a scale of 1-4 with 1 being the worst and 4 the best score possible. No weightings will be applied.
* The maximum total score possible is 350, representing the sum of scores for the 35 criteria. In the event that the total score for a period falls beneath 350, UHL shall deduct 5% of the value of the monthly contract payment for the following period.
	1. The indicators and their measurement criteria are listed in appendix H

# **Staff**

* 1. The successful supplier shall employ a sufficient number of trained and competent staff at all times and in all respects to ensure the continuous provision of services to meet this specification (as a minimum).
	2. The successful supplier will be responsible for ensuring that all drivers hold any necessary PSV or driving licence and any other necessary qualifications and comply at all times with any relevant regulations.
	3. The successful supplier shall ensure drivers comply with Certificate of Professional Competence regulations (a minimum of 35 hours training in a 5-year period) or equivalent legal requirement and be able to demonstrate this on request.

* 1. The successful supplier must have a transparent and accountable recruitment process that ensures all staff, whom will be driving in the delivery of these services meet 5.2. and 5.3
	2. The successful supplier will be required to demonstrate that all staff have gained appropriate occupational health clearance prior to the commencement of employment.
	3. The successful supplier will be expected to deal with any breach of conduct, failure of performance or other disciplinary matter using an appropriate disciplinary procedure.
	4. The successful supplier must confirm that ALL their staff shall sign a formal confidentiality and non-disclosure agreement, with respect to data and patient confidentiality.
	5. The successful supplier shall ensure an identity badge is provided which includes an up to date photographThis identity card must be provided to personnel on commencement of working on the contract. This must be worn at all times by the staff when working on this contract.
	6. The successful supplier will recruit competent technical trained staff, in order to comply with the successful supplier’s obligations. All successful suppliers’ staff will have on-going training reviews, and the successful supplier will develop its staff, to meet any current or future regulatory requirements.
	7. The Contract Manager may exclude from the contract any employee of the successful supplier who persistently fails to meet the required standards of competence and behaviour and request that the successful supplier ensures that he/she is not involved in the provision of this service for the remainder of the contract (and any extensions).
	8. The successful supplier must hold validated references for their staff, including documentary evidence.
		+ To establish the bona fide status of the staff.
		+ Their permission to work within the UK prior to the commencement of working with the UHL.
	9. The successful supplier must ensure that their personnel comply with the UHL’s policies in respect of:
		+ Mental Health Awareness;
		+ Manual Handling;
		+ Equality and Diversity;
		+ Security;
		+ Health and Safety;
		+ Information Governance;
		+ Infection Prevention and Control; and
		+ Safeguarding of Adults and Children / PREVENT Awareness.
	10. It is a requirement that, at the successful supplier’s own cost, all staff, including sub-contractors and their staff, working on this contract must be fully trained in respect of the UHL’s Policies for the items.
	11. The UHL employs a diverse workforce and treats some of the most vulnerable patient demographics. The successful supplier must ensure that personnel engaging with the UHL’s staff and its patients act in a non-discriminatory manner.
	12. The UHL requires that any of the successful supplier’s staff who fails to satisfy vetting procedures, or who refuse to be vetted, be removed from all tasks involved in the delivery of the service. The UHL shall not give reasons for this requirement and the successful supplier must comply with such a direction.
	13. The UHL is committed to achieving accreditation with the Living Wage Foundation as a Living Wage Employer. As well as directly employed Trust staff, this accreditation ensures the payment of the Living Wage to all third party contracted staff.

# **Training**

* 1. The successful supplier’s staff that will be involved in the provision of the services required under this contract are to demonstrate on-going competence to the UHL standards.

## Smoking:

* 1. The successful supplier shall ensure that all of its staff member(s) used in the provision of the services shall abide by the UHL’s smoke free zones. Smoking by any person is strictly prohibited whether prior, during or after the provision of services whilst within a UHL smoke free zone, or within a vehicle delivering the contract.
	2. The UHL reserves the right to require the replacement of any of the successful supplier’s staff member(s) observed or otherwise reasonably suspected of smoking within a UHL smoke free zone, or within a vehicle whilst performing the services.
	3. The UHL defines the use of any alternative e-cigarette or vaping device to be smoking, and the same restrictions apply as if the staff member(s) were smoking tobacco.
	4. No smoking on buses

## Alcohol and Illegal Drugs:

* 1. The successful supplier shall ensure that its staff member(s) do not perform any services whilst under the influence of either alcohol or illegal drugs.
	2. The UHL may if it suspects that any staff member(s) is under the influence of either alcohol or illegal drugs:

(i). Suspend/terminate the staff member(s) from providing services under this agreement.

(ii). Inform the Police of any suspected offence.

* 1. The successful supplier shall not be entitled to any payment from the UHL, nor shall it be entitled to make any claim for any losses or expenses whatsoever or howsoever incurred as a result of, or any period of suspension of the staff member(s) from this agreement.
	2. The UHL may at any time during the term of this agreement introduce a system for testing staff member(s) for alcohol and illegal drugs. The UHL shall provide the successful supplier with fourteen (14) days prior notice in writing of the intention to commence a testing program together with details of the UHL’s requirements in relation to any such program.

## Prescribed and non-prescribed medication

* 1. The successful supplier shall ensure that it implements procedures for monitoring the taking of medication by their staff member(s) to ensure that the recommendations of their doctor, or, for over the counter remedies, the manufacturer in relation to driving / operating machinery, are appropriately followed.

# **Complaints**

* 1. The successful supplier shall notify the Contract Manager of any complaints lodged concerning the service with a copy of any relevant documentation. A written response to complaints must be submitted within ten (10) working days.
	2. Complaints about the service must as a matter of routine be reported to the Contract Manager who shall immediately instigate an investigation into the matter and if the complaint appears justified the Contract Manager shall contact the Account Manager in writing in order to resolve the problem. The Account Manager shall investigate the matter and reply to the Contract Manager in writing in accordance with the UHL’s complaints procedure.
	3. The Account Manager and the Contract Manager shall also review any complaints made and any resulting actions implemented as a result at the following scheduled review meeting(s).

# **Management Standards**

* 1. From the commencement of the contract, the successful supplier shall be required to hold accreditation and comply with any and all subsequent revisions, or successor standards, throughout the length of the contract, of the following (or latest relevant version) standards.
	2. ISO 9001:2015 – Quality management systems.
	3. ISO 9001:2015 specifies requirements for a quality management system where an organization needs to demonstrate its ability to consistently provide product that meets UHL and applicable statutory and regulatory requirements and aims to enhance UHL satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to UHL and applicable statutory and regulatory requirements.
	4. All requirements of ISO 9001:2015 are generic and are intended to be applicable to all organizations, regardless of type, size and product provided.
	5. ISO 45001:2018 - Occupational Health and Safety Management.
	6. ISO 45001:2018 sets out the minimum requirements for occupational health and safety management best practice. It is a framework for an occupational health and safety management system. Ensuring policies, procedures and controls needed for an organisation to achieve the best possible working conditions, aligned to internationally recognise best practice.
	7. ISO 22301 Security and Resilience - Business Continuity Management System.
	8. ISO 22301 establishes guidelines and general principles for understanding and prioritising the threats to your business with the international standard for business continuity. This standard provides the requirements for a management system to protect against, reduce the likelihood of, and ensure your business recovers from disruptive incidents, and improving how you will maintain continuity of services or supply of goods during a disruption and how you will recover delivery of key services or goods in line with best practice.
	9. ISO 14001: 2015 Environmental Management Systems.
	10. ISO 1400: 2015 is an international standard that provides a framework for organizations to manage their environmental impact. The standard helps organizations improve their environmental performance. It also helps organizations comply with relevant legal requirements; achieve environmental objectives and covers various aspects, including resource usage, waste management, and monitoring environmental performance.

# **Legislation**

* 1. The successful supplier must comply with the Transport Act 1985, the Transport Act 2000 and the Public Service Vehicles (Registration of Local Services) Regulations 1986 and Bus Services Act 2017
	2. It is a statutory requirement for the successful Supplier to submit an application to register the services with the Traffic Commissioner. This application must be made at least 42 days before start of Service and the local authority must be advised 28 days before your application to the Traffic Commissioner.
	3. The successful supplier must at their own expense hold a PSV Operator’s License, covering each Vehicle required to operate the service
	4. The successful supplier will be responsible for ensuring that all drivers hold any necessary PSV or driving licence and any other necessary qualifications and comply at all times with any relevant regulations.
	5. The successful supplier shall ensure drivers comply with Certificate of Professional Competence regulations (a minimum of 35 hours training in a 5-year period) or equivalent legal requirement and be able to demonstrate this on request.
	6. The successful supplier will be responsible for ensuring any next stop audio-visual announcement equipment is in working order and complying with The Public Service Vehicles (Accessible Information) Regulations 2023
	7. The vehicles must be low floor and meet the PSV Accessibility Regulations (2000)
	8. The successful supplier is required to comply with The Public Service Vehicles (Open Data) (England) Regulations 2020 by providing relevant data to the Bus Open Data Service (BODS).
	9. No Smoking on buses
	10. The successful supplier shall comply with all relevant legislation associated with the services required under this contract and shall bear the cost of any changes that need to be made to comply with amendments / new legislation as required.
	11. Mental Health Act 1983 (as amended)
		+ The successful supplier shall ensure that their staff are instructed as to their duties and responsibilities in relation to the Mental Health Act 1983 and that they comply with the requirements at all times.
		+ In particular the successful supplier shall be required to work with the UHL to evidence that the requirements relating to the transport of Patients under the Mental Health Act 1983 are met under this contract.
	12. Disability Discrimination Act 1995 (As amended)
		+ The successful supplier must comply with the requirements of the Disability Discrimination Act 1995 ensuring that they that they comply with the requirements at all times.
		+ The successful supplier shall be required to provide evidence that they regularly instruct their staff in the requirements of the Disability Discrimination Act 1995.
	13. Health and Safety at Work Act 1974 (as amended)
		+ The successful supplier shall ensure that their staff are instructed as to their duties and responsibilities in relation to the Health and Safety at Work Act 1974 and that they comply with the requirements at all times.
		+ The successful supplier shall be required to provide evidence that they regularly instruct their staff in the requirements of the Health and Safety at Work Act 1974.
		+ It is a requirement that the successful supplier fully notifies the UHL of any risk assessment carried out in relation to providing the service, and clearly details any findings or conclusions.
	14. Working Time Regulations Act (1998) (as amended)
		+ The successful supplier shall ensure that staff shall not exceed safe and/or statutory guidelines/requirements described in the above act with respect to their working hours, breaks and intervals between shifts.
	15. Equality Act 2010 (as amended)
		+ The successful supplier must comply with the UHL’s equal opportunities policy, demonstrate a commitment to equal opportunities and diversity in their staff and demonstrate that their staff are treated under the same principles of fairness as NHS employees.
		+ In respect of all persons employed or seeking to be employed by the successful supplier in and about the provision of the services, the successful supplier shall comply with each and every part of the provision of law which prohibits discrimination in relation to employment on the grounds of age, race, sex, gender reassignment, disability, religion or belief, sexual orientation, marriage or civil partnership, pregnancy and maternity.
	16. Late Payment of Commercial Debts (Interest) Act 1998 (as amended)
		+ The successful supplier shall refer to the Late Payments of Commercial Debts (interest) Act 1998, for instances of failure by the UHL to make any payment of any charges for the Service within 30 days of receipt of a valid invoice, then the successful supplier shall be entitled to interest on the payment overdue.
	17. Data Protection Act 1998 (as amended)
		+ The successful supplier must ensure that the service being provided throughout the full contract period is fully compliant with the Data Protection Act at all times throughout this contract.
	18. Freedom of Information Act 2000 (as amended)
		+ The successful supplier must provide support to the Contract Manager to gain access to the relevant data. This is to support the UHL in meeting its statutory requirements in responding to any requests received under the Freedom of Information Act at all times throughout this contract.
	19. The Computer Misuse Act (CMA) 1990 (as amended)
		+ The successful supplier must provide the support to the Contract Manager to gain access to the relevant data. This is to support the UHL in meeting its statutory requirements to make provision for securing computer material against unauthorised access or modification; and for connected purposes.
	20. Modern Slavery Act 2015 (As amended)
		+ The successful supplier must ensure that the service being provided throughout the full contract period is fully compliant with the Modern Slavery Act 2015 and that appropriate training, polices and processes are in place to ensure the service provided under this contract adhere to its requirements.

# **Business Continuity**

* 1. The successful supplier shall use reasonable endeavours to ensure its Business Continuity Plan (BCP) operates effectively alongside the UHL’s BCP where relevant to the provision of the services.
	2. Where “Business Continuity Plan” means the successful supplier’s BCP which includes its plans for continuity of the service during a Business Continuity Event (BCE).
	3. Where “Business Continuity Event” means any event or issue that could impact on the operations of the successful supplier and its ability to provide the service including influenza pandemic and any Force Majeure event.
	4. Throughout the Term, the successful supplier shall need to ensure its BCP provides for continuity during a BCE. The successful supplier shall be required to confirm and agree such BCP details and shall continue to detail robust arrangements that are reasonable and proportionate to:
		+ The criticality of this contract to the UHL.
		+ The size and scope of the successful supplier’s business operations.
		+ Continuity of the provision of the services during and following a BCE.
	5. The successful supplier shall need to conduct a business continuity programme over a twelve month period which shall actively document action based learning from any arising incident, training or exercising completed. The plan, programme and learning documents shall be open to inspection and report as part of the UHL’s core standards assurance process.
	6. The successful supplier shall need to provide to the UHL a copy of any updated or revised BCP within fourteen (14) working days of any material update or revision to the BCP.
	7. The successful supplier shall ensure that the BCP is tested annually.
	8. The UHL may suggest reasonable and proportionate amendments to the successful supplier regarding the BCP at any time. Where the successful supplier, acting reasonably, deems such suggestions made by the UHL to be relevant and appropriate, the successful supplier shall incorporate into the BCP all such suggestions made by the UHL in respect of such BCP. Shall the successful supplier not incorporate any suggestion made by the UHL into such BCP it shall explain the reasons for not doing so to the UHL in writing to the Contract Manager.
	9. Should a BCE occur at any time, the successful supplier shall implement and comply with its BCP and provide regular written reports to the Contract Manager on such implementation.
	10. During, and following, a BCE, the successful supplier shall use reasonable endeavours to continue to provide the services in accordance with the contract.
	11. If a Resilience Operations Centre (ROC) is in place to assist the UHL’s service delivery the successful supplier will be required to provide an appropriate liaison officer to that ROC for support.

# **Implementation Requirements**

* A Project Plan will need producing detailing what needs doing when and by whom, showing the interlinking elements
* The Contract will be awarded
* The successful supplier will need to start work on the transfer of staff (TUPE)
* Buses will need ordering
* The route will need to be registered
* All livery will need designing, approving, ordering and fitting
* Publicity material will need to be created and updated including timetables and electronic tracking
* A clear roll out/change over plan will need created

# **Exit Plan**

* 1. The successful supplier will be required to create and maintain an exit plan throughout the length of the contract period, in line with the following timescales:
	2. On implementation, an indicative exit plan will be provided to the UHL by the successful supplier;
	3. After the first six (6) months a finalised exit plan will be provided to the UHL by the successful supplier; and
	4. At the annual contract review meeting the exit plan will be updated by the successful supplier and provided to the UHL.
	5. On cessation of the contract, all electronic information shall be provided to the UHL at no cost. This must include all data relevant to the UHL, as per the UHL ‘s terms & conditions, all data belongs to the UHL and must be provided to the UHL in a reasonable timescale and format.
	6. Any exit plan must have clear timescales and confirmation of resource commitments required by the supplier to ensure that any handover of data to a new provider shall be in a reasonable and timely manner, in agreement with the UHL and the new provider’s implementation plan.

# **Sustainability**

* 1. The successful supplier shall operate the service having due care for environment, social and economic sustainability. They must have an environmental policy, which aligns to the Trust’s Sustainability Policy or which supports the trust in achieving it’s sustainability goal. The sustainability requirements are as follows:
	2. **Environmental Sustainability**
		1. Emission Reductions: Commitment to reducing CO2 and other harmful emissions. This includes using electric buses, hybrid models, or buses powered by renewable fuels (e.g., CNG, hydrogen).
		2. Engine Efficiency: Utilization of energy-efficient buses and technologies that reduce energy consumption, such as regenerative braking and auto-off engines.
		3. Potential Low-Emission Zones Compliance: Commitment to meeting or exceeding regulatory standards related to emissions inpotential low-emission zones.
		4. Waste Reduction: Proper recycling programs and waste reduction strategies during the lifecycle of buses, including the disposal and recycling of old buses.
		5. Lifecycle Emissions Analysis: Providing a comprehensive analysis of emissions over the lifecycle of the bus, from use through to end-of-life disposal.
	3. **Social Sustainability**
		1. Accessibility and Inclusivity: Ensuring that the bus fleet is accessible to all passengers, including those with disabilities, through features such as low floors, ramps, and space for wheelchairs or prams.
		2. Safety and Comfort: Implementation of safety measures, such as clean, well-maintained buses with adequate ventilation and seating. This also includes emergency response systems and regular staff training.
	4. **Economic Sustainability**
		1. Cost-Effectiveness: Offering long-term cost savings through more efficient buses, which require less maintenance and fuel, while also considering the life-cycle costs of the vehicles.
	5. **Climate Resilience and Adaptation**
		1. Weather Resilience: Ensuring that buses are designed to withstand extreme weather conditions (e.g., heavy rainfall, heatwaves, or snow) and are operational in all seasons.
	6. **Sustainability Certifications**
		1. Environmental Certification: Preference for buses that meet global sustainability standards or certifications such as ISO 14001 (Environmental Management) or other eco-certifications.
	7. **Sustainability in Maintenance and Operations**
		1. Sustainable Procurement: Prioritizing the purchase of sustainable goods and services within the supply chain for bus operations (e.g., eco-friendly cleaning supplies, tires, and spare parts).

# **Social Economic Responsibility**

* 1. The UHL is committed to its Social Economic Responsibilities and ensuring it is a Good Corporate Citizen (GCC). It is imperative that the successful supplier ensures that its supply chain is monitored and that there is zero tolerance of modern slavery within their supply chain.
	2. The successful supplier must ensure that at no point, throughout the delivery of this agreement, that any materials used to deliver this agreement are created through the use of bonded labour or infringement of human rights.
	3. Where any such issues arise within the extended supply chain, the successful supplier shall act to remove these items from entering the UHL’s extended supply chain and implement ethical sourcing programs and supply chain audits to prevent any repetition.
	4. The successful supplier should evidence the initiatives they have in place to provide an inclusive place to work which is supportive of a diverse workforce.
	5. The successful supplier should evidence what initiatives they have in place to support the physical and mental wellbeing of their staff.
	6. The successful supplier should evidence what initiatives they have in place to invest in and give back to the community they serve.
	7. As per 5.16, the UHL is committed to achieving accreditation with the Living Wage Foundation as a Living Wage Employer. As well as directly employed Trust staff, this accreditation ensures the payment of the Living Wage to all third party contracted staff.

# **Payment**

* 1. Payment will normally be made within 30 days of the receipt of a correct invoice and accompanying information as detailed below.
	2. Contractor will submit an invoice to UHL one month after the service commences. Subsequent invoices will be submitted at monthly intervals.
	3. Details of other users must be supplied to the UHL for recharging purposes e.g. University of Leicester, DeMontfort University and Leicestershire Partnership Trust.
	4. UHL will pay the Contractor in respect of each calendar month following receipt of an invoice and monitoring form covering that period. The amount to be paid each month will be one twelfth of the annual contract price less the revenue generated by the service for that period, with the proviso that for any period in which the revenue generated exceeds the monthly contract payment that surplus shall be carried forward and offset against the next and, if necessary, succeeding periods by credit note.
	5. Mileage data will be provided on a monthly basis in accompaniment with the monthly invoice. This should reveal any lost mileage. Deductions will be made for mileage not operated at the cost per mile stated in Schedule I point 6. Failure to disclose lost or late mileage will delay monthly payment. Example report in Appendix G.
	6. In the case of non-operation of any contracted journey due to adverse weather conditions or other factors beyond the control of the contractor. UHL will pay the contract at 65% of the normal rate.
	7. No payment will be made for journeys that run early as defined in the performance regime or, through the fault of the Contractor, run more than 20 minutes late or not at all. Payment will be reduced by a third for journeys which run, through the fault of the Contractor, between 10 and 30 minutes late. Deductions will be based on the the cost per mile rate stipulated in Schedule I. Please note that it is expected that every effort is made to operate all journeys.
	8. UHL will give at least 3 months written notice of any proposed contract variation to the Contractor. The amount of such variation (if any) shall be entirely at the discretion of UHL and, if no notice is given, the contract price (subject to any variation previously notified) shall continue to apply.
	9. It shall be the responsibility of the Contractor to claim Bus Service Operators Grant if applicable. The Contractor retains any benefits accruing.
	10. UHL employees in possession of valid ID cards issued by UHL shall be conveyed to their destination free of charge.
	11. There maybe a requirement to transport other users Free of Charge as instructed by the Trust.
	12. The Contractor shall be responsible for all fees and charges associated with operating the contract, for example bus station departure charges.
	13. The successful supplier shall be paid monthly in arrears, by submitting a consolidated invoice quoting a valid UHL Purchase Order (PO).
	14. A separate electronic supporting document shall be provided to the UHL detailing all activity data in sufficient detail, such to allow the UHL to verify against its own records, the individual activity included within the invoice.
	15. Where any discrepancies are identified, the UHL shall contact the successful supplier to request a credit note.
	16. If the supporting documentation shall include personal identifiable data, it shall be transmitted to the UHL in line with the IG requirements, clause 15.
	17. Any liquidated damages shall be deducted from payments due to the successful supplier on a monthly basis.
	18. The successful supplier shall endeavour to absorb fuel price increases where possible.
	19. The successful supplier shall submit an invoice to the UHL for payment in line with the payment profile and form of invoicing agreed between the UHL and the successful supplier for the service or parts thereof that have been completed to the satisfaction of the UHL during that particular period.
	20. Within thirty (30) days of receipt of a valid invoice, the UHL shall pay to the successful supplier the sum due in accordance with the contract unless the UHL does not accept part of an invoice, in which instance the element under dispute shall be withheld. The UHL shall inform the successful supplier within five (5) working days of any disputed areas and shall endeavour to resolve the dispute with the successful supplier within one (1) calendar month.
	21. As per regulation 113 (6) of the Public Contracts Regulations (PCR) 2015 (as amended), where the successful supplier enters into a Sub-Contract in the delivery of this contract, the successful supplier shall include in that Sub-contract provisions having the same effect as the clauses 24.5 to 24.6 inclusive and a provision requiring the counterparty to that sub-contract to include in any sub-contract which it awards provisions having the same effect as clauses 24.5 to 24.6 inclusive.
	22. Any credit or other payments due to the UHL from the successful supplier for whatever reason shall be shown separately on monthly invoices and may be recoverable by deduction from any sum or sums then due, or which at any time thereafter may become due to the successful supplier under the contract or any other contract with the UHL.
	23. The successful supplier must state whether prompt payment for this service shall qualify for a reduction in charges, and if so, how this would be structured and applied. Any discount for prompt payment shall be applicable to the date of receipt of the correct and valid invoice.
	24. Any delay as a result of failure by the successful supplier to provide a correctly completed and valid invoice shall not jeopardise the receipt by the UHL of any prompt payment discount.
	25. No debt incurred in the delivery of this contract may be assigned without the prior permission of the UHL.

* 1. All prices must be quoted in Great British Pounds (GBP) and all payments shall be made in GBP.
	2. In line with the DoH “Combating Inflation Guidance” Document (Published March 2014), there shall be no pricing uplift for inflation made throughout the length of this contract. This guidance of a zero inflation policy shall be seen as a minimum target, in order for the UHL to keep a balanced budget and to continue to provide a quality service for Patients by protecting it’s front-line.
	3. Where the successful supplier is able to introduce initiatives to help the UHL reduce costs over the length of the contract, they are to be ratified through the contract review meetings and agreed in writing by the Contract Manager.
	4. Value Added Tax (VAT) shall be shown separately on all invoices.

# **APPENDIX A**

**MILEAGE BREAKDOWN**

Monday to Friday 1008.32km

Sat 643.5km

Sun 267.95km

# **APPENDIX B**

# **Stops**

As well as the stops below we require a price for extending the service to County Hall and into Hamilton and to Anstey, these should be listed as 3 additional options.

**Bus stops from Hamilton Centre to Beaumont Centre**

* Hamilton, Hamilton, Centre
* New Humberstone, Colchester Rd, Scraptoft Lane
* Nether Hall, Humberstone Garden Suburb, Averil Road (adj)
* Goodwood, Spencefield, Walshe Road (adj)
* Crown Hills, Crown Hills, Barnes Heath Road (opp)
* Crown Hills, Leicester, General Hospital
* Crown Hills, Crown Hills, Goals Football Centre (opp)
* Crown Hills, Crown Hills, opp Tavistock Drive
* Evington, Golf Course
* Leicester, London Road, Stoughton Road
* Clarendon Park, London Road, Clarendon Pk Rd
* Clarendon Park, Clarendon Park, London Road, (opp) St James Road
* Leicester, Leicester, Saxby Street (opp)
* Leicester, Leicester, Prebend Street (opp)
* Leicester, Leicester Royal Infirmary
* Leicester, Leicester, St Nicholas Circle (Stand FF)
* Frog Island, Slater Street
* Leicester, Groby Road, Co-op
* Leicester Frith, Leicester Frith, Groby Road, (adj) Mary Road
* Leicester Frith, Groby Road, LOROS
* Leicester, Glenfield Hospital (Main Entrance)
* Leicester, Leicester, Hallgate Drive (N-bound)
* Beaumont Leys, Beaumont Centre

**Bus stops from Beaumont Centre to Hamilton Centre**

* Beaumont Leys, Beaumont Centre
* Leicester, Leicester, Hallgate Drive (o/s)
* Leicester, Glenfield Hospital (Main Entrance)
* Leicester Frith, Groby Road, LOROS
* Leicester Frith, Heathley Park Drive
* Leicester Frith, Leicester Frith, Groby Road, (opp) Mary Road
* Leicester, Medina Road
* Frog Island, Slater Street
* Leicester, Leicester, St Nicholas Place (Stand PC)
* Leicester, Leicester Royal Infirmary
* Leicester, Railway Station
* Leicester, Leicester, Saxby Street (Stand 2)
* Clarendon Park, Clarendon Park, London Road, (adj) St James Road
* Stoneygate, London Road, Clarendon Pk Rd
* Stoneygate, London Road, Toller Rd
* Evington, Evington, Golf Course (opp)
* Evington, Evington, Evington Lane (o/s)
* Crown Hills, Crown Hills, Goals Football Centre (adj)
* Crown Hills, Leicester, General Hospital
* Crown Hills, Crown Hills, Woodborough Road (opp)
* Goodwood, Spencefield, Walshe Road (opp)
* Nether Hall, Humberstone Garden Suburb, Averil Road (opp)
* New Humberstone, Colchester Road, Scraptoft Lane
* Hamilton, Hamilton, Centre

# **APPENDIX C**

**PROVISION OF MARKETING**

The following marketing items should be included within the contract price stated in Schedule I

1. Production of a route leaflet of the standard type used for [Bus operator] services in Leicester. Within this leaflet will be included the following:

a. The full timetable

b. A spatially represented map of the service

c. A colour-coded linear spider diagram featuring the UHL shuttle bus

d. Details of Pick up points for the service

e. Small diagrams showing passengers where to catch their bus at each hospital on route.

f. Telephone numbers ]Bus Operator] lost property, [Bus Operator] customer services, and National rail enquiries

g. An address at UHL for comments and complaints on the service will be supplied to the contractor and this must be included on the leaflet.

2. Distribution of the above leaflet to the following locations:

* + - Glenfield Hospital
		- Leicester Royal infirmary
		- Leicester General Hospital

3. Sufficient numbers of leaflets will be produced such to satisfy demand of staff at each hospital location on route together with the general public.

4. The UHL Shuttle bus will be featured on the generic network spider diagram if available of the operators network in Leicester. All new print runs of the operators timetables in Leicester will include this modified network diagram during the life of the contract.

5. The UHL Shuttle bus will be included in the Council’s Information Scheme. The contractor will make sure the appropriate details of the service are available for the Council to include the service on the Leicester bus network map and to post stop-specific information at the respective stops on the route.

6. The contractor will provide leaflet holders on the vehicles and ensure that they remain stocked.

7. The contractor will ensure that holders are located on the vehicle to accommodate on-bus notices of A4 size.

8. The contractor will be responsible for informing passengers of disruption

9. A linear diagram of the route will be displayed in the vehicle interior

10. The exterior of the vehicle specifications (livery) will need agreeing with the UHL, an example of the current is in appendix E.

# **APPENDIX D**

**CURRENT FARES CHARGED**

UHL Staff bearing ID No charge

**Hospital Hopper Tickets (route specific)**

* Child single £1.70
* Adult single £2.40 (not £2.10)
* Day £3.60
* Week and Month - Not available

**Flexi Tickets - all accepted on the Hopper.**

* Weekly and longer, can only be purchased on the App
* Adult Day £5.60
* Child Day £4.30
* Family Day £11 (School day), £8 (School holiday)
* Adult Week £21.50
* Child Week £16
* Adult 4 Weekly £74
* Child 4 Weekly £57
* Child 12 Month £525
* Child Academic Year £515
* Child Academic Term 1 £230
* Student 12 Month £585
* Student Academic Year £575
* Student Academic Term 1 £240

# **APPENDIX E**

**VEHICLE TYPE & LIVERY**

# **APPENDIX F**

**Real Time Data**

1. The service will be monitored via a staffed depot-based using real time technology.

2. Vehicles will be fitted with the following:

a. on-board computer and all peripheral operating equipment such as wiring & aerials.

b. driver display

c. any associated selective vehicle detection equipment.

4. The contractor will ensure that Leicester City Council are supplied with the relevant information to ensure route data can be maintained and the service be successfully incorporated on the real time system.

# **APPENDIX G**

**EXAMPLE OF MONTHLY MILEAGE SUBMISSIONS**

**Statement of journeys not operated or more than 15 minutes late, or journeys operated by a non spec vehicle:**

|  |  |  |
| --- | --- | --- |
| Date | Journey Affected | Reason |
|  |   |   |
|  |   |   |

**Statement of schedule and actual mileage on service:**

|  |  |  |  |
| --- | --- | --- | --- |
| Week Commencing | Scheduled Miles | Actual Miles | Lost Mileage |
|   |   |   |   |
|   |   |   |   |
| Total for Period | 0.00 | 0.00 | 0.0 |

**Free Travel**

|  |  |
| --- | --- |
| Week Commencing | FREE TRAVEL |
| NHS staff | DMU Pass  | Uni Medi | Uni other | Conc Free | Return Punch |
|   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |
| Total for Period | 0 | 0 | 0 | 0 | 0 | 0 |

**Statement of farebox revenue and ticket type collection:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Week  | Total Revenue | Single Ticket | Day Ticket | 10 Trip | Flexi |
| Number Sold | Revenue | Number Sold | Revenue | Number Sold/Used | Revenue | Number Sold/Used | Revenue |
|   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |
| Total for Period |  £ -  | 0 |  £ -  | 0 |  £ -  | 0 |  £ -  | 0 |  £ -  |

Appendix H

Performance Regime

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Measurement Criteria** | **Score** |
|  | **Driver Quality** |  |
| 1 | **Appearance of driver**a. Not wearing uniformb. Shirt unbuttoned, no tie, hair messyc. Full uniform worn but no tie.d. Full uniform, shirt top button fastened, badge displayed, hair groomed | 1234 |
| 2 | **Politeness of driver**a. No acknowledgement of passenger, rudeness displayedb. No smile or greeting but acknowledgement of passengerc. Smile, greeting, acknowledgement and pleasant dispositiond. Smile, greeting, pleasant disposition, farewell message | 1234 |
| 3 | **Helpfulness & consideration for passengers**a. No consideration for individual needsb. Empathizes from within cab but does actually do anything to helpc. Helpful within the limits of the drivers cabd. Goes out of way to help passengers | 1234 |
| 4 | **Transactions completed before bus moved off.**a. No transactions completed before bus moved offb. Very few transactions completed before bus moved offc. Majority of transactions completed before bus moved offd. All transactions completed before bus moved off | 1234 |
| 5 | **Appropriateness of speed**a. Seems too fast or too slowb. Often use inappropriate speed during the journeyc. Occasionally uses inappropriate speedd. Comfortable speed for conditions at all times | 1234 |
| 6 | **Smoothness of pulling into bus stops**a. Never smoothb. Occasionally smoothc. Smooth majority of the timed. Always smooth | 1234 |
| 7 | **Smoothness of pulling away from bus stops**a. Never smoothb. Occasionally smoothc. Smooth majority of the timed. Always smooth | 1234 |
| 8 | **Braking**a. Heavy braking most of the timeb. Occasionally smooth mainly heavyc. Smooth majority of the timed. Smooth unnoticeable braking | 1234 |
| 9 | **Cornering/steering/passing stationary vehicles**a. Always too tight/too closeb. Often too tight occasionally sufficientc. Mainly sufficient occasionally too tightd. Leaves sufficient room but not excessive amounts | 1234 |
| 10 | **Delays from driver changeovers**a. Bus arrived over 2 mins early and departed over 5 mins late due to changeover periodb. Bus arrived on time but departed over 5 mins latec. Bus departed within 5 mins lated. Smooth changeover with arrival no more than 2 mins early and departure on time | 1234 |
|  | **Exterior Information Quality** |  |
| 11 | Clarity of route number/destination blindsa. Unreadableb. Readable but not easilyc. Readable but could do with improvingd. Very clear | 1234 |
| 12 | **Adequacy of Information Vinyls**a. Vinyls not presentb. Some vinyls damaged or missingc. Vinyls present but no visible due to dirtd. Vinyls present and visible | 1234 |
|  | **Interior Information Quality** |  |
| 13 | **Condition of Required Notices**a. Unreadableb. Readable but not easilyc. Readable but could do with improvingd. Very clear | 1234 |
| 14 | **Condition of signs, adverts, notices etc.**a. Unreadableb. Readable but not easilyc. Readable but could do with improvingd. Very clear | 1234 |
|  | **Exterior Cleanliness Quality** |  |
| 15 | Level of graffiti on bus exteriora. Large percentageb. Significant amount making bus look unattractivec. Small amount but not noticeabled. None | 1234 |
| 16 | **Cleanliness of exterior**a. Dirty (windows and bus body dirty)b. Windows or bus body dirtyc. Not 100% clean but acceptabled. Very clean | 1234 |
|  | **Interior Cleanliness Quality** |  |
| 17 | **Cleanliness of seating**a. Dirty, not usableb. Needs cleaning but could be usedc. Some staining visibled. Very clean | 1234 |
| 18 | **Cleanliness of windows**a. Can’t see outb. To see out have to move around dirty partsc. Can see out but needs cleaningd. Very clear | 1234 |
| 19 | **Cleanliness of ceilings/surfaces**a. Dirty and items on the surfacesb. Dirty or items left on the surfacesc. Not 100% clean but acceptabled. Very clean | 1234 |
| 20 | **Cleanliness of floor**a. Dirty and items on the floorb. Dirty or items on the floorc. Not 100% clean but acceptabled. Very clean | 1234 |
| 21 | **Level of litter**a. Litter has to be stepped overb. Litter clearly visible on floor c. Litter on floor but not visible to standard passengerd. No litter | 1234 |
| 22 | **Level of graffiti**a. Large percentageb. Significant amount making bus look unattractivec. Small amount but not noticeabled. None | 1234 |
|  | **Condition of Exterior** | **Score** |
| 23 | **Condition of exterior lights**a. Dirt completely covering lightsb. Large amount that requires cleaning but not obscuring lights completelyc. Small amount of dirtd. Very clean | 1234 |
| 24 | **Condition of bodywork**a. Old and battered, enough to put passengers off b. Significant amount of bad bodywork making bus look unattractivec. Small amount but not noticeabled. Looks as new | 1234 |
|  | **Condition of Interior** |  |
| 25 | **Etching on windows**a. Widescale etching of windows throughoutb. Etching clearly visible and decipherable on some windowsc. Minor Scratch Marks visible on some windowsd. No etching | 1234 |
| 26 | **Other vandalism (non etching)**a. Graffiti on seat backs, wall panels and windowsb. Visible graffiti but not widespreadc. Minor graffiti on seat backsd. No graffiti | 1234 |
| 27 | **Condition of interior lighting**a. Not workingb. Dim throughout the busc. Dim in areas d. All bright and working | 1234 |
| 28 | **Condition of floor**a. Large areas tornb. Small areas tornc. Worn but not tornd. As new | 1234 |
| 29 | **Condition of hand rails/grips**a. Several brokenb. Few brokenc. None broken but some need replacing due to wear and tear d. All as new | 1234 |
| 30 | **Overall condition of interior**a. Very poorb. Poorc. Generally good, some poor areasd. Good throughout | 1234 |
|  | **Service Quality Measures** |  |
| 31 | Closeness of bus to stopa. Not able to use stop due to bus positioningb. Stop usable but with difficultyc. Stop usable but positioning could have been better d. Perfect location to stop | 1234 |
|  | **Interior Appearance** |  |
| 32 | **Comfort of seating**a. Uncomfortableb. Bearablec. Could be improvedd. Comfortable | 1234 |
| 33 | **Air Quality**a. Overpowering smell of body odour or worseb. Some wafts of unpleasantnessc. Overpowering smell of disinfectantd. Free from any odour | 1234 |
| 34 | **Temperature**a. Uncomfortable (too hot, too cold)b. Bearable with adjustmentsc. Bearable d. Comfortable without need for adjustments | 1234 |
| 35 | **Audibility of bell**a. Not workingb. Hard to hear without listening hardc. Clear via uncontrollable noise d. Clear | 1234 |
| **Total** |  |  |

Appendix I

Vehicle Specification and Registration Numbers

**Yutong E12 Vehicle Specification**

* Vehicle Age: 2021
* Seating Capacity: Up to 39 Seats + 31 standing.
* Total passengers 70.
* DDA compliant with space for a wheelchair user.
* Kerb Weight: 13,750Kgs (with Airconditioning)
* Dimensions: 12,170 (length) x 2,550 (width) x 3,340 (height)
* Batteries: LFP (Lithium Iron Phosphate) battery packs, total of 422kwh capacity. The battery management system is unique to Yutong and constantly monitors temperature, voltage, current and capacity in the batteries.  Allows over 370km of mileage on a single charge.
* Manual wheelchair ramp
* USB charging at every passenger seat.
* Destination boards: Hannover front, rear and side electronic destination boards. “Stop” display in driver area.
* LED internal and external lighting.
* TFT screens in each vehicle supplied by Journeo and Mobitec to allow for next stop audio-visual announcements and council advertising.

**Vehicle Registration Numbers**

* YD71 FKW
* YD71 FKX
* YD71 FKY
* YD71 FKZ
* YD21 NFR

**All Appendix Documents will be attached to the tender portal for reference.**

Appendix J

Pricing Options

Below are attached pricing options that The Authority intends to receive bids for in this tender. The options provisioned are simply for bidder reference and are subject to change further in the process.



Appendix J

Vehicle Inspection Reports



Battery reports will also be made available at the Invitation to Tender stage.