
**LEEDS SHUTTLE BUS SERVICE
SPECIFICATION
REFERENCE NUMBER: 19899**

1.	PURPOSE	3
2	BACKGROUND TO THE CONTRACTING AUTHORITY	3
3	BACKGROUND TO REQUIREMENT/DURATIONS.....	3
4	THE REQUIREMENT	4
5.	KEY MILESTONES	7
6	REPORTING	7
7	VOLUMES	8
8	PRICE.....	8
9	STAFF AND CUSTOMER SERVICE.....	8
10	CONTRACTOR'S REPRESENTATIVE	8
11	STAFF	10
12	SERVICE LEVELS AND KEY PERFORMANCE INDICATORS.....	11
13	SECURITY REQUIREMENTS.....	11
14	HEALTH AND SAFETY	12
15	ENVIRONMENTAL AND SUSTAINABILITY.....	12
16	ANNEX 1 MI REPORTING TEMPLATE	13

1. PURPOSE

- 1.1 The Department for Work and Pensions (“Authority”) is the ‘contracting authority’ (as defined in the Public Contracts Regulations 2015) who is seeking to establish a contract for a shuttle bus service at Quarry House Leeds. This service will transport Government staff to and from Quarry House and the Leeds City centre railway station.

2 BACKGROUND TO THE CONTRACTING AUTHORITY

2.1 Procurement and Management of the Contract

- 2.1.1 The Contract will be between the Contractor and the Authority however the service will be required to be provided to Government staff working for a number of Government bodies located at Quarry House, Leeds. These shall include but shall not be limited to the Department of Health (DoH), the National Health Service (NHS) and the Cabinet Office.

- 2.1.2 The Contract will be jointly funded by the Authority and the DoH. The contract management tasks will be undertaken by the Authority’s contract management team.

2.2 The Structure and Remit of DWP

- 2.2.1 The Authority is responsible for welfare, pensions and child maintenance policy. As the UK’s biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers.

- 2.2.2 The shared site at Quarry House has approximately 2,500 staff working for the DWP, DoH, NHS and other Government bodies.

- 2.2.3 Further information about DWP can be found at <http://www.dwp.gov.uk/>

3 BACKGROUND TO REQUIREMENT/DURATIONS

- 3.1 The existing Leeds shuttle bus service is currently provided as a non-chargeable/free of charge service to Government staff. It operates to and from Leeds central railway station and Quarry House, Leeds. This service has been in place since Quarry House opened in 1992 and was introduced as an incentive for people relocating from London to Leeds.

- 3.2 The appointed Contractor shall have previous experience of successfully running a similar city centre bus service for the duration of Contract.

- 3.3. The new Contract is proposed to commence on 1 July 2017 for a term of [two (2)] years with provision to extend the Contract for a term of [twelve (12) months until [30 June 2020], at the Authority’s sole discretion.

4 THE REQUIREMENT

The Authority requires the Contractor to:

- 4.1 provide a bus vehicle with driver suitable for transporting authorised Government staff ("Passengers") from Leeds Railway Station to Quarry House, Leeds and return. The location of the bus service provision will be between Quarry House, Quarry Hill, Leeds LS2 7UA, West Yorkshire, United Kingdom and Leeds City Centre Railway Station New Station Street, Leeds LS1 4DY.

and

- 4.2 run dedicated shuttle bus services seven (7) times a day, five (5) days a week during Working Days ("Working Days" shall have the meaning given in the terms and conditions of Contract).. The collection and drop off schedule is shown below:

Bus Service Collection and Drop off Schedule			
Collection from Leeds Train Station to Quarry House, Leeds			
08:15	08:45	09:15	
Collection from Quarry House, Leeds to Leeds Train Station			
16:30	17:00	17:30	18:00

- 4.3 The Authority will notify the Contractor of any additional days throughout the year the Service is not required, typically 1 extra day at Christmas.
- 4.4 The Contractor must ensure that the Leeds City Railway collection and drop off points are compliant with local and national legislative highway/road procedures/codes.
- 4.5 The Contractor shall, at the Authority's request, provide the Services either:-
- 4.5.1 free of charge to Passengers. If so, it is intended that this will be the core service requirement that will operate from 1 July 2017; or
 - 4.5.2 at a charge to Passengers. If the Authority requests that there should be a charge to Passengers, this service shall be provided at the Contractor's cost and shall require the Contractor to collect the cost of the travel from the Passenger and provide a receipt to the

Passenger using the a cash collection and ticket receipt facility as each Passenger boards the shuttle bus.

- 4.6 The Contract Price to be paid for the Services shall be as specified in depending on whether the Authority requests that the Services shall be provided by the Contractor in accordance with paragraph 4.5.1 or 4.5.2 of the Specification (as appropriate). If the Authority requests initially that the Services shall be provided free of charge to Passengers in accordance with paragraph 4.5.1, the Authority reserves at its sole discretion the right to request at any time during the Contract Period that the Contractor charges Passengers from the date specified in advance by the Authority for such charge to take effect. The cost to be charged to Passengers will be specified in the implementation plan, post contract award.
- 4.7 The Contractor will ensure that timetables, collection and drop off points will be agreed in advance with the Authority's contract management team at the implementation stage and the Authority will then make the information available to Passengers of the shuttle bus service via notice boards and Authority's intranet as agreed with the Authority's Quarry House Estates team.
- 4.8 The Contractor will adhere to the timetable unless a Force Majeure Event occurs. A Force Majeure Event means any event materially affecting the performance by a Party of its obligations under this Contract arising from any act, event, omission, happening or non-happening beyond its reasonable control including, but not limited to fire, flood, earthquake, windstorm or other natural disaster; epidemic or pandemic; terrorist attack; nuclear, chemical or biological contamination; compliance with any governmental order, governmental rule or governmental regulation which comes into effect after the Commencement Date (Commencement Date shall have the meaning given in the terms and conditions of Contract); loss at sea; extreme adverse weather conditions; interruption or failure of utility service; Any request made by the Authority to alter the timetable or route to suit the business needs or particular workloads of the Authority will be considered by the Contractor and must be agreed between the Authority and the Contractor and will be subject to the Change Control Procedure (as defined and specified in the terms and conditions of Contract), if the Authority decides that the changes should be implemented. The shuttle bus service is to be used exclusively for Government staff located at Quarry House, Leeds.
- 4.9 The Contractor will bring to the attention of the Authority any alterations that are made to the timetable or route in advance of the alteration being made.
- 4.10 The shuttle bus service is to be used exclusively for Government staff located at Quarry House, Leeds. The Contractor should not use the shuttle bus service for the collection of Passengers not identified/outlined by the Authority at the Contract implementation stage.

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- 4.11 The Contractor will use the most efficient routes between pick up/drop off points, with any change approved by the Authority.
- 4.12 The Contractor will provide the Authority's Representative with a marked up street plan indicating the expected usual route, which must be consistent with the highway/road regulations.
- 4.13 Alternative routes will be provided by the Contractor in agreement with the Authority to collect and drop off Passengers if usual drop off/collection points are affected.
- 4.14 Drivers will hold the relevant licence for business use and carrying Passengers.
- 4.15 The Contractor will have the necessary insurance in place in respect of the vehicle and the carriage of Passengers.
- 4.16 The Contractor will ensure that bus vehicles to be used in the provision of the shuttle bus Services will be easily identifiable, destinations clearly marked and bus vehicles will be safe and roadworthy and will comply with the relevant safety and vehicle legislation.
- 4.17 The Contractor will operate a non-smoking policy on any shuttle buses used in the provision of the Services.
- 4.18 The contractor should ensure that in the event that a chargeable service is introduced that all cash collected is ring-fenced, is auditable to the receipts issued and is stored in a secure environment as agreed with the Authority. All staff handling cash are required to be suitably trained and procedures introduced that ensure cash security.
- 4.19 The Contractor must be compliant with the Public Services Vehicle Operating Safety Requirements.
- 4.19.1 In providing the Services the Contractor shall take all steps necessary to ensure the safety and wellbeing of all persons in operating the Services including:
 - 4.19.2 Members of the Authority's staff; and
 - 4.19.3 Passengers boarding, travelling on and alighting from the vehicles used; All employees, agents and contractors of the Authority whilst using or visiting any of the Contractor's vehicles used in the provision of the Services for any purpose in connection with the service routes.
- 4.20 The Contractor shall provide any supporting bus service documentation requested by the Authority and comply with all relevant Road/Highways Legislation including but not limited to the requirements set out in the Schedule Licensing Authority regulations.

Vehicle Requirements to be met by the Contractor:

- 4.20.1 Passenger seating capacity minimum of thirty (30);
- 4.20.2 Passenger standing and seating capacity needs to meet demand;
- 4.20.3 Passenger disability area;
- 4.20.4 The condition of the Interior, including but not limited to ceilings, floors, side panels, window frames, glazing, seats, handrails and light defusers to be clean, with no ingrained dirt, litter, graffiti, etching or stickers;
- 4.20.5 All internal surfaces, handrails and seating free from damage and visible wear and tear. All seat cushions to have matching material (or other approved material). Seat covers show no signs of fade or wear and all seat backs to be the same colour. No consistent rattling noises anywhere inside the bus;
- 4.20.6 The Authority has the right to inspect the cleanliness of the vehicle without prior notice at any time during the collection and drop off service;
- 4.20.7 The Contractor will provide a customer service contact point for Passengers to be able to register complaints on Working Days from 8:00 to 18:00; and
- 4.20.8 The Contractor must provide a manned emergency telephone service to be available for the reporting of high profile incidents, for example; road traffic accidents, inappropriate actions by the bus driver; Passengers seeking medical attention on the bus; by the Authority.

5. KEY MILESTONES

- 5.1 Following Contract award, key activity milestones will be made available by the Authority as part of the implementation plan for the service provision.

6. REPORTING

- 6.1 The shuttle bus driver shall record daily the number of Passengers being transported between each location on a form/template in order to complete the Management Information ("MI") reporting template attached in this Specification at Annex 1.
- 6.2 If Passengers are to be charged for use of the shuttle bus Service in accordance with paragraph 4.5.2 of this Specification, an additional report showing the volume of Passengers and receipts for charges paid by

Passengers for use of the shuttle bus Services shall be provided to the Authority by the Contractor in a format to be specified by the Authority.

- 6.3 The information required to be provided on a monthly basis by the Contractor in accordance with:-

6.3.1 paragraph 6.1 shall be provided using the template at Annex 1 of this Specification; and

6.3.2 paragraph 6.2 shall be provided in a format to be specified by the Authority at the time if the Services specified in paragraph 4.5.1 of this Specification are required by the Authority. This information required to be provided by the Contractor in accordance with paragraphs 6.1 and 6.2 of this Specification and will be provided on a monthly basis to the Authority, using the template at Annex 1 of this Specification

7 VOLUMES

- 7.1 For information only passenger usage volumes for passengers boarding the bus to and from Quarry House have previously been an average of 33,150 per annum based on average passenger volumes being 130 per day/650 per week. However, the volumes for the Contract will fluctuate up or down as they are dependant upon Passengers demand. There is no guarantee of volumes under this Contract of use of the shuttle bus Services by Passengers.

8. PRICE

- 8.1. The Contract Price is a fixed price for the provision of the Services and undisputed amounts shall be paid monthly in arrears for Services provided in accordance with this Contract.
- 8.2. The Contract Price is as specified in the Tender response. Volumes of use of the shuttle bus Services by Passengers is not guaranteed therefore the Contract Price is not dependant upon Passenger volumes.

9. STAFF AND CUSTOMER SERVICE

- 9.1. The Authority requires the Contractor to provide a sufficient level of resource throughout the duration of the Contract to ensure the Services are provided in accordance with the Contract and particularly that the Service Levels specified in paragraph 14 of this Specification are met.
- 9.2. The Contractor must provide details of the level of resource, capacity and planned deployment across this Contract to meet volumes.
- 9.3. The Contractor must provide details of workflow management procedures.

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- 9.4. Staff ("Staff" shall have the meaning given in the terms and conditions of Contract), shall operate under the direction and control of the Contractor, and the Contractor shall be responsible for the conduct and welfare of Staff at all times.

10. CONTRACTOR'S REPRESENTATIVE

- 10.1. The Contractor shall appoint a representative, known as the "Contractor's Representative and shall include its authorised nominated representatives who shall be responsible for managing the Contract on behalf of the Contractor and whose duties shall include, but not be limited to:
- 10.1.1. acting as an escalation point for queries, advice and issues;
 - 10.1.2. identification of opportunities for improvements;
 - 10.1.3. preparation for Contract review meetings;
 - 10.1.4. fulfilling requests for information;
 - 10.1.5. savings analysis;
 - 10.1.6. preparation of proposals;
 - 10.1.7. incident Handling and responses.
- 10.2 The Contractor shall provide to the Authority, the name of the Contractor's Representative and the names and contact details of the persons who will be nominated by the Contractor's Representative authorised to carry out any of the duties of the Contractor's Representative including account handlers. The Authority reserves the right to request an alternative Contractor Representative and/or its authorised nominated representatives, if required.
- 10.3 The Contractor shall ensure all correspondence regarding contractual issues is appropriately referenced and sent to the Authority as appropriate.
- 10.4 The Contractor shall ensure that the customer services are accessible to the Authority during the Authority's standard working Hours (Mon – Fri 8:00 to 18:00) in order to discuss operational matters. All contractual matters will be dealt with directly by the Contractor's Representative and the Authority's Representative. The Authority will notify the Contractor of any future Authority operating hours in line with the Authority's "DWP transformation of services" requirements.
- 10.5 The Authority may make ad hoc requests for MI or any other information in relation to the Contract from the Contractor in order to respond to a request under the Freedom of Information 2000 or any other legal requirement, Parliamentary Questions or Ministerial responses, relevant to the Authority all of which shall be provided at no additional cost to the Authority. The Contractor shall note that such responses are often required within forty-eight (48) hours or less and should be prepared to work to a deadline set by the Authority.

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- 10.6 The Contractor's Representative shall at all times liaise closely with the Authority's Representative and other key personnel of the Authority as authorised by the Authority's Representative.
 - 10.7 The Contractor shall ensure that its Staff are fully briefed on the nature and details of the Contract and subsequent changes.
 - 10.8 The Contractor shall provide details of their organisation premises including the address, telephone/mobile, email details and how they will interface with the Authority.
 - 10.9 The Contractor shall bear all their costs associated with the costs associated with managing the Contract, including attendance at Contract review meetings which may be held at the Authority or the Contractor's premises as determined by the Authority.
 - 10.10 The Contractor shall be responsible for all fines, penalties, legal and administration costs associated with any road traffic violations in relation to the delivery of this Service.
 - 10.11 The Contractor is responsible for the bus driver understanding the road routes associated with the delivery of this Service.
 - 10.12 The Contractor is responsible and liable for any damage caused to other vehicles, buildings, property, people and all associated costs, as a result of careless or reckless actions in the delivery of this Service.

11. STAFF

- 11.1 The Contractor shall manage a robust staff vetting procedure in respect of all Staff employed or engaged in the provision of the Services prior to such person being engaged or employed. The Contractor shall confirm to the Authority that all persons employed or engaged by the Contractor shall have complied with their staff vetting procedures prior to commencing any work in connection with the Services.
- 11.2 The Contractor shall help the Authority to contribute on our mission on Social Value to transform lives by enabling and supporting disadvantaged people into work, increasing social inclusion and developing the workforce utilising a guaranteed interview scheme and offering apprenticeships.
- 11.3 The Contractor shall use a recruitment process for recruiting Staff that complies with the Equality Discrimination Act 2010.
- 11.4 One of the key objectives of the Authority is to move people from welfare into employment. The Authority has a Great Britain-wide network of Jobcentre Plus offices that provide job broking services for unemployed people. The Contractor is therefore required to notify Jobcentre Plus when recruiting Staff for all job vacancies located within Great Britain, which may arise from the delivery of the Contract to the Authority.

12. SERVICE LEVELS AND KEY PERFORMANCE INDICATORS

12.1 SERVICE LEVELS

Service Level Performance Criterion	Key Indicator	Service Level Performance Measure
Provision of collections and drop off bus service at designated times.	Timeously in accordance with bus timetable	Collection 100% at all times within the control of the contractor
Complaints Handling	Availability and Timeously	At least 99% of all queries are responded to within forty-eight (48) hours during the working week following receipt.
Cleanliness of the vehicle from 1 st a.m. and 1 st p.m. collection times	Quality	At least 98% at all times
Monthly data reports must reflect the actual usage of the service	Accuracy	At least 99% at all times

12.2 KEY PERFORMANCE INDICATORS

12.2.1. The Contractor will provide information as outlined by the Authority relating to how they have performed against the above measures.

12.2.2. The Authority has the option to amend the Service Levels and performance indicators throughout the duration of the Contract.

13 SECURITY REQUIREMENTS

13.1 Any person who has access to any of the Authority's Assets including (although this is not an exhaustive list) IT hardware or Authority information including Authority Data (Authority Data shall have the meaning given in the terms and conditions of Contract), must have the appropriate level of security clearance. Baseline Personnel Security Standard (BPSS) clearance is required.

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- 13.2 The Contractor must have a clearly documented hierarchy of access provided to and agreed by the Authority.
 - 13.3 High level incidents for example; Passengers who require medical attention due to an road traffic incident whilst using the service, must be reported to the Authority contract management team, within eight (8) hours of the road traffic incident occurring.

14 HEALTH AND SAFETY

- 14.1 The Contractor must demonstrate a satisfactory approach to health and safety in the workplace. The Contractor must have a system in place to identify risks to Passengers and staff welfare, including being able to provide assistance where required to Passengers. This will be at the Contractor's cost.

15 ENVIRONMENTAL AND SUSTAINABILITY

- 15.1 The Contractor will be responsible for maintaining all bus vehicles used in the provision of the Services, explaining how they contribute to improving air quality in the city of Leeds.
- 15.2 The Contractor should have an environmental policy which outlines strategies to help contribute to the reduction of city centre fuel emissions.

16 Annex 1MI Reporting Template

LEEDS QUARRY HOUSE SHUTTLE BUS

Day	Date	No of Passengers at Each Departure Time							Total No of Passengers
		08:15	08:45	09:15	16:30	17:00	17:30	18:00	
Monday									0
Tuesday									0
Wednesday									0
Thursday									0
Friday									0
	Weekly Totals	0	0	0	0	0	0	0	0
Monday									0
Tuesday									0
Wednesday									0
Thursday									0
Friday									0
	Weekly Totals	0	0	0	0	0	0	0	0
Monday									0
Tuesday									0
Wednesday									0
Thursday									0
Friday									0
	Weekly Totals	0	0	0	0	0	0	0	0
Monday									0
Tuesday									0
Wednesday									0
Thursday									0
Friday									0
	Weekly Totals	0	0	0	0	0	0	0	0
	Monthly Totals	0	0	0	0	0	0	0	0