**Part B**

**General Information and Specification**

**Contract for the provision of Park & Ride Passenger Transport Services 2021**

**Commercial and Procurement Team**

Somerset County Council

County Hall

Taunton

TA1 4DY

[commercialandprocurement@somerset.gov.uk](mailto:commercialandprocurement@somerset.gov.uk)

**Contents**

[**1** **Introduction and Background Information** 3](#_Toc68869796)

[1.1 Procurement Procedure 3](#_Toc68869797)

[1.2 Contract Period 3](#_Toc68869798)

[1.3 Procurement Timetable 3](#_Toc68869799)

[1.4 Authority Representatives 4](#_Toc68869800)

[1.5 Transfer of Undertaking of Employment (TUPE) 4](#_Toc68869801)

[**2** **Specification** 6](#_Toc68869802)

[2.1 Introduction 6](#_Toc68869803)

[2.2 Scope 6](#_Toc68869804)

[2.2.1 Duration 6](#_Toc68869805)

[2.2.2 Commencement Date 6](#_Toc68869806)

[2.2.3 Days of Operation 6](#_Toc68869807)

[2.2.4 Pricing Bid Options 6](#_Toc68869808)

[2.2.5 Minimum Requirements 7](#_Toc68869809)

[2.3 Park & Ride Sites 7](#_Toc68869810)

[2.3.1 Locations 7](#_Toc68869811)

[2.3.2 Maintenance 7](#_Toc68869812)

[2.4 Route & Stops 8](#_Toc68869813)

[2.5 Frequency and Hours of Operation 8](#_Toc68869814)

[2.5.1 Monday to Friday 9](#_Toc68869815)

[2.5.2 Saturday 9](#_Toc68869816)

[2.5.3 Sundays and Bank Holidays 9](#_Toc68869817)

[2.6 Vehicles 9](#_Toc68869818)

[2.6.1 Electronic Ticketing Machines 9](#_Toc68869819)

[2.6.2 Displays 9](#_Toc68869820)

[2.6.3 Branding 10](#_Toc68869821)

[2.7 Control 10](#_Toc68869822)

[2.8 Drivers 10](#_Toc68869823)

[2.9 Management Information for Somerset County Council 10](#_Toc68869824)

[2.10 Engagement 11](#_Toc68869825)

[2.11 Fares 11](#_Toc68869826)

[2.12 Options for Improvements to Service during the Contract Term 12](#_Toc68869827)

1. **Introduction and Background Information**

## 

## Procurement Procedure

The Authority is inviting expressions of interest and Bids from Applicants in response to the FTS Contract Notice identification number 2021/S 000-007404 dated 09 Apr 2021.

The procurement process that the Authority has selected is the Open Procedure in line with the Public Contracts Regulations 2015, which means that all Applicants that submit a Bid shall be evaluated in accordance with the criteria and process outlined within Part C Selection and Award of these Procurement Documents and the information contained within it shall be used by the Authority as the means to make a Contract Award decision.

At the conclusion of the Award stage, the intention is to award the Contract to oneApplicant.

## Contract Period

The Contract being offered is due to commence on 7th July 2021

The duration of the contract will be 60 months (the Initial Term) with options to extend up to two times by 12 months each.

The full duration of the contract, including extension options will be 84 months.

Use of the extension options will be at the sole discretion of the Authority and will be dependent upon, amongst other matters, satisfactory Supplier performance in the delivery of the contracted services.

## Procurement Timetable

The key dates for this procurement process are currently anticipated to be as follows:

|  |  |
| --- | --- |
| **Procurement Stage** | **Dates** |
| Publication of advertisement | 9th April 2021 |
| Clarification questions deadline | 3rd May 2021 |
| Tender Submission Deadline | 10th May 2021 by 12:00 |
| Evaluation period | 10th – 21st May 2021? |
| Intention to award | End-May 2021 |
| Standstill period | 10-day period May-June 2021 |
| Commencement Date (Contract Start) | 7th July 2021 |

Please note that the above timescales are indicative; the Authority reserves the right to change the above timetable at any time, taking in to account the complexity of the Contract and the time for drawing up Procurement Documents, subject always to the minimum timescales in the Regulations.

## Authority Representatives

No person in the Authority’s employ or other agent, except as so authorised by the Authority Authorised Officer or Procurement Representative, has any authority to make any representation or explanation to Applicants as to the meaning of the Contract or any other document or as to anything to be done or not to be done by Applicants or the successful Applicant or as to these instructions or as to any other matter or thing so as to bind the Authority.

|  |  |
| --- | --- |
| **Contact Details** | |
| **Authority Authorised**  **Representative** | Name: John Perrett  Address: Somerset County Council, County Hall, Taunton TA1 4DY  e-mail: [jpperrett@somerset.gov.uk](mailto:jpperrett@somerset.gov.uk) |
| **Procurement Representative** | Name: Mark Brown  Address: Somerset County Council, County Hall, Taunton TA1 4DY  e-mail: [mbrown@somerset.gov.uk](mailto:mbrown@somerset.gov.uk) |
| **Contract Manager** | Name: Chris Parkinson  Address: Somerset County Council, County Hall, Taunton TA1 4DY  e-mail: [tbc@somerset.gov.uk](mailto:tbc@somerset.gov.uk) |

## Transfer of Undertaking of Employment (TUPE)

The Authority believes that the Transfer of Undertakings (Protection of Employment Regulations 2006 (TUPE) and/or the Acquired Rights Directive (ARD) may apply to this Contract. In brief this means that these affected employees, as defined by the incumbent contractor, must be offered the opportunity to transfer to the successful Contractor, on the same employment terms and conditions, liabilities and with full continuity of employment. The Applicant’s attention is drawn to the requirements of the Pensions Act 2004 regarding pension protection when there is a TUPE transfer.

Applicants are advised to seek independent professional advice on the applicability of TUPE and/or ARD. Applicants are to form their own view as to whether TUPE and/or ARD apply before submitting Bids and must do so on the basis of the view they take.

The Authority has received certain information from the incumbent contractor (TUPE information) which may assist Applicants in drawing up their Bids. Details of the incumbent contractor/s are provided in Part B General Information and Specification of these Procurement Documents for your reference and it is the Applicants’ responsibility to obtain information regarding TUPE implications from the incumbent contractor/s. However, the Authority offers no warranty as to the completeness or accuracy of the TUPE information and Applicants must carry out their own enquiries.

In order to receive this confidential TUPE information the Applicant must complete, sign and return Section 5 of Part C (Certificate of Confidentiality) of the Procurement Documents to the Authority through the messaging section of the e-tendering system. On receipt of the signed and completed form (which must be received prior to the deadline for the receipt of the Bid), the Applicant will be sent the relevant TUPE information via the e-Tendering System.

1. **Specification**

## Introduction

This Contract is offered by the Authority in respect of the provision of Taunton Park and Ride Passenger Transport Service.

The Authority will appoint one Supplier (or in the case of consortia a lead Supplier for the group).

## Scope

The Supplier will operate a Park & Ride bus services to Taunton Town Centre from the parking sites at Silk Mills and Taunton Gateway. This includes supervision and management duties to ensure the service is delivered to the required standard.

The Supplier will have access to the Sites for the provision of the Park & Ride Service.

## Duration

The duration of the contract will be 60 months (5 years) for the Initial Term.

There are options to extend the Initial Term by two further periods of 12 months (1 year) each. The decision to exercise the extension options will be at the sole discretion of the Authority, dependant upon, amongst other matters, Supplier performance during the Term of the Contract.

## Commencement Date

The contract will commence on the 7th July 2021

## Days of Operation

The service is currently operating on weekdays, Monday to Friday (core service).

There is no Saturday service, however the Authority may choose to request the appointed Supplier deliver a Saturday service under this contract in the future. This will be at the discretion of the Authority and dependant upon, amongst other matters, the impact of Covid-19.

## Pricing Bid Options

The Authority will accept bids from interested suppliers on two pricing options (Lots):

* Option 1 – **Cost** – this will be a fixed price for the service to be paid to the appointed Supplier, with fare revenue returned to Somerset County Council.
* Option 2 – **Subsidy** – this will be a fixed subsidy price composed of the Passenger Fares collected and retained by the appointed Supplier plus an additional sum from the Authority.

The Authority is further requesting pricing information should there be any adjustment to the service where the Authority, during the term of the contract, may provide 4 electric dedicated vehicles. This information should be provided under the heading ‘Additional Pricing – Authority Provided Vehicles’ in Part D – Pricing.

Suppliers may choose to submit their bid on either one or both options and the Additional Pricing for Authority Provided Vehicles, as further detailed in Part D Pricing.

The pricing for the service has been split into daily rates for the Monday to Friday service and a rate for including a Saturday service during the term of the contract. (See note above 2.2.3)

## Minimum Requirements

The minimum requirements for the performance of this contract are set out in the following pages of this document.

The Authority welcomes Suppliers to propose solutions that exceed these minimum requirements. The Supplier’s response to the Quality questions set out in Section 3 Award of Part C should demonstrate where the bid meets and/or exceeds these minimum requirements.

## Park & Ride Sites

## Locations

The two Park & Ride Sites are located at, and have the parking capacity listed below:

• Silk Mills

Silk Mills Road, Taunton, TA1 5AA

550 spaces (approx.)

• Taunton Gateway

Ruishton, Taunton, TA3 5LU

975 spaces

The Authority reserves the right to reduce available parking spaces for Taunton Park & Ride passengers at this site to a minimum of 500 spaces at any time during the duration of this contract.

## Maintenance

Overall Site maintenance responsibility will remain with Somerset County Council and will not form part of this tender. The Authority will be responsible for all payments and bills relating to the site and its operation.

The Supplier will be responsible for opening and closing the Sites at the beginning and end of the day to ensure that the Sites remain secure at all times.

The Supplier will operate their own vehicles under their own liability on site.

Both Park and Ride sites are equipped with CCTV infrastructure, which is monitored and maintained by the Authority.

## Route & Stops

The service will start at Silk Mills Park and Ride Site, then operate via Silk Mills Road, Mountway Road, Hospital Link Road, Musgrove Park Hospital, Parkfield Driver, Parkfield Road, A38, Park Street, Tower Street, Castle Way, Corporation Street, Fore Street East Street, East Reach, Wordsworth Drive, Hamilton Road, Ilminster Road, Ilminster Road bus gate, M5 J25 roundabout and A358 to Taunton Gateway Park and Ride Site. From Taunton Gateway as route reversed to Fore Street then Corporation Street, Tower Street, Castle Way, Corporation Street, Park Street, Cann Street, Compass Hill, and as outward route reversed to Silk Mills Park & Ride Site.

The services is limited stop and serves stops at Silk Mills Park & Ride Site, Mountway Road (all 3 bus stops), Musgrove Park Hospital (outside A&E), Park Street (outside and opposite County Hall), Castle Way, Corporation Street (outward), Market House (return), bottom of East Reach, Ilminster Road Bus Gate and Taunton Gateway Park & Ride Site.

The Supplier or the Authority may propose improvements to the route including additional stops during the term of the contract. Any such changes will follow the change control process detailed in the Terms and Conditions.

In the event of road closures, the Supplier will work with the Authority to propose alternative routes to ensure stops or suitable alternatives are provided for.

## Frequency and Hours of Operation

The initial purpose of this contract is for the Monday to Friday (core service) provision of the Park & Ride Passenger Transport Service. There will be the option to include a Saturday service during the term of the contract. Any difference between these two will be set out below.

A key punctuality performance indicator for this contract will be for 95% of journeys to operate in line with the Traffic Commissioners measure of -1 to +5 minutes of the timetable.

The Sites will be opened before the first journey and locked by the Supplier after the last service of the day.

## Monday to Friday

The Sites will be open from 06:30 to 19:30 on Monday to Friday

The First departure from each Site will be at 06:45.

Last departure from town to Gateway and Silk Mills will be 19:30.

Monday to Friday frequency is every 15 minutes.

## Saturday

The Sites will be open from 0815 to 1830 on Saturday

The first departure from each site will be 0825 from Gateway and 0835 from Silk Mills.

Last departure from town to Gateway and Silk Mills will be 1802.

Saturday Frequency is every 20 minutes.

## Sundays and Bank Holidays

Service not required.

## Vehicles

A minimum of 4 Dedicated vehicles are required under this contract.

Dedicated vehicles are required to have a minimum Overall Passenger Capacity of 50 (this includes both seated and standing). Any additional vehicles used on the Service must be of the same capacity.

Dedicated vehicles at no point during the duration of this contract can be more than 10 years old.

Further vehicles may be used to enhance the frequency of the Service but will not count towards the total of Dedicated vehicles.

All vehicles must be fully compliant with Public Service Vehicle accessibility regulations.

All vehicles must be clean, presentable and reliable for use on the Park & Ride service.

## Electronic Ticketing Machines

The Supplier must supply electronic ticket machines (ETM) for use on Dedicated vehicles. All vehicles must be equipped to accept Smart tickets (reading, activation and topping-up).

Any system in place by the Supplier must be able to provide real time next bus information.

## Displays

Whilst operating the service the vehicles will carry appropriate front, back and side signage using appropriate destination equipment. LED displays are required at the front of the bus.

Wording for dedicated vehicle signage needs to be sufficiently clear as to which Site the vehicle is heading to.

## Branding

Dedicated vehicles shall be Liveried with Park & Ride branding, as agreed with the Authority, at the cost of the Authority. The Supplier may develop their branding for the service.

## Control

The contract requires the following supervision and control duties to be performed:

1. Service regulation to ensure correct service intervals are maintained to control bus departures in accordance with the timetable.
2. Unlocking and locking the gates at both Sites before and after the operational hours. This includes unlocking the waiting area at Silk Mills.
3. Reporting of maintenance requirements, instances of trespass, and any issues that may affect the safe operation of the Sites, to the Authority.

It is the Contractor’s responsibility to ensure that Staff undertaking these duties are competent in operating any equipment used on the site including the issuing of smart tickets when required.

## Drivers

It is essential that all drivers deliver high standards of customer service and care to customers. The Supplier is expected to provide crew with a full identifiable uniform and drivers and staff are expected to wear name badges during all working hours. Drivers & Supervisors are required to undertake relevant health and safety assessments to ensure the on-going safety for themselves and the customers.

Drivers will also be expected to have undergone equalities and diversity training as part of the overall customer care training before being deployed on this contract.

It is the Supplier’s responsibility to ensure that all certificates and training for its staff are up to date and comply with legal requirements.

## Management Information for Somerset County Council

The Supplier will provide the following Management Information, broken down by Calendar Month, to the Authority on a Quarterly basis:

1. Full detail of the number of tickets issued from each site broken down into the various ticket types
2. Amount of revenue taken
3. Details of any trips/parts of trips which have not been operated (lost mileage) and full reasons for the loss in service
4. Numbers of complaints received, their progress and resolution

## Engagement

There will be regular Quarterly contract management meetings with the Supplier and representative/s from the Authority.

The Supplier will also attend meetings as required by the Authority to discuss operational and commercial matters. Such meetings may be held virtually or at a location determined by the Authority, this would usually be at the Authority’s head office, County Hall, Taunton.

## Fares

The Supplier will collect the Fares from passengers.

At the commencement of the contract and for the first year of the Service the fares set out in the table below. The fares may be reviewed annually and any change in the fares may be made with the agreement of the Authority.

The minimum Tickets that the Authority requires as part of the tender are:

* Adult Day Return
* Group Ticket
* Weekly Ticket
* Monthly Ticket
* 5-day bundle ticket
* 20-day bundle ticket

Accompanied children boarding at Park and Ride sites to travel for free.

Further Ticket types can be proposed as part of the tender, and to be added or removed during the term of the contract.

For reference the Current Fare structure is set out in the following table.

**Current Fare structure (Jan 2020)**

|  |  |  |
| --- | --- | --- |
| **Ticket** | **Price** | |
|  | **App** | **On-Bus** |
| Adult Day Return | Pre-1000: £3.50  Post-1000: £2.00 | Pre-1000: £4.00  Post-1000: £2.50 |
| Group Ticket (anytime) | £5.00 (2 or more adults travelling together). | £6.00 (2 or more adults travelling together). |
| Bundle Tickets (bundle of day returns) | £17.00 5-day bundle ticket  £60.00 20-day bundle ticket | N/A |
| Monthly Ticket (anytime) | £55.00  £50.00 subscription (pay by direct debit) | £60.00 |

Concessionary Fares – the Supplier will not be permitted to accept English National Concessionary passes for passengers boarding at either of the two Park & Ride sites but may accept these passes for journeys to and from intermediate stops along the route.

## Options for Improvements to Service during the Contract Term

The Authority anticipates that there will be amendments during the term of the contract to improve the Service offering from the Supplier and to take advantage of developing opportunities.

The following areas are considered to be subject to amendment and enhancement or innovation during the contract term:

* **Frequency and hours of operation**
  + Frequency of Service
  + Monday – Friday Service
  + Saturday Service
  + Start and Finish times for Service
* **Ticketing Arrangements**
* **Route & Stops**
  + Additional stops along route
  + Incorporation of additional routes or stops, such as:
    - Firepool
    - Taunton Railway Station
    - Cricket Ground
    - Future Park & Ride Sites (additional to the current two Sites)
  + Special Events provision
    - Flower Show
    - Concerts
    - Events
* **Vehicles**
  + Alternative vehicle types:
    - hybrid
    - electric
    - double-deck
    - hydrogen
    - or any other form of zero-emission vehicle

Such changes to the Services will be subject to the Change Control Procedure as detailed within the Terms & Conditions of Contact.

At the time of tendering the Authority asks Suppliers to propose any plans in relation to the above areas. There are no minimum requirements related to this section of the specification.