Master Invitation to Tender Document

London Bus Services Limited

Version 2
Dated – June 2005

Effective from Tranche 208
INTRODUCTION

London Bus Services Limited (hereinafter referred to as "the Corporation") operates a Qualification System for potential bus service operators. Prior to tendering prospective operators need to meet the requirements of this Qualification System.

The Corporation operates a continuous Tendering Programme, with Invitations to Tender (ITT) being issued approximately every 2 – 3 weeks. The Tendering Programme groups routes into Tranches. Prior to inviting Tenders for the Routes in a particular Tranche, the Corporation solicits expressions of interest from the above qualified companies. All companies who express an interest in tendering for a particular Route(s) in a Tranche will receive the ITT documents for the said Route(s).

The Corporation is keen to minimise duplication of documentation involved in the tendering process, both in terms of its ITT documentation and bus company's tender submissions. Consequently the Corporation has prepared the enclosed "Master ITT Document".

The Master ITT document is in three Sections, setting out:

1. The General Instructions to Tenderers that apply to each Tranche. These Instructions will not be repeated in each individual "Tranche ITT", but may be amended or supplemented, with Instructions to Tenderers specific to a Tranche or Route.

2. Service and Vehicle Specification - Explanatory Notes, a Guide for Tenderers outlining the format of the Corporation's Service and Vehicle Specification for all Routes. Part B, Vehicle Specification, will not be repeated in each individual "Tranche ITT", but may be amended or supplemented, with instructions to Tenderers specific to a Tranche or Route.

3. The General Tender Format and Content that applies to the submission of a Tender for a Route. Where possible, particularly for companies who tender frequently and who wish to avoid duplication, companies are encouraged to submit a Management Document; to include any information that would apply to more than one Tender.

Tenderers should note that the Corporation (in accordance with clause 16 of Version 2 of the Framework Agreement) intends to publish in such a manner as it thinks fit and/or to make available to any third party (including any individual or organisation) who may request details, the results of the Tender process in respect of each Tranche ITT/Route. The information that the Corporation currently intends to make available shall include without limitation the following:

- The number of tenders received
- The highest cost Compliant Tender
- The lowest cost Compliant Tender
- The cost of the successful tender
- The rate per mile
- The name of the successful tenderer
- The reason(s) for selecting a higher tender if the lowest is not accepted
In submitting a Tender, Tenderers acknowledge and agree that the Corporation shall be free to make tender information available in accordance with the above, irrespective of whether or not the Corporation accepts their Tender.
SECTION 1

INSTRUCTIONS TO TENDERERS

1. Each Tranche ITT will be allocated a discrete Reference Number.

2. Each Tranche ITT shall comprise of a cover letter and the documentation set out in the table below:

<table>
<thead>
<tr>
<th>Section</th>
<th>Part</th>
<th>Master ITT Document (deemed to apply to all ITTs)</th>
<th>Specific Route Requirements (in each Tranche ITT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1</td>
<td>Part A</td>
<td>The Instructions to Tenderers, contained in this Master ITT Document.</td>
<td>Any amendments, supplementary or specific requirements, as appropriate.</td>
</tr>
<tr>
<td></td>
<td>Part B</td>
<td>Historical Performance Statistics.</td>
<td>Special Conditions and Variations to Annex B Terms and Conditions</td>
</tr>
<tr>
<td></td>
<td>Part C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section 2</td>
<td>Part A</td>
<td>Service Specification (for each route for which a Tenderer has expressed interest)</td>
<td>Service Specification (for each route for which a Tenderer has expressed interest)</td>
</tr>
<tr>
<td></td>
<td>Part B</td>
<td>Vehicle Specification</td>
<td></td>
</tr>
<tr>
<td>Section 3</td>
<td></td>
<td>Tender Format and Content as set out in Section 3 of this Master ITT Document.</td>
<td>Any amendments, supplementary or specific requirements, as appropriate. Parts 1, 2A, 4, 5, 6A, 7 and 10 of Section 3 will be issued in respect of each route in the Tranche ITT.</td>
</tr>
</tbody>
</table>

The Tenderer should check that they have received a complete set of Tranche ITT documents.

3. The Tenderer must return the pro-forma acknowledgement form attached to the cover letter at least three weeks prior to the Date of Tender indicating whether or not it intends to Tender.

4. Two (2) complete sets of your Tender must be submitted for each Route. These shall comprise one (1) signed original and one (1) photocopy. Each version shall be clearly marked upon the front cover with the word "ORIGINAL" or "COPY" as appropriate. Each version shall also show upon the front cover Route Number and the name of the Tenderer.

5. Tenders must be in English and shall be addressed to:

   Mr Kevin Smith, Head of Procurement
   London Bus Services Limited
   172 Buckingham Palace Road
   London SW1W 9TN
6. Tenders must be delivered to the above address using the sealed tender labels (these are attached to the cover letter) by noon on the Date of Tender. Failure to meet the Date of Tender will eliminate you from consideration for the proposed services, unless the Corporation has granted, in writing, an extension to the said Date of Tender.

7. Any further information required during the Tender period, shall be requested, in writing by post, fax (fax No. 020 7918 3927), or e-mail addressed to Simon Thomas referencing the ITT Reference No. at the following address:

Contracts Tendering Manager
London Bus Services Limited
172 Buckingham Palace Road
LONDON SW1W 9TN
e-mail: simon.thomas@tfl-buses.co.uk

You are advised that pertinent additional information given to any Tenderer, shall be forwarded to all Tenderers. Any such further information must be requested no later than seven calendar days prior to the Date of Tender.

8. **Award Criteria**

You should note that each Invitation to Tender will be issued pursuant to the Council Directive 93/38/EEC and 98/4 EC co-ordinating the procurement procedures of Utilities operating in the water, energy, transport and telecommunications sectors, and that:

(i) any Route Agreement, if awarded, will be let under the negotiated procedure;

(ii) the Corporation has made a call for competition in accordance with Article 21 (i.) (c) of EC Directive 93/38/EEC by means of a notice of the existence of a Qualification System drawn up in accordance with Annex XIII published in the ‘Supplement to the Official Journal of the European Communities’. The reference number and dates of the Qualification System and Periodic Information Notices drawn up in accordance with Annex XIV appropriate to each Tranche shall be set out in the respective ITT documents;

(iii) any Route Agreement, if awarded, will be awarded to the Tenderer submitting the most economically advantageous Tender. The following criteria, which are not listed in order of importance, shall be used in the evaluation of Tenders:

- submission of a Compliant Tender in accordance with the Corporation’s requirements;
- ability to meet the Corporation’s Service Specification;
- ability to achieve the Corporation’s quality standards;
- the sustainability of the tender proposals for the duration of the Route Agreement;
- evidence of the intention to maintain good employment practice for the duration of the Route Agreement;
• proposed management structure to support the provision of the Services;
• ability to achieve the Corporation’s safety and environmental requirements;
• ability of the Tenderer to contribute towards the provision of safe, efficient and economic bus services across the bus network;
• impact on competition within the entire bus network;
• ability to meet the planned service commencement date;
• value for money;
• ability to manage a transfer of staff under the Transfer of Undertakings (Protection of Employment) Regulations 1981 as amended, where applicable.

Where a Tenderer undertakes work/services under other contracts with the Corporation, the Corporation reserves the right to take into account the Tenderer’s performance under those contracts. Where a Tenderer does not undertake any other work/services for the Corporation, the Tenderer may be required (so far as able) to provide to the Corporation information relating to its performance under contracts with other parties and the Corporation may seek references from such other parties.

The requirements related to the above criteria are detailed in Section 3 - Tender Format and Content. However if the Tenderer wishes to supplement the information requested then additional relevant information should be included in the respective Tender (and/or Management Document) where appropriate.

9. The Corporation shall be under no obligation to accept the lowest or any Tender submitted and the Corporation shall not be held liable for any cost and expenses whatsoever incurred in the preparation and/or submission of Tenders or any subsequent discussion and/or negotiations.

10. Each Tender shall be signed by those persons, who shall be a Director of the company concerned, and authorised to do so. The names and titles of those signing shall be typed beneath their usual signatures.

11. In accordance with European Procurement Legislation, each Tranche ITT will be issued to, and each Tender should be submitted by, a company on the Corporation’s Tender List for bus service contracts. In the event of a change in structure of the Tenderer’s organisation prior to the Date of Tender, which results in the Tender being submitted in a name other than the name of the recipient company of a Tranche ITT, then a comprehensive explanation must be provided immediately to the Corporation. Failure to provide such an explanation may result in Tender(s) being rejected.

12. Tenders which are incomplete or which contain erasures or alterations may be rejected.

13. You should ensure that all Tender documents are complete in all respects such that the Corporation may perform a complete and meaningful evaluation.
Following receipt of any Tender documents, the Corporation reserves the right to arrive at a short list of prospective operators without any further reference to, or communication with, any of the Tenderers.

14. You shall take no advantage of any apparent errors or omissions. In the event that you discover any such errors or omissions, you shall immediately notify the Corporation in accordance with paragraph 7 above.

15. Please note that each Tender should remain open for acceptance by the Corporation for one hundred and twenty (120) days from the Date of Tender. If a Tender is accepted, the Contract Price will be adjusted annually in accordance with paragraph 9 of Schedule IVB of Annex B to Version 2 of the Framework Agreement. The first such adjustment shall be effective from the anniversary of the Date of Tender.

16. You should note that the documents contained within this Master ITT Document and any specific requirements in respect of a particular route (as contained in the Tranche ITT), together with information contained within your Tender, shall form the basis of any Route Agreement that may ensue.
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Introduction</td>
<td>2</td>
</tr>
<tr>
<td>2.</td>
<td>Standard Sections</td>
<td></td>
</tr>
<tr>
<td>2.1</td>
<td>Tenders Required</td>
<td>2</td>
</tr>
<tr>
<td>2.2</td>
<td>Proposed Changes</td>
<td>3</td>
</tr>
<tr>
<td>2.3</td>
<td>Terminals</td>
<td>4</td>
</tr>
<tr>
<td>2.4</td>
<td>Days of Operation</td>
<td>4</td>
</tr>
<tr>
<td>2.5</td>
<td>Vehicle Type</td>
<td>4</td>
</tr>
<tr>
<td>2.6</td>
<td>Frequencies</td>
<td>6</td>
</tr>
<tr>
<td>2.7</td>
<td>Minimum Performance Standards</td>
<td>7</td>
</tr>
<tr>
<td>2.8</td>
<td>Running Times</td>
<td>8</td>
</tr>
<tr>
<td>2.9</td>
<td>Layovers</td>
<td>9</td>
</tr>
<tr>
<td>2.10</td>
<td>Timing Constraints</td>
<td>9</td>
</tr>
<tr>
<td>2.11</td>
<td>Control Strategy</td>
<td>10</td>
</tr>
<tr>
<td>2.12</td>
<td>Operational Considerations</td>
<td>11</td>
</tr>
<tr>
<td>2.13</td>
<td>Stopping Arrangements</td>
<td>11</td>
</tr>
<tr>
<td>2.14</td>
<td>Timing Points</td>
<td>12</td>
</tr>
<tr>
<td>2.15</td>
<td>Vehicle Livery</td>
<td>12</td>
</tr>
<tr>
<td>3.</td>
<td>Optional Sections</td>
<td></td>
</tr>
<tr>
<td>3.1</td>
<td>Requirements for Registration</td>
<td>13</td>
</tr>
<tr>
<td>4.</td>
<td>Appendices</td>
<td></td>
</tr>
<tr>
<td>4.1</td>
<td>Appendix A – Route Record</td>
<td>13</td>
</tr>
<tr>
<td>4.2</td>
<td>Appendix B – Public Timetable</td>
<td>14</td>
</tr>
<tr>
<td>4.3</td>
<td>Appendix C – Sample Running Times</td>
<td>14</td>
</tr>
</tbody>
</table>
1. **INTRODUCTION**

The purpose of this Guide for Tenderers is to provide in one place all the necessary information and explanatory notes in support of the Service Specification in Section 2 of the Invitation to Tender (ITT). Where reference is made to relevant information, which has already been provided to operators, for example in Version 2 of the Framework Agreement, Tenderers are referred to the appropriate document.

In general, route specific information is included in the Service Specification. All the necessary background information is contained in these Explanatory Notes. To assist Tenderers, this version of the Explanatory Notes includes a summary of the main changes to the Service Specification, attached at Appendix A.

These notes are not contractual, but are provided to explain what is required from Tenderers in response to an Invitation to Tender. The Notes should be read in conjunction with the appropriate ITT documents.

2. **STANDARD SECTIONS**

2.1 **Tenders Required**

Tenderers must submit a fully compliant bid for the basic service, and for any options, detailed in the Service Specification. Schedules and other aspects of the bid must be designed to at least meet the standards specified by the Corporation.

In addition, Tenderers are encouraged to submit alternative bids where they believe this will offer improved value for money in meeting passenger needs. The following information is intended to provide Tenderers with a clearer definition of the Corporation’s objectives with a view to streamlining the process for submission of minor variations to core Service Specifications.

All bids received will be given careful consideration in the evaluation process.

When developing alternatives, Tenderers should always refer to the Code of Practice for Operators on Service Changes in Annex C of Version 2 of the Framework Agreement.

Suggested subjects for alternative bids are given below. The Corporation will give careful consideration to all alternatives submitted, whether minor or more fundamental.

**Variations**

For these suggestions operators need only submit outline details and indicative costs of variants, without submitting fully worked out timetables. These might include eg:
(1) Additional journeys

For example, positioning trips which depend on the location of the operator’s base relative to the route could be included as additional journeys along all or part of the route, possibly worked by buses proceeding to or from an operating base.

(2) Deletion of individual journeys

Alternatively, where individual journeys or parts of journeys are unduly expensive to provide, it could be suggested that they are omitted from the timetable provided such journeys are identified in the bid.

(3) Variations to early and late journeys

Such suggestions may arise from the relative location of the operator’s base and could include the addition/deletion of early and/or late journeys along all or part of the route provided such journeys are identified in the bid.

(4) Minor rerouteing or extension of the specified service

Suggestions for minor changes to the specified route structure based on local knowledge and experience. For example, an operator may be able to propose a minor variation, which provides new local links by intensifying the use of the present number of vehicles.

(5) Use of alternative types of vehicles

For example, the use of vehicles of different capacity, with frequency adjustments where necessary, or vehicles with different features, eg: double deck vehicles instead of single deck vehicles

(6) Proposals including a cascade of vehicles

For example, a cascade within an operator’s fleet to give an improvement in vehicle accessibility or vehicle age profile or more suitable vehicles on other routes within the LBSL network.

(7) Comprehensive restructuring of a route or group of routes

Any such proposals are always considered in terms of the Corporation’s planning guidelines and economic criteria.

2.2 Proposed Changes

Firstly, a statement will be included to clarify the “existing” service upon which the Service Specification is based; either:

- At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement; or
• The Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement.

In the latter case, details of the changes will be provided.

Secondly, this section provides a checklist of the main changes proposed for the route as part of the Service Specification. Full details are shown in other sections of the Service Specification, particularly Section 6: Frequencies and Appendix A: Route Record.

For each option contained in the Service Specification, the following types of changes are included:

• change in structure;
• change in vehicle type;
• change in days of operation;
• changes in frequencies and/or frequency timebands;
• changes in traffic day; and,
• change in route categorisation for monitoring purposes (e.g. from low to high frequency).

Where appropriate, the Service Specification will briefly outline the reasons for any change, for example, whether a structural change aims to improve reliability and/or provide new links. It will also indicate where the changes are subject to statutory consultation and/or a formal route survey.

2.3 Terminals

The normal terminals of the route are listed for the basic service required, and for each option contained in the Service Specification. Major variations to route structure by day of week or time of day are summarised. Full details of the proposed route structure, together with details of all stand workings, are shown in the Route Record at Appendix A to the Service Specification.

2.4 Days of Operation

For ease of reference, a table shows whether the service is required for each type of day, e.g. Mondays to Fridays, Nightly, Boxing Day. Each entry in the table is linked to the relevant part of Section 6 of the Specification or clarified in words, e.g. Sunday service, no service.

Some Service Specifications contain more than one option to enable the costs of different frequencies or route structures to be identified. If more than one option is tendered the table is extended to show the requirements under each option.

2.5 Vehicle Type

This section of the Service Specification will generally provide the following information:
Vehicle dimensions

The length and width of the largest vehicle presently approved for operation on the route. Larger vehicles will sometimes be specified where it is assumed these are likely to be acceptable following a route test. For sections of route within the former Greater London boundary a formal route test with the Metropolitan Police Traffic Branch and officers of the London Borough(s) concerned is necessary (if either agency so requests) prior to the use of longer or wider vehicles. Tenderers should bear this in mind when submitting alternative proposals for larger vehicles. Where the Corporation is aware of constraints on the route which preclude the use of larger vehicles, details will be provided in this section.

Although there is no statutory requirement for a route test to be held prior to the introduction of double deck vehicles on an existing single deck route, where route approval is already held for vehicles of the appropriate length and width, a route test would normally be held to assess any infrastructure changes required.

Vehicle capacity

The vehicle capacity required for the specified service level. The capacity is expressed in overall terms (seated plus standing passengers) together with a minimum number of seats. Some fluctuations in the seating/standing capacity are acceptable, providing overall capacity is met. Tenders should make clear proposed variations. The table below shows the vehicle capacities normally used in Service Specifications.

<table>
<thead>
<tr>
<th>Vehicle Type</th>
<th>Approx. Length</th>
<th>Approx. Capacity</th>
<th>Seats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low floor single deck buses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 8.8m single door</td>
<td></td>
<td>40</td>
<td>20</td>
</tr>
<tr>
<td>8.8m single door</td>
<td></td>
<td>45</td>
<td>22</td>
</tr>
<tr>
<td>9.3m dual door</td>
<td></td>
<td>50</td>
<td>23</td>
</tr>
<tr>
<td>10.2m dual door</td>
<td></td>
<td>55</td>
<td>28</td>
</tr>
<tr>
<td>10.7m dual door</td>
<td></td>
<td>60</td>
<td>33</td>
</tr>
<tr>
<td>11.3m dual door</td>
<td></td>
<td>65</td>
<td>38</td>
</tr>
<tr>
<td>12m dual door</td>
<td></td>
<td>70</td>
<td>43</td>
</tr>
<tr>
<td>18m triple door</td>
<td></td>
<td>135</td>
<td>49</td>
</tr>
<tr>
<td>Low floor double deck buses</td>
<td>10.0m</td>
<td>80</td>
<td>60</td>
</tr>
<tr>
<td>10.6m</td>
<td></td>
<td>90</td>
<td>66</td>
</tr>
</tbody>
</table>

Note: tip-up seats are not acceptable and are therefore not to be fitted.

Other features

The Corporation’s policy is that all routes shall be operated by two-door vehicles (three-door if articulated). Exceptionally, single door vehicles will be authorised and these will usually be no longer than 8.8m.
New vehicles

A compliant tender will (unless otherwise stated) be required to include new vehicles.

New vehicles will need to conform with the latest specification as set out in Part B of Section 2 hereto or as updated by the Corporation from time to time. Tenders based on existing vehicles will also be considered. Existing vehicles will need to be refurbished to the standards detailed in the General Refurbishment Specification as set out in Section Part B or as updated by the Corporation from time to time.

All vehicles with two or more doors must be fitted with a wheelchair ramp at door 2.

2.6 Frequencies

The service required is described in either or both of these ways:

- journeys with specific start times - these times must be strictly adhered to; and
- the level of service required in terms of the interval in minutes between trips.

The intention is to ensure that the stated interval between scheduled buses is actually achieved at the point(s) of greatest passenger demand. Where necessary, these point(s) are defined and the time period of maximum usage is given. This is to ensure that the planned frequency required to provide adequate capacity on the route is achieved in Tenders submitted.

At other times not defined above, Tenderers are encouraged to provide a completely regular service, aiming to minimise any irregular timings apart from those arising from increases or decreases in running time. However, differential running times are still encouraged to ensure that predictable variations in journey times at different times of the day or week are accommodated - see Section 2.8 below.

When running times between consecutive journeys increase or decrease, care should be taken to ensure that frequencies do not drop significantly below that specified at any point along the route. However if this reflects in increased costs (eg: an additional peak bus), Tenderers must identify this in their tender. To ensure that frequencies are maintained this is achieved during a period of sharp increases in running time it may be necessary to consider scheduling buses departing from the starting point at a closer interval than that shown in the Service Specification.

Similarly, during a period of sharp reductions in running time it may be necessary to consider scheduling buses arriving at the finishing point at a closer interval than that shown in the Service Specification to avoid a significant loss in capacity.

The Service Specification may also include special requirements, for example, for schooldays journeys, where appropriate.
2.7 Minimum Performance Standards

Tenderers should note that the objective of the Operator shall be to operate all scheduled mileage and adhere fully to the Working Timetable. The Operator must use its best endeavours to achieve this.

However, the Corporation recognises that this objective is not always possible and, therefore, is prepared to accept performance that does not fully meet the above objective. To this end, the Service Specification includes the minimum standards of acceptable performance for the route defined in terms of:

(1) For high frequency routes (day or night):
   Average Excess Wait Time: no more than \( X \) minutes
   Minimum Operated Mileage Standard: no less than \( Y \)%

(2) For low frequency and night bus routes (day or night):
   Departing on Time: no less than \( X \)%
   Minimum Operated Mileage Standard: no less than \( Y \)%

Note that on special school routes (denoted by a number in the 6xx series or a D suffix to the contractual route number) the Minimum Operated Mileage Standard is 100.0%.

The minimum standards detailed in the Specification, or as notified by the Corporation from time to time, will form part of the Route Agreement for the route.

When preparing their bids, Tenderers should note the previous performance of the route, provided in Section 1 Part B of the Invitation to Tender, and its relationship to the expected standards and construct their proposals to achieve or better the required standards throughout the full life of the Route Agreement.

The Corporation shall have the right to review and, where appropriate, revise the minimum standards of performance to reflect:

- the operational characteristics of the route;
- the requirements placed upon TfL and LBSL;
- mechanisms for recording data (and their effect on reported performance);
and,
- any other relevant changes to the circumstances of the route.

In addition to the Minimum Performance Standard, this section of the Service Specification will, where appropriate, include a QSI Threshold. The QSI Threshold is the minimum standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of Version 2 of the Framework Agreement, which should be referred to for full details).

Section 7 of the Service Specification will also include a section summarising the proposed QSI coverage for the route concerned. QSI survey locations are listed in each direction of travel. The total number of surveys scheduled per quarter is given, although it should be noted that it may prove impossible to rearrange a survey cancelled or nullified at short notice towards the end of a quarter.
For more information, please refer to Monitoring QSI, Route Categorisation and Minimum Performance Standards, as contained in Annex C of Version 2 of the Framework Agreement.

2.8 Running Times

Differential running times

Tenderers are encouraged to submit timetables which make allowance for the variable traffic speeds in the London area by considering the use of different running times at different times of the day and days of the week in each direction as required.

Particular attention is drawn to the following recent initiatives to improve running times:

- improved traffic conditions following the implementation of Congestion Charging in Central London;
- the introduction of “pay before you board” zone and/or open boarding with articulated vehicles which will improve running times;
- the need to consider if school summer holiday schedules, incorporating running times reduction, are desirable. In this event, schedules and costs must be submitted separately;
- the need for boarding allowances at key Central London locations on night routes.

Devising running times

Tenderers must devise their own running times, bearing in mind the need to run a reliable service on a daily basis at all times.

When devising running times for the route, Tenderers should consider:

- the information on the performance of the present route given in Section 1 Part B of the Invitation to Tender in the form of mileage operated and QSI (Quality of Service Indicators) data and its relationship to the expected minimum performance standards discussed above in Section 2.7;
- any information in Part 8 of the Service Specification which may have an effect on Tenderer’s judgement of what constitutes robust running times (for example, the results of recent LBSL reliability surveys); and
- the effects of the current and future operational considerations shown in Part 12 of the Service Specification.

Timetable design

The Corporation believes that minimising the need to refer to timetables is an important factor in encouraging the use of bus services. For this reason, routes are planned to operate at high frequencies (i.e. at least every 12 minutes or 5 buses per hour) wherever possible, but there will always be times when this cannot be achieved. Operators can help by designing easily memorable timetables, particularly by standardising timings when frequencies are the same:

- in the evenings on all days of the week; and,
between the peaks on Mondays to Fridays and during Saturday shopping hours

where it is possible that running times may be similar. This requirement is not intended to override the need for different running times when patronage levels or traffic conditions differ on Mondays to Fridays, Saturdays and Sundays, but evidence of this would be required if it meant for example that common timing of evening services every day could not be achieved.

2.9 Layovers

The Service Specification includes a general statement of the Corporation’s policy intended to maximise the usefulness of the limited stand capacity available in many parts of London. While differential running times (see section 2.8) should be able to deal with predictable variations in journey times, on many routes, one or more sources of variable delays occur. In these cases it is essential to include recovery time at terminals so that, as far as is practicable, delays on arriving trips are not translated into delays on departing trips. However, with running times generally more predictable, reduced layovers are now appropriate. Therefore, recovery time must not be excessive and should be based on a reasonable time following an assessment of the more usual running times experienced along the route.

Tenderers should note that under normal circumstances the specific restrictions relating to each stand, as detailed in the Route Record (Appendix A), will apply to the whole stand at all times. Accordingly, Tenderers should submit a compliant tender which fully addresses any stand restrictions contained in the Invitation to Tender. However, Tenderers are encouraged to contact the Corporation to discuss the position at individual stands to ensure that the right balance is struck between efficient resource utilisation, reliable service provision and stand capacity. Any alternatives arising from such discussions can be included in a bid by Tenderers or be discussed during the evaluation of bids by the Corporation.

2.10 Timing Constraints

This section lists those parts of the route where buses are required to interwork with buses on another specified route or routes. This is in order to provide even intervals between departures as far as possible, thus providing passenger benefits. Interworking is only specified on days and at times where the frequencies of the routes are compatible. An example is shown below, for the following minutes past each hour at a particular point:

route 1: 00 15 30 45
route 2: 07 37

It is accepted that two routes may have different running times on their common section - due for example to the use of different vehicle types - but every effort should be made to achieve even scheduled intervals between buses.

In cases where routes share a common section of sufficient length to be worthy of consideration of mutual separation and frequencies are not compatible (e.g. every 15 minutes and every 20 minutes), this section may ask for times to be separated. Buses should be scheduled, as far as possible, so as not to arrive at the same time as buses on the other route(s), e.g. at the following minutes past
each hour:

route 1: 00 15 30 45
route 2: 03 23 43

In some cases, interworking will be specified at some times of the day and separation at others, for example to minimise scheduled bunching in the daytime and to achieve full interworking at times of low frequency such as evenings and Sundays.

If interworking with more than one route is stipulated in the Service Specification, operators should seek to comply with all the requirements given. If this is found to be impracticable at certain times this should be stated in bids.

If required, this section will give details of train or tram connections at specified station(s). This will generally take the form of required connections into or out of particular early or late trains/trams or of evening and Sunday trains/trams.

Current public timetables for routes other than the subject of the Invitation to Tender will be found at Appendix B of the Service Specification.

2.11 Control Strategy

In compiling working timetables, Tenderers should ensure that running times and recovery times are sufficiently robust to ensure that a reliable service can be operated.

However, bus operation in London can be arduous at times and variable delays can occur at any time. Therefore a robust and effective form of route control is essential to ensure that the best possible service is provided under all conditions, including those due to external factors.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use. Tenderers should note that sufficient resources for effective route control should be included within their base compliant bid. Tenderer’s should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route. To assist Tenderers, a standard form has been provided in Part 7 of Section 3 of the Invitation to Tender.

This information is sought to allow the Corporation to make an assessment of the overall sustainability of the Tender and the likelihood of the operator achieving the minimum standards of performance required.

Tenderers should note that the level of resources devoted to control may need to be enhanced in the light of operational experience during the life of the Route Agreement. Alternatively, enhanced bus priority measures throughout London and the extension of AVL (Automatic Vehicle Location) may allow operators to revise the allocation of control measures.

Care should be taken when completing the form in Part 7 of Section 3 of the Invitation to Tender to ensure that thought has been given to the best form of control for the particular route taking into account:
- the route’s current performance as shown in Section 1 Part B of the Invitation to Tender;
- the detailed local circumstances in which the route operates; and,
- the minimum performance standards as defined in the Service Specification.

The Corporation may conduct unannounced audits of levels of route supervision to ensure they correspond with any undertakings given by operators.

2.12 Operational Considerations

When appropriate, this section will include any of the following operating constraints or other factors that are known to the Corporation at the time of preparation of the Service Specification and which already affect the route or are expected to occur during the lifetime of the new Route Agreement.

Operating constraints

These include:

- traffic calming measures, i.e. speed humps or similar;
- width, height and/or length restrictions, including those for bridges and other structures; and,
- problems with overhanging trees.

Other factors

For example:

- long term roadworks (where notified to the Corporation), e.g. LBI implementation works;
- new or proposed developments; and,
- major transport projects e.g. East London Line Extension.

This information is included to assist Tenderers and represents the information currently available to the Corporation. Tenderers are encouraged to make their own enquiries about these and any other events which may impact on the route. Whether such information is provided by the Corporation or other parties, Tenderers are expected to form their own view about the likely effect, if any, on the service and make appropriate provision within their bids.

2.13 Stopping Arrangements

The Service Specification includes a general statement on stopping arrangements. In addition, this section will also detail any special requirements, for example, when the specified service includes hail and ride or limited stop.
2.14 Timing Points

The timing points detailed in the Service Specification are locations along the route which define:

- set down and pick up points at the terminals of the service;
- major traffic objectives (e.g.: town centres, shopping centres); and,
- major interchange points with other bus routes or with other modes
- co-ordinate with timing points on parallel or connecting services

There should be no set time intervals between timing points although this does depend on the length of the route and the constraints of the size of the public timetable. However, normally there will be a timing point at least every 12 minutes along the route.

Tenderers must show the timing for every journey at each timing point.

2.15 Vehicle Livery

With effect from 1 July 2004, all new vehicles entering the London Fleet or any existing vehicles that are to be repainted must be in a livery that is exclusively London Buses red. This requirement does not include the skirt which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months. The positioning and size of Operators’ logos are to be agreed between the Operator and the Corporation and where possible these should be above the doors on the side of the Vehicles. All livery and logo proposals must be submitted to the Contracts Tendering Manager for approval.
3. **OPTIONAL SECTIONS**

3.1 **Requirement For Registration**

This section is only included for routes with a section outside London and is a reminder of the need for registration with the Traffic Commissioner(s) for the Eastern and/or South Eastern and Metropolitan Traffic Area(s) 56 days before the start of the operation. A further copy of the registration should be sent to the County Council(s) concerned and the Contracts Tendering Manager at London Bus Services Limited. The cost of this should be met by the Operator.

4. **APPENDICES**

4.1 **Appendix A – Route Record**

A Route Record is given for each route structure given in the ITT.

A Route Record contains:

- a description of the streets traversed by end to end trips on the route concerned in each direction;
- a list of approved stands and turning points throughout the route, including all terminal points specified together with others available for use in service regulation.

For each stand and turning point the following information is given:

- a physical definition;
- details of approach and exit routes linked to the point of divergence from, and convergence with, the end to end routeing;
- details of setting down and picking up arrangements;
- any special features, eg a requirement to carry passengers across the stand on loop workings, or a turning point only on which buses must not stand;
- availability of facility, eg restricted hours or days of operation;
- destination blind display.

For each stand the following information is given:

- operating restrictions imposed by LBSL Operating and Revenue Services, eg: a maximum number of buses on the route concerned permitted on stand, or a maximum scheduled time on stand;
- whether meal relief vehicles are permitted on stand;
- whether crew ferry vehicles are permitted on stand;
- the best current information on the existence and availability of toilet facilities at or near stands used as terminals.
The Service Specification includes a general statement of the Corporation’s policy intended to maximise the usefulness of the limited stand capacity available in many parts of London. Tenderers should note that under normal circumstances the specific restrictions relating to each stand, as detailed in the Route Record (Appendix A), will apply to the whole stand at all times. However, Tenderers are encouraged to contact the Corporation to discuss the position at individual stands which are critical to the robustness of their bids to ensure that the right balance is struck between timetable efficiency, reliable service provision and stand capacity.

4.2 Appendix B – Public Timetable(s)

This contains public timetables for the route concerned (where available). These times are only intended as a guide and may not reflect current conditions and requirements.

Where necessary and available public timetables for other LBSL routes are included here to assist in meeting the specified requirements for interworking with, or separation from, those routes, or where restructuring is proposed as a guide to running times over sections of route.

4.3 Appendix C – Sample Running Times

This appendix is only included when the public timetable for the route provides insufficient information on current running times at certain times of the day and for different traffic days. Note that these times are extracts from the current timetable, are only intended as a guide and may not fully reflect current requirements. Note also that they do not always include details of running time allowances between stands and termini.
SECTION 2 – PART B

VEHICLE SPECIFICATION

Introduction

All Tenderers must submit a bid based on new vehicles of the type (single deck, double deck or articulated) and with the capacity specified in Section 2 Part A Section 5 – Vehicle Type of the Service Specification for the specific route(s). Section 2 Part B includes the specific details that are required for all new vehicles, which will not be reproduced in each individual ITT.

In addition, Tenderers may offer existing vehicles of a similar capacity. All existing vehicles should be refurbished to at least the standards shown in the General Refurbishment Specification in part 2 below, and Tenderers must specify what is not included from the Specification.

Tenderers should note that the contents of Section 2 Part B shall not be reproduced in each Tranche ITT.

1. New Vehicles

1.1 Operational Performance

1.1.1 Documentation

All vehicle types offered must comply with the following

- DDA compliance certificate
- Reduced Pollution Certificate if pre Euro 4 engine
- Type-approved Legal Drive-by noise test certificate
  (Inclusive of brake valve and compressor noise test)
- All other legal PSV documentation at time of vehicle certification

All vehicle types offered must provided a copy of the following

- In addition to the Legal Drive-by Noise Test a LBSL type approved noise statement is required, as set out in Attachment 1 and will become mandatory on all vehicles being Certified on or after the 1st October 2006
- EMC type approval certificate to the requirements of Commission Directive 95/54/EC 1995 Automotive Directive and ENV 50204:1995 Radiated EM field immunity tests in the GSM mobile telephone frequency band, on the completed vehicle as set out in Attachment 2 and will become mandatory on all vehicles being Certified on or after the 1st October 2006
- Operators are required to ask manufacturers to provide a completed vehicle, European Fire Retardancy Certificate directive “95/28/EC annex III” at their earliest opportunity but it will become mandatory on all vehicles being Certified on or after the 1st October 2006
- A laden and kerb weight chart by axle an total against GVW for the completed vehicle Body Layout Option Number will have been agreed by LBSL with the relative supplier, any significant changes (more than + or - 3% difference) to this standard must be notified to LBSL

Note. The DPTAC questionnaire return will no longer be required
1.1.2 Scope

- The completed vehicle is designed as a low floor vehicle of combined underframe and body frame design.
- Design should be suitable for large city operation and incorporate the specific requirements of London operation.
- Design should be capable of high frequency, long running, fully passenger laden PSV operational schedules, and undertaken in adverse traffic conditions.
- Styling should be of a modern image and provide an appearance that links care of the environment with sound operational requirements.
- Vehicles must conform to all relevant current legislation and take into account any intended legislative discussions that are considered imminent within the first 6 months of the vehicle life.
- The vehicle proposed must be suitable to achieve a minimum operational life of 12 years.
- Close Circuit TV Security Cameras, Monitors, Bus Lane Enforcement Cameras, Digital Recording Devices, Automatic Vehicle Location, Communication Radio & Passenger Information Systems are considered an integral part of the vehicle design and the necessary visual attention to their installation detail must be taken.

1.1.3 Environmental

- Engine emissions shall be to the latest legal Euro requirements at time of vehicle certification.
- Vehicle production lead times to certification are to be minimised at times of Euro Legislation updates, providing the earliest introduction of latest emissions legislation.
- All vehicles must be fitted with an engine catalysed DPF and a maintenance system must be in place to ensure emissions are kept as close to the original vehicle specification as possible.
- The use of BS EN 590:2000 (50 ppm sulphur) compliant diesel fuel is a minimum requirement. Fuel utilised may also be subject to verification by a LBSL testing procedure.
- Any alternative fuels, additives, after treatments or power sources will require the prior approval of LBSL.
- Noise and vibration emitted from the vehicle to the exterior and interior is of particular concern. Legal drive-by noise testing is the absolute minimum requirement with preference given to vehicles that achieve and provide a wider range of noise reduction as stated in the LBSL Noise Test Attachment 1.
- Exhaust Fumes must be delivered to the rear of the vehicle, preferably off side rear or on the off side rearward of the rear axle. Near side is not permitted Safety Features.
- To reduce general emissions level whilst vehicle is in service, you must ensure that vehicles are suitably specified to accommodate a driver operated engine shut down at any time.

1.1.4 Safety Features

In addition to the items covered in the Technical Specification the following special safety features are to be provided:

- Materials utilised, Fire Retardancy Requirement, generally to achieve BS476 Class 1 and currently as specified in Attachment 3.
- These requirements will be constantly reviewed and updated as technology and manufacturing capability develops. They may be exceeded at any time.
- Engine compartment fully automatic fire suppression system, capable of extinguishing an engine bay fire before serious vehicle damage is sustained or passenger safety is compromised. The system should provide multi-point dispensing, targeted at high-risk sections of the engine bay. Driver manual activation or override is not required in a fully automatic system. Drivers, start up audible system operative information and warning on activation is required.
- On Double Deck vehicles an upper deck rear seated area, concealed smoke detector, incorporated into the Drivers audible information and warning device is required.
- Engine emergency shut down device must be fitted as current certification requirement and must be accessible without the need to open the main engine bay cover. It must also be of a type that allows the engine to be restarted from the driver’s cab, provided the main rear engine bay cover is closed. The main engine bay cover must be kept locked.
- All Wheelarches fitted with tyre blow out protection liners
- Anti slip floor covering with joints minimised and colour contrasting step nosing
- Double Deck vehicles fitted with a substantial near side front tree guard, located into the structure of the vehicle, giving additional protection to the front seated passengers, exterior dome and near side corner window-pillar

1.2 Technical Specification and Arrangements

1.2.1 General
Manufacturers have had general dimension, seating and layout arrangements approved by LBSL and scheduled in Attachment 4. The respective manufacturer’s LBSL reference number must be quoted on all proposals. If a manufacturer cannot provide the approved LBSL reference number, a fully dimensioned general arrangement drawing for the proposed vehicle must be provided. Any amendments to these layouts will require the prior approval of LBSL.

All vehicles should have a minimum internal vehicle height of 1830mm on both the lower and upper deck saloons and should not be of the low bridge body type

1.2.2 Engine
Operators are encouraged to provide vehicles which have the lowest possible exhaust emissions, coupled with advanced drive line systems that provide the smoothest possible acceleration and deceleration. This can best be achieved, by Euro 4 or later engines, which will have electronic engine management and can be coupled to electronically controlled gearboxes, thus providing fully integrated drive line management.

1.2.3 Transmission.
Electronically controlled automatic transmission integrated into engine management system. The transmission must be capable of effective control and adjustment of acceleration, deceleration and road speed in all gears and modes.

1.2.4 Suspension.
High quality ride characteristics typical of 4 and 6 air bag systems is required.
- All vehicles must be provided with a kneeling suspension, for driver selection and its use at all stops when doors are opened.
- All vehicles must be able to provide, at driver selection, a full squat facility when ramp deployment is requested

1.2.5 Steering.
Power operated with adjustable column for rake and reach

1.2.6 Brake System.
ABS and all round disc systems are encouraged to minimise the potential of brake noise / squeal.
Low noise compressor; suitable for constant stop start high-density traffic operation.
- Brake valve noise to be minimised and identified as part of the LBSL Noise Test Attachment 1

1.2.7 Noise Performance
The legal drive-by noise test requirement is the absolute minimum acceptable. Tendering preference will be given to vehicles that achieve and provide a wider range of noise reduction as shown in Attachment 1.
Maximum achieved on Legal Drive-by Test
- Single Deck Exterior 75 dB(A)
- Single Deck Interior 74 dB(A)
- Double Deck Exterior 77 dB(A)
- Double Deck Interior 75 dB(A)
These figures may also be bettered; any stated figures may be subject to verification by a LBSL testing procedure.

1.2.8 Doors.
Front, entrance to be inward glider type, flush fitting when closed and one piece full depth glass in each door leaf for maximum driver view of kerb side.
Centre or rear, entrance or exit doors to be outward slider type and flush fitting to the body side when closed.
Door or door bulkhead handrails to assist boarding and alighting must be fitted to all entrance and exit points
Overhead suitable illumination, on doors opening must be provided
Door closing only audible warning device on all exit doors, to be of beeping sound and not to exceed 75dba, when measured at 1m height from floor on centre line of vehicle and exit door
- Broad band noise type will also be considered
- Voice or other tones are not acceptable.
- Warning on door opening is not acceptable

1.2.9 Seating.
Tenderers are encouraged to provide generous seat pitches throughout the vehicle to permit ease of movement and local stowage of hand luggage. Particular attention to generous spacing should be given to the seats in the upper saloon on double deck vehicles.
Individual passenger seats of minimum 440mm width in the approved LBSL general layout
Seating with ABS type moulded framing with securely fixed, replaceable seat and back pads
The maximum number of forward facing seated passengers on the low floor area is required

- Tip up seats will not be acceptable, anywhere on the vehicle
- Forward facing seats are the preferred layout, except where the chassis design function necessitates inward or rearward facing
- Priority seats (at least 4 passengers) for elderly or disabled passengers, or those travelling with small children must be marked by the standard notice. Ideally these seats are between the front entrance and the centre exit.

The approved LBSL general dimension, seating and layout arrangements as stated in 6.4.1 clarifies the overall arrangements for each manufacturers vehicle type

1.2.10 Wheelchair position and access.

All vehicles must be fitted with a powered driver operated access ramp, two or more door vehicles must have the access ramp between the front and first axle, single door vehicles at the front door.

The power operated wheelchair ramp must be installed with the manoeuvring area monitored by close circuit television displayed on the driver’s compartment monitor when doors are open.

- Protection of the ramp from damage is a priority and specific attention should be given to its installation to improve operational reliability.
- Ramp deployment audible warning device at exit doors, to be of beeping sound and not to exceed 75dba, when measured at 1.25m height from the exterior ground on centre line of the exit door at a distance of 1.5m.
- The wheelchair bay is to be located on the off side, immediately opposite the wheelchair entrance / exit door on two or more door vehicles. Generally dimensioned and positioned as shown on the agreed LBSL manufacturers drawings.
- Wheelchair bay to provide buggy space and standing area when not in use for wheelchair location. Suitable hand rails and leaning rails must be provided for this purpose
- No tip-up seats are approved in this or any other area of the vehicle.
- A wheelchair logo is to be incorporated into the floor covering, readable as you face towards the front of the vehicle, with the full bay area in a definable colour from the main floor covering.
- Access ramps of the telescopic single plain ramp platform type on all vehicles, except single front door type where book leaf ramps are acceptable
- The ramp forward edge is to be recessed at the centre door from the main bodywork exterior by at least 35mm. The area between the lower edge of the closed door leaf and the floor should be protected against water or any other form of material ingress.
- The wheelchair bay area floor to ceiling handrail must have two bell pushes. The lower (blue button, facing forwards) to activate ramp request (as PSVAR) and a higher (red button, facing rearwards) as a standard bell push. Blue bell push to activate an alternative sound and independent driver’s cab ramp request light to standard bell push.

1.2.11 Windows and Glazing.

Tinted side windows are required

Passenger opening side windows are to be provided at all full size bays

- Specifically in the first window bay, offside and nearside on upper decks, regardless of size or shape.
- Exception on upper deck above staircase and where hopper vent would interfere with side destination equipment
Drivers cab signalling window to be fitted with anti bandit glass
Driver’s front screen to have top tinted section or a suitable sunblind

1.2.12 Staircase.
Double deck vehicles must have a forward ascending straight staircase located as the approved LBSL layout drawings

1.2.13 Drivers Cab.
The general layout should be considered suitable as a working environment and be ergonomically designed to assist the driver.
- Cab air conditioning system is to be provided, manually controlled by the driver
- Driver’s vandal screen is to be provided utilising a Polycarbonate “Marguard” type material. The screen should be suitably mounted to fully protect the driver from assault with particular attention given to the door security and area between door to front screen. The screen must be rattle proof and free of any serious disturbing reflections
- Driver must be further protected by an independent “siren / common network fleet sound” assault alarm also activating the vehicle hazard lights
- Driver operated PA system, “for passenger communication” drivers microphone in cab area and 4 speakers suitably positioned in each saloon
- Designed to accommodate the ticket machine as described in electrical section

1.2.14 Heating and Ventilation
Passenger saloon general ventilation should be provided by the maximum amount (all full bays) of opening (hopper vent) side windows and specifically in the first window bay, offside and nearside on upper decks.
All vehicles should provide a
- Fully automatic heating and ventilation system with saloon operational temperatures as shown in Attachment 5
- Blown air heating and ventilation system. Convection only systems are not required. Thus, improving the space at wheelchair location and seated passenger foot space
- Fully automatic thermostatic control of the system. The thermostatic sensors should be positioned to reflect the interior, upper and/or lower deck temperature of the vehicle and be in a tamper proof location.
- Heated or unheated fresh / exterior air should be circulated throughout the vehicle dependant on interior vehicle temperature
- It should not be necessary for the driver, maintenance teams or any other parties to adjust or set the system during variations of temperature over the summer and winter periods
- If engine bay “maintenance only” shut of valves are required, they must utilise an independent hand tool and not be capable of being adjusted by lever or hand operation.

For Double deck tenders the vehicle should provide options of
a) Additional, upper saloon ventilation system that extracts air from the saloon to increase air changes to 120 per hour at maximum speed of 2 or 3 temperature setting
b) Additional, upper saloon air cooling system of approximately 12kw capacity, that inputs conditioned and cooled air via saloon length ducting
These systems if options confirmed must be integrated into a fully automatic heating and ventilation system and operate at the objective interior upper saloon temperatures as shown in Attachment 5

1.2.15 Handrails.

In accordance with DDA requirements and as shown on the LBSL approved general layout drawings

- Provision of an additional longitudinal waist height handrail is required, to improve passenger waist height hand grip support from the entrance / cab area to the beginning of the seated area or staircase steps
- Provision of an additional horizontal hand rail on the staircase (where fitted) is required, to improve passengers hand grip options when using the staircase
- A rear 5-way seat single arm rail providing handgrip support for the central rear seat passengers or passengers manoeuvring in the central rear seat area
- All handrails and stanchions to be 30mm smooth tube with powder coating or nylon dipped, matt crackle finish. Coloured, yellow (RAL 1028), green (RAL 6018) or orange (RAL 2028) Any alternatives colours will require the prior approval of LBSL
- Seat-back to ceiling handrails (with bell push) are required at all forward facing seats on lower saloon and alternate seats on upper saloon
- Horizontal rails above wheelchair and /or standing area to be fitted with hanging grab hand holds

1.2.16 Route and Destination Display

Manually operated front, side and rear displays

It is the operators responsibility and essential that all displays are correct and co-ordinated whilst a vehicle is in service, regardless of manual or optional powered blind display operation

- All displays in Transport for London’s New Johnston bold font
- All displays in Day-Glo yellow font on black background including out of service or any other passenger information
- All displays to be suitably and fully back illuminated by tube type fittings, positioned at horizontal centrelines of each blind
- No logos, signs or abbreviations on display
- Blind jockey rollers or other devices must be utilised when necessary to keep blinds tight and as close as possible to the glazing line
- All displays to have exterior anti vandal impact and anti reflection overlay

Front Route and Ultimate Destination only, to be side by side arrangement. Independent single track number to near side.

- Front Display to utilise maximum body width available
- Ultimate destination to be maximum size with not less than 80% deformation in font
- Ultimate Destination sight size of not less than 1160mm width and 330mm height
- Route number to utilise full depth available from display height, sight size of not less than 450mm width and 330mm height
- Front Destination viewing from drivers cab
- Blind destination to display ultimate destination only, no intermediates or any other information
Near Side Route and Intermediate Destinations only, to be side by side arrangement. Independent single track number to the rear most point
- Intermediate destination and route number to utilise full first window bay width
- Intermediate destination sight size of not less than 678mm width and 210mm height
- Route number to utilise full depth available from display height, sight size of not less than 270mm width and 210mm height
- Character centreline height not less than 1200mm and not more than 2500mm from ground at vehicle ride height.

Rear Route Number to be identical or no smaller than the independent front route number

All as shown in Attachment 6 for double and single deck vehicles

Optional Power operated blind systems may be offered at operators discretion

Electronic or Screen displays of any description are not acceptable

1.2.17 CCTV
Colour Digital CCTV is to be fitted to all vehicles as fully detailed in Attachment 7

1.2.18 Body Insulation
Full bodywork insulation to sides, roof and front / rear where feasible is required to improve heat retention in winter and solar reflection in summer
- The floor and supporting bulkheads between the engine and passenger area are to be well insulated against noise and heat intrusion.
- Insulation against noise ingress, covering the total area from a point forward of the rear axle extending to the engine bulkhead insulation

1.2.19 Electrical Systems
The following equipment must be provided on all vehicles
- Day time running lights
- Reversing alarm “broad band sound” with drivers cab time delayed isolation override
- Bus stopping illuminated signs on both decks, suitably positioned for maximum visibility to passengers
- Interior lighting of high quality, continuous strip type should be fitted throughout the vehicle, in both saloons in the case of double deck vehicles.
- Installation and provision of electrical supply to the Ticket Machine as detailed in “Cubic Transportation Systems Limited” guidelines booklet.
- Installation components for AVL and Radio equipment as shown in the table below
<table>
<thead>
<tr>
<th>Item</th>
<th>TFL Pt. No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>97001/0001</td>
<td>Aerial Square</td>
</tr>
<tr>
<td>2</td>
<td>97071/0186*</td>
<td>Board Wooden Long</td>
</tr>
<tr>
<td>3</td>
<td>97013/0001*</td>
<td>Bracket Bus Microphone</td>
</tr>
<tr>
<td>4</td>
<td>97001/01XX*</td>
<td>Cable XXm Control Head</td>
</tr>
<tr>
<td>5</td>
<td>97013/0002*</td>
<td>Flush Control Head Back</td>
</tr>
<tr>
<td>6</td>
<td>97069/0001*</td>
<td>Foot Switch</td>
</tr>
<tr>
<td>7</td>
<td>97069/0002*</td>
<td>Footswitch Castings</td>
</tr>
<tr>
<td>8</td>
<td>97024/0010</td>
<td>Fuse Holder 2 Way</td>
</tr>
<tr>
<td>9</td>
<td>97027/0001*</td>
<td>Radio Junction Box</td>
</tr>
<tr>
<td>10</td>
<td>97029/0001*</td>
<td>Microphone For Buses</td>
</tr>
<tr>
<td>11</td>
<td>97037/0001</td>
<td>DC-DC Converter</td>
</tr>
<tr>
<td>12</td>
<td>97052/0001*</td>
<td>Speaker Square</td>
</tr>
<tr>
<td>13</td>
<td>97027/0020*</td>
<td>Terminal Block 3 Way</td>
</tr>
<tr>
<td>14</td>
<td>97001/0740*</td>
<td>Cable Footswitch to J/Box</td>
</tr>
<tr>
<td>15</td>
<td>97001/9210</td>
<td>Cable - URM 76 Coaxial (as required)</td>
</tr>
<tr>
<td>16</td>
<td>97001/9813</td>
<td>Cable Tri rated Black (as required)</td>
</tr>
<tr>
<td>17</td>
<td>97001/9811</td>
<td>Cable Tri rated Red (as required)</td>
</tr>
<tr>
<td>18</td>
<td>97001/9812</td>
<td>Cable Tri Rated White (as required)</td>
</tr>
<tr>
<td>19</td>
<td>97041/0013</td>
<td>Screw- 2BA Roundhead 9.5mm</td>
</tr>
<tr>
<td>20</td>
<td>97041/0010</td>
<td>Screw- RD 4BA*12.7mm</td>
</tr>
<tr>
<td>21</td>
<td>97001/05XX*</td>
<td>Cable TM1-C WFIP</td>
</tr>
<tr>
<td>22</td>
<td>97001/04XX*</td>
<td>Cable ETM</td>
</tr>
<tr>
<td>23</td>
<td>97013/0XXX^</td>
<td>AVL unit Bracket</td>
</tr>
<tr>
<td>24</td>
<td>97001/0315*</td>
<td>Cable: Radio Junction box to Radio</td>
</tr>
<tr>
<td>25</td>
<td>97001/0730*</td>
<td>Cable: Mic Extension</td>
</tr>
<tr>
<td>26</td>
<td>97027/0010*</td>
<td>WFIP Junction Box</td>
</tr>
<tr>
<td>27</td>
<td>97013/0004*</td>
<td>Cradle Flip</td>
</tr>
</tbody>
</table>

**Note.** Vehicle manufacturers have been advised of the installation method necessary for the above components. They should include for the supply and installation of this equipment from their individual component providers.

### 1.2.20 Notices, Labels, Signs or Logos, Internal and External

Mandatory interior Label, provided by LBSL, will be located in the approved positions of exterior driver’s rear cab bulkhead or staircase fascia on lower saloon and cove panel immediately opposite top of staircase on upper saloon. One per single deck, two per double deck and three per articulated vehicle. All generally as described in booklet Manufacturers Application Procedure Rev1. Labels must display the current vehicle registration number and may be obtained by Vehicle Manufacturer or Operator FOC from the current supplier Stewart Signs.

Exterior and Interior notices provided by LBSL as listed in Attachment 8, must be fitted in the appropriate positions.

- Operator specific Welcome Aboard notices are not permitted
- No notices, information, legal address or advertising material is permitted on the interior or exterior of any window without prior permission of LBSL.

Notices provided by operator must be fitted in the appropriate positions

- Articulated vehicles only, warning 18m vehicle, sign
Fleet Numbers and Operator identification code on roof. Operator codes as shown in Attachment 9. Black cut out lettering of operator code over fleet number, character New Johnson Bold font size ?mm x ?mm, positioned on centre line of vehicle, transversely at rear of white roof section

Operator logo positions as agreed in management document illustrations for each operator

All external and internal legal notices, in a single contrasting colour, cut out type if appropriate

Running number boards (If utilised) must be positioned and displayed in a manner that cannot be misinterpreted as a route number. The character font size shall not be greater than ? mm in height, yellow on black and of a professional appearance.

Soft print copy taped or positioned adjacent to windows is unacceptable

All notices and signs to be in Transport for London’s “New Johnson” bold or medium font unless legally required otherwise

1.2.21 Exterior Livery

All vehicles shall be painted in a livery that is fully London Buses Red Reference ICI P498FPF3 or exact colour equivalent with the following exemptions

- White roof panels on both single and double decks to interior cove joint “i.e. Not visible from pavement level” for heat rejection
- Road wheels are unpainted
- Skirt panel’s, up to approximately 50cm from ground or a similar distance to a suitable panel joint, in operator colour of choice, subject to approval

Should the livery illustration(s) incorporated into your Framework Agreement not include a livery as described above, you should enclose a copy of the rear, front and side illustrations in colour of such a livery. This will be subject to approval by LBSL

1.2.22 Free Issue Equipment

The following equipment will be free issued on request by LBSL to operator or manufacturer against each tender award, its provision for installation and suitable protection must be provided

- All Notices as listed in Attachment 8
- Radio equipment and vehicle location system as listed in Attachment 10
- Ticketing machine with smart card readers and base plate as listed in Attachment 10
- Bus Lane Enforcement Cameras.(Selected ITT to fit but provision on all vehicles) as listed in Attachment 10

2. Existing Vehicles

Tenderers may wish to submit proposals for existing vehicles of a similar capacity which should be refurbished to at least the standards shown in the General Refurbishment Specification below, and Tenderers must specify what is not included from the Specification.

The following provides the guidelines for refurbishment on all vehicles.

<table>
<thead>
<tr>
<th>Vehicles Proposed Insert Reg. Number for each or range of vehicles</th>
<th>Chassis Type</th>
<th>Body Type</th>
<th>Date of Original Certification</th>
<th>Overall Length</th>
<th>Wheelbase</th>
<th>Current Capacity Seats + Std</th>
<th>Revised Capacity Seats + Std.</th>
<th>Tender Ref.</th>
<th>Refurbishment Prog. Refurbished by :-</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SECTION ONE - VEHICLE ENHANCEMENTS

<table>
<thead>
<tr>
<th>Safety</th>
<th>Included</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engine compartment fully automatic fire suppression system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incorporates upper deck smoke alarm on double deck vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engine emergency shut down device</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle re-start able from drivers cab</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Centre door closing &quot;ONLY&quot; warning beeping sound not exceeding 75 dba. No voice announcement.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seating</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual Passenger Seats (Min 440mm width)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Removal of any tip up seats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power operated Wheelchair ramp at centre door</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fitted at Front door on Single door vehicles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fitted at Centre door on two or more door vehicles and recessed by 35mm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audible warning not exceeding 75dba</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair bay</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standing rails fitted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheelchair and standee bell positions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Double Deck opening windows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All full bays with hopper vents (Except over staircase and destination equipment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First window bay OS and NS hopper vents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drivers Cab</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Independent concealed push button assault alarm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female voice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activating the vehicle hazard lights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heating and Ventilation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger heating and ventilation (If fitted) to be fully automatic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interior &quot;tamper proof&quot; thermostatically controlled</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not necessitating driver or engineering intervention during seasonal change</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handrails</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Longitudinal waist height rail from entrance / cab area to seated or staircase area</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rear 5-way seat with single arm rail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Destination Equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Where possible upgrade Front, Side and Rear Displays to latest LBSL requirements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electrical Systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day time running lights</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reversing alarm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broadband sound</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driver cab time delayed isolation override</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notices, Signs or Logo’s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latest LBSL notice pack to be fitted &quot;Notices FOC from LBSL&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SECTION TWO - REFURBISHMENT (General Maintenance)</td>
<td>Included</td>
<td>Information</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>Repair all accident damage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repair or replace all damaged exterior moulding's and finisher's</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace all damaged or etched glass</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anti etching film to interior of all side windows (Incl. hopper vents)</td>
<td></td>
<td>in line with current etching mitigation measures</td>
</tr>
<tr>
<td>Repair or replace all damaged/worn/faded seats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If PSV framed replace with ABS individual seat type</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repair or replace all damaged interior surfaces, moulding's and finisher's (Including floor covering where necessary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Re-coat all worn or damaged handrails and stanchions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace all door draft excluders or brushes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remove, clean and replace all light defuser's</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace tubes where necessary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exterior full repaint</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fleet and operator code identification positioned on centre line of white roof, mid point on length</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White roof to interior cant joint &quot;White not visible from passenger height on pavement&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Optional skirt panels up to 50cm from ground in operator colour, subject to LBSL approval</td>
<td></td>
<td></td>
</tr>
<tr>
<td>London Bus Red &quot;ICI P498FPF3&quot; or identical</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace operator logo positions as agreed in management document illustrations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replace all interior and exterior legal notices in a single contrasting colour, cut out type if appropriate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No notices of any kind on passenger windows</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water Ingress test</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interior valet / deep clean of all surfaces and recesses prior to return to service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Including complete removal of all forms of graffiti on any surface</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exterior valet / clean prior to return to service</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signed...........................................

Company.........................................
SECTION 3

TENDER FORMAT AND CONTENT

Introduction

Tranche ITT documents are made available only to those parties who have qualified and are included on the London Buses Tender List and who have expressed interest in tendering for the respective routes. They are made available on condition that they are used only in connection with the Tender process and for no other purpose whatsoever.

Whilst the information in Tranche ITT documents is prepared in good faith, the Corporation does not accept any liability or responsibility for the adequacy, accuracy or completeness of, or make any representation or warranty, express or implied, with respect to, information contained in the Tranche ITT documents or on which such information is based or with respect to any written or oral information made or to be made available to any Tenderer and any liability therefore is hereby expressly disclaimed.

Each Tenderer must make its own independent assessment of the subject matter of the Tender after making such investigation and taking such professional advice as it deems appropriate.

Nothing in the Tranche ITT documents is, or should be relied on as, a promise or representation as to the future. The Corporation does not undertake to provide Tenderers with access to any additional information or to update the information in the Tranche ITT documents or to correct any inaccuracies which may become apparent. The Corporation reserves the right, without prior notice, to change any Tender procedure.

The mileage figures provided by the Corporation in the Tranche ITT documents are an estimate provided for information only, and no warranty or representation is made as to their accuracy or completeness. Tenderers must be aware that it is entirely a matter at their own risk if they choose to use the estimates provided by the Corporation, or if any of the Tenderers own assumptions prove to be incorrect.

A Compliant Tender must be submitted, this consists of strict adherence to all of the Corporation’s requirements as set out in the Invitation to Tender documents and the submission of a proposal in accordance with the Service Specification, including, by way of illustration but without limitation, adherence to the Timetable and Vehicle requirements and the service must be operable to the requisite performance and quality standards.

Management Document

Tenderers, particularly those who will be tendering frequently, and who wish to avoid duplication, are encouraged to submit a Management Document. The information requested in Parts 2B, 3, 6B, 8 and 9B below, together with the overall corporate structure of your organisation and any other relevant information should be included in
the Management Document. In submitting a tender, cross-reference to the Management Document should be made, where any of the required information has been included in the Management Document. It is the Tenderer’s responsibility to ensure that the Management Document is kept up to date at all times and failure to do so may result in Tenders being rejected.

This section sets out the format and content that the Corporation requires in respect of Tender(s) in response to a Tranche ITT. The Tenderer is required to complete the Tender by completing the pro-formas hereinafter (together with any amendments or supplementary information requested in a Tranche ITT) and supplying all of the information requested. The Tender shall be in the following format and sequence:

Cover letter, Summary and Highlights.

Part 1 Completed Tender Declaration
Part 2 Planning, Management and Resourcing issues
Part 3 Corporate Structure / Insurance Certificates
Part 4 Contract Price – Compliant Tender Requirements
Part 5 Alternative Tender Options
Part 6 Vehicle Specification Proposals and Livery
Part 7 Control Strategy
Part 8 Operator’s Licence
Part 9 Legal/Policy Requirements
Part 10 Completed Working Timetable

and shall be submitted in accordance with the detailed instructions contained hereinafter and any supplementary instructions/requirements contained in a Tranche ITT.

Tenderers should note that the contents of Parts 2.5, 2B, 3, 8 and 9B shall not be reproduced in each Tranche ITT. In the event that a Tenderer has not submitted an up-to-date Management Document to the Corporation, then the requirements set out in this Master ITT Document in respect of each of these Parts must be included in each individual Tender. It shall be the Tenderer’s responsibility to ensure that all of the information requested by the Corporation in respect of a Tender is submitted and is up-to-date.
PART 1

TENDER DECLARATION

The proforma Tender Declaration below shall be completed and signed by an officer empowered to make such commitments on behalf of the Tenderer.

Mr Kevin Smith
Head of Procurement
London Bus Services Limited
172 Buckingham Palace Road
London SW1W 9TN

ITT Reference No. QC****E

We confirm that this offer shall be valid for acceptance for one hundred and twenty (120) days from the Date of Tender of the Invitation to Tender ("ITT"), and will not be withdrawn by us before this time, and that our Tender is in strict accordance with the ITT documents.

We confirm that if our Tender is successful, the provision of bus services for the route(s) detailed below ("the Services") shall be governed by and operated in accordance with the Route Agreement Terms and Conditions contained in Annex B of Version 2 of the Framework Agreement (* as referenced below) between our company and London Bus Services Limited ("the Corporation") (hereinafter referred to as “the Framework Agreement”).

We confirm and agree that if our Tender is accepted, our Tender shall remain valid and fixed until such time as the Services under the Route Agreement commence.

We hereby certify that this is a bona fide Tender, intended to be competitive and the amount has not been fixed or adjusted by any agreement or arrangement with any other person or persons.

Further we certify that we have not and will not undertake any of the following acts prior to the award of a formal Route Agreement:

a) Communication to a person or persons other than the party calling for this Tender, the amount or approximate amount of the Tender or any part thereof except where strictly necessary, in confidence, to obtain quotations required for the preparation of this Tender.

b) Enter into any agreement or arrangement with any other person or persons that said person or persons will refrain from tendering or as to the amount of the Tender or any part thereof such person will submit.

c) Offer, pay, give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person or persons for doing, agreeing to do or having done or causing, agreeing to cause or having caused to be done to any Tender for these services any act or thing of the sort described above.
("any person or persons" refers to any body or association, incorporated or unincorporated and any "agreement or arrangement" includes any such transaction, formal or informal and whether legally binding or not.)

Having examined the ITT documents for the provision the Services we offer to perform and complete the whole of the Services in full conformity with the completed Tender Documents for the rates and prices as set forth hereinafter.

We further confirm our understanding of the level of service required and the number of vehicles and staff required to achieve the minimum standards of acceptable performance. Our Tender has been prepared in full cognisance of the requirements of the Service Specification set out in Section 2 of the ITT documents, and is designed to meet or exceed the Minimum Performance Standard. We certify that the resources required will be made available from the Commencement Date and throughout the duration of any ensuing Route Agreement.

We understand that the Corporation shall not be under any liability (contractual, tortuous or otherwise) in the event that this Tender is, through any act or omission of the Corporation, its employees or agents not considered, either alone or in conjunction with all or any other tenders submitted and the Corporation is under no duty to consider this Tender.

We understand that should our Tender be non-compliant with the ITT then this may lead to the rejection of our Tender.

The responses to Parts 2 - 10 attached hereto (or included in our Management Document where appropriate) are deemed to be an integral part of this Tender Declaration.

Tender for Route No:______________

Signed: ..............................  Dated: ..............................

Name: ..............................  Position: ..............................
(Director)

For and on behalf of* ..............................

*Please state the full name of the company submitting the Tender.
Any ensuing Route Agreement would be between the Corporation and the said company
PART 2

PLANNING, MANAGEMENT AND RESOURCING ISSUES.

PART 2A

You are required to provide details of the following:

2.1 Vehicle availability and/or manufacturers lead-time from the planned Route Agreement award date.

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

2.2 Proposed operating base.

_________________________________________________________________

You should note that the operating base (the garage or such other location that the Services are to be operated from) shall be incorporated into any Route Agreement that may ensue and shall not be changed without the Corporation’s prior written approval.

2.3 Details of any specific training that staff engaged in the operation of the Services have/would undertake prior to and throughout the duration of the Route Agreement.

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

2.4 Details of the Management Structure you intend to implement in respect of the provision of the Services.

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________
2.5 Buses should be as clean as possible, both internally and externally, at the beginning of service and during service. The following targets for cleanliness have recently been set, based on Mystery Traveller scores:

- scores 0 – 4 (very dirty) should be below 8% and
- scores 7 – 10 (clean and fairly clean) should be above 80%.

Dirty buses are not acceptable and the aim is that all buses should be within the clean or fairly clean category at all times.

In order to support the target the following minimum cleaning regimes are expected to be necessary to provide clean buses. However it is not a comprehensive cleaning specification and it only highlights certain key areas. Other areas still need to be cleaned.

**Expected Minimum Cleaning Regime**

**Internal**

**Daily:**
- Sweep floors and stairs to leave clean and free from litter. (Floors should be mopped at least twice a week)
- Clean up any spillages
- Remove any graffiti
- Clean driver’s cab and windscreen and assault screen
- Empty used ticket boxes
- Clear luggage pens of litter etc.

**2 or 3 weekly:**
- Wash and clean internal side panels, grab rails, heating grills and luggage spaces.
- Clean internal windows and window ledges
- Remove chewing gum deposits
- Check/clean wheel ramps
- Internal lighting and tube covers to be clean and free from markings/dead insects, etc.

**3 or 4 weekly:**
- Special attention paid to cleaning entrance and exit door areas
- Removal of old notices and glue marks
- Cleaning/vacuuming of seats and backs as necessary

**External**

Daily external wash.

It is important that ingrained dirt or marks are not allowed to build up and a more thorough clean, addressing marks is required on a regular basis, ie 4 weekly or more regularly.
Supervision

Adequate supervision of cleaning needs to be provided to ensure that standards are achieved.

Details of the cleaning specification and level of supervision and monitoring for the route/garage should be provided in your tender or can be provided as an addition to your Management Document. This should indicate whether it meets the above specification.

2.6 Any other initiatives to improve the cleanliness of in-service buses

Details of any proposals should be supplied in the tender.

2.7 If the entire Services are proposed to be provided by the company submitting the Tender, then please tick the box below:

If you intend to subcontract any part of the Services then you are required to provide precise details of all proposed subcontracts including the names of proposed subcontractors.

| Name of subcontractor(s) | Work to be subcontracted |
PART 2B

The following information should be included in a Management Document. In the event that you have not submitted a Management Document or if the information therein is out-of-date, then the following information should be included in each Tender.

2.8 Details of measures taken to demonstrate fair recruitment practices including any equal opportunities policy and how this is monitored.

2.9 Details of measures taken/to be taken in respect of the maintenance of good employment practice.

2.10 Details of the proposed/existing premises and maintenance facilities. Please note that maintenance records/facilities must be made available for inspection, if required by the Corporation.
PART 3

CORPORATE STRUCTURE INSURANCE CERTIFICATES

The following information should be included in a Management Document. In the event that you have not submitted a Management Document or if the information therein is out-of-date, then the following information should be included in each Tender.

3.1 If the company submitting a Tender is part of a group, then full details of the Corporate Structure, including the various tiers of parent and subsidiary companies, should be submitted to the Corporation. In the event of a Tender being submitted in a name other than the name of the recipient company of an ITT, then a comprehensive explanation must be provided.

Submission of a Tender by a company that has not Qualified under the Corporation’s Qualification System or failure to provide an adequate explanation of the changes in the structure of your organisation would result in your Tender being rejected.

3.2 You are required to maintain the requisite insurances in accordance with clause 18 of the Route Agreement Terms and Conditions in Annex B of Version 2 of the Framework Agreement and provide copies of current certificates to the Corporation.
PART 4

CONTRACT PRICE – COMPLIANT TENDER REQUIREMENTS

You are required to complete each and all parts of the tables in this Part 4 and include them in your Tender in order to submit a Compliant Tender. You should note the proposed contract duration as detailed in the Tranche ITT cover letter and the number of operating days (and nights where appropriate) as set out in paragraph 4 of the Service Specification.

The Contract Prices submitted in Part 4.1 should be based on the Contract Price being adjusted in accordance with the formula contained in Paragraph 9.2 (option 1) of Schedule IVB of Version 2 of the Framework Agreement (i.e the Contract Price being adjusted on the basis of movements in various indices including Labour and Derv).

In the event that you wish to submit any additional alternative Tender proposals they should be submitted in Part 5 of your Tender. It is stressed that no alternative proposal will be considered unless the Tenderer has also submitted a Compliant Tender.

Please provide the information as closely as possible to the Corporation’s cost categories. Where your cost information is marginally different from the Corporation's categories, you may provide your information, so long as it is as close as possible to that requested and you make clear any differences. You are required to complete the following table. Prices to be in Sterling shown in whole pounds only.

The total Contract Price quoted should represent a calendar year (including leap years) divided into thirteen broadly equal periods of operation, and is inclusive of all costs in respect of providing the Services on leap days.

Please note that the Corporation retains to right to ask for more detailed cost information at any time during tender evaluation.
PART 4.1 ANNUAL PRICE

Please note paragraphs in bold on the previous page re. Contract Price Adjustments

<table>
<thead>
<tr>
<th></th>
<th>Total £ pa</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Materials</td>
<td></td>
</tr>
<tr>
<td>a) Fuel</td>
<td></td>
</tr>
<tr>
<td>b) Tyres</td>
<td></td>
</tr>
<tr>
<td>c) Other</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sub-total</td>
</tr>
<tr>
<td>2. Labour</td>
<td></td>
</tr>
<tr>
<td>a) Drivers salaries, including NI and pensions</td>
<td></td>
</tr>
<tr>
<td>b) Conductors (where applicable)</td>
<td></td>
</tr>
<tr>
<td>c) Supervision/control</td>
<td></td>
</tr>
<tr>
<td>d) Other, e.g. uniforms, staff welfare</td>
<td></td>
</tr>
<tr>
<td>e) Recruitment and training</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sub-total</td>
</tr>
<tr>
<td>3. Vehicles</td>
<td></td>
</tr>
<tr>
<td>a) Vehicle cost: eg, operating lease or hire charge; finance lease; depreciation charge, please specify</td>
<td></td>
</tr>
<tr>
<td>b) Insurance</td>
<td></td>
</tr>
<tr>
<td>c) Vehicle maintenance and engineering, including labour</td>
<td></td>
</tr>
<tr>
<td>d) Cleaning, including labour</td>
<td></td>
</tr>
<tr>
<td>e) Other, eg licences,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sub-total</td>
</tr>
<tr>
<td>4. Overheads</td>
<td></td>
</tr>
<tr>
<td>a) Premises and plant, including proportion of rent/council tax, property maintenance</td>
<td></td>
</tr>
<tr>
<td>b) Admin support</td>
<td></td>
</tr>
<tr>
<td>c) Other overheads</td>
<td></td>
</tr>
<tr>
<td>d) Contribution to group</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sub-total</td>
</tr>
<tr>
<td>5. Other</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL COSTS</td>
</tr>
<tr>
<td>6. Income, e.g. advertising</td>
<td></td>
</tr>
<tr>
<td>7. Profit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CONTRACT PRICE</td>
</tr>
</tbody>
</table>

For 24 hour Services, the Contract Price shown above should be subdivided into a day and night price as follows:

School Services only

Tenderers should note that, where applicable, it is possible for start and finish times of school journeys to be adjusted at any time during the life of the Route Agreement and Tenderers are asked to indicate whether they are able to move the times of the journeys specified in the Service Specification by up to twenty minutes earlier or later with no alteration to the Contract Price. In addition it may also be necessary for afternoon journeys to operate earlier than stated at the end of term and on other occasions at short notice.

Tenderers are asked to indicate whether they are able to accommodate these changes with no alteration to the Contract Price in Part 4.1, by ticking the box below:
**PART 4.2 PROPOSED STAFF REMUNERATION AND OTHER CONDITIONS**

You should complete the following table for drivers applicable to this Tender. The information provided below should be the information you anticipate would apply from the Commencement Date.

<table>
<thead>
<tr>
<th></th>
<th>*Grade 1:</th>
<th>*Grade 2:</th>
<th>*Grade 3:</th>
<th>*Grade 4:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. £ per hour – basic</td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>a) Mon-Fri</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Sat</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Sunday / Public Holidays</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Unsocial hours uplift (specify hours covered)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Bonuses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Average rostered weekly wage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Average rostered hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Actual hours paid per week</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Grade definitions**

1: ____________________________________________________________

2: ____________________________________________________________

3: ____________________________________________________________

4: ____________________________________________________________

**Supplementary Information:**

6. Are meal breaks paid? 

7. Are spreadover shifts paid throughout? 

8. Minimum length of meal breaks 

9. Other paid time, eg travelling, booking on. Please specify 

Please give details of other forms of remuneration. Please indicate whether any probationary period applies before facility awarded.

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Pension</td>
</tr>
<tr>
<td>11. Sick pay</td>
</tr>
<tr>
<td>12. Other benefits</td>
</tr>
<tr>
<td>13. Salary review date:</td>
</tr>
</tbody>
</table>

You should also provide any additional information in support of the staff remuneration on a separate sheet.
PART 5

ALTERNATIVE TENDER OPTIONS

5.1 You may submit additional alternative forms of Tender separately from the Compliant Tender to be submitted in Part 4, and any such alternative Tenders are to be submitted within Part 5. Alternative Tenders shall be evaluated, generally in accordance with the criteria listed in Item 8 of the Introduction to this ITT, together with the Corporation’s Service Planning Guidelines (as contained in part AIII of Annex C to Version 2 of the Framework Agreement), provided that the Corporation are under no obligation to accept such proposals.

5.2 Any alternative Tender shall include full details of the proposal and how it differs from the Compliant Tender.

5.3 The Contract Price information for any alternative Tender should be submitted in the same general format, as that required in part 4 above.
## PART 6 - VEHICLE SPECIFICATION PROPOSALS AND LIVERY

You are required to complete and provide the following summary of vehicle details in Part 6 of your Tender.

*Any Route Agreement arising from a Tranche ITT will specify the vehicles to be used by the Operator in providing the Services. You should Tender on the basis of the vehicle type details contained in route specific Service Specification, and Vehicle Specification contained in Section 2 Part B of the Master ITT.*

<table>
<thead>
<tr>
<th>Management Doc. Ref No.</th>
<th>Body Layout Option No.</th>
<th>Chassis Supplier</th>
<th>Body Supplier</th>
<th>Year Of Manufacture</th>
<th>Engine Euro Rating</th>
<th>DPF</th>
<th>CCTV</th>
<th>Doors One, Two or Three</th>
<th>Powered Wheelchair Ramp</th>
<th>Additional Features (Including Engine Exhaust Treatments)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td></td>
</tr>
</tbody>
</table>

* DPF: Diesel Particulate Filter – Mandatory Requirement on new vehicles and on existing vehicles

** CCTV: Close Circuit TV – Mandatory Requirement on new and existing vehicles.

*** Powered Wheelchair Ramp – Mandatory Requirement on new and existing vehicles.
PART 7

CONTROL STRATEGY

You are required to complete the questionnaire below, and include it in Part 7 of your Tender, detailing the service control strategy you plan to adopt.

(Route No. to be inserted by the Tenderer)

**Radio**

<table>
<thead>
<tr>
<th>Type</th>
<th>Workstation Location</th>
<th>Is there a direct link with LBSL Centrecomm?</th>
<th>Hours of operation</th>
<th>Number of Controllers per shift</th>
<th>Number of vehicles currently supervised by these Controllers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**AVL**

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Workstation Location</th>
<th>Supervised hours of operation</th>
<th>Number of controllers per shift</th>
<th>Number of vehicles currently supervised by these Controllers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Roadside/Mobile/Other**

Please summarise your proposals for providing mobile and/or specific roadside supervision, together with any further information including, for example, any strategy proposed for dealing with major disruption, both planned and unplanned. (please use additional pages if required)
PART 8

OPERATOR’S LICENCE

The following information should be included in a Management Document. In the event that you have not submitted a Management Document or if the information therein is out-of-date, then the following information should be included in each Tender.

<table>
<thead>
<tr>
<th>Name of Operator</th>
<th>Licence Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Licence</td>
<td>Standard International/Standard National/Restricted</td>
</tr>
<tr>
<td>Date Issued</td>
<td></td>
</tr>
<tr>
<td>Payment Date</td>
<td></td>
</tr>
<tr>
<td>Traffic Area</td>
<td></td>
</tr>
<tr>
<td>Addresses of Operating Centres</td>
<td>Number of vehicles Authorised</td>
</tr>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
</tbody>
</table>

*Total Number of vehicles Authorised

Are there any restrictions imposed on this licence? Yes/No
If Yes, please give details here.

Yes/No
If Yes, how many additional vehicles will need to be authorised?

*If a particular Tender was to be accepted by the Corporation, and this resulted in the total number of vehicles authorised (as set out above) being exceeded, this eventuality must be explained in the Tender.
PART 9

HEALTH AND SAFETY AT WORK

PART 9A

The Corporation considers safety of operation to be of utmost importance and you should take the opportunity when submitting your Tender to set out any additional steps that you would take (e.g., fitting of video cameras in vehicles) to enhance the safety of operation. In addition you should outline any measures you would take to reduce the detrimental impact on the environment in respect of your proposed vehicles.

PART 9B

The following information should be included in a Management Document. In the event that you have not submitted a Management Document or if the information therein is out-of-date, then the following information should be included in each Tender.

You must meet, in all respects, all the requirements of all Acts of Parliament, Transport Legislation, Statutory Instruments, regulations or orders from time to time in force which are or may become applicable to Health and Safety at Work and within Part 9 of your Tender you must:

(i) confirm that you comply with all relevant legislation related to Health and Safety of Employees and Third Parties and

(ii) provide evidence of:

(a) your Health and Safety at Work Statement of General Policy, Organisation and Arrangements.

(b) your assessment of generic risks to the safety of staff, passengers and the public who may be affected by operations (in accordance with the Management of Health and Safety at Work Regulations 1992, regulation 3);

(c) the arrangements in place for acting on the findings of risk assessments (in accordance with the Management of Health and Safety at Work Regulations 1992, regulation 4);

(d) competent persons to implement safe practices (in accordance with the Management of Health and Safety at Work regulations 1992, regulation 6);

(e) your statement of policy and practice regarding monitoring and control of drivers' hours and avoidance of breaches of drivers' hours regulations;

(f) your statement of policy and practice for the recruitment, training and supervision of drivers, crew; and other staff;

(g) your statement of policy and practice regarding the use of drugs and alcohol by staff;

(h) statement of policy regarding the environmental impact of your activities.
PART 10

COMPLETED WORKING TIMETABLE

10.1 You are required to submit within Part 10 of your Tender a Working Timetable for all options Tendered, which includes:

- details of all scheduled in service journeys, timed at the intermediate timing points specified in Part A of Section 2 - Service Specification,
- all associated vehicle workings that clearly identify the journeys to be operated by individual vehicles and scheduled stand time at each terminus on the Route.

*You are not required to submit driver duty schedules at this stage but these may be requested during the evaluation period.*

10.2 In addition, you are required to complete the Summary table shown overleaf, providing the Peak Vehicle Requirement and mileage details for each vehicle type and / or option proposed.

*In the Service Specification, the Corporation has provided an estimate of route mileage. However, no warranty or representation is made as to their accuracy. If the individual Scheduled In Service Mileage trip distances are different from those provided by the Corporation, you should give details on a separate sheet.*

*The Scheduled In Service Mileage to be incorporated into any Route Agreement that may arise based on your Tender shall be subject to confirmation by the Corporation and the Operator.*

10.3 The number of spare vehicles available is; 

You should state the vehicle type(s) to be utilised as spare vehicles if different from vehicles specification contained in Part 6 of your Tender:

10.4 Number of Driver Duties

<table>
<thead>
<tr>
<th>Mondays – Fridays</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturdays</td>
<td></td>
</tr>
<tr>
<td>Sundays</td>
<td></td>
</tr>
<tr>
<td>Public Holidays</td>
<td></td>
</tr>
<tr>
<td>Boxing Day</td>
<td></td>
</tr>
<tr>
<td>Rota Lines Required</td>
<td></td>
</tr>
<tr>
<td>Sickness/ Holiday Cover</td>
<td></td>
</tr>
<tr>
<td>Total Driver Requirement</td>
<td></td>
</tr>
<tr>
<td>Reference No.</td>
<td>Effective Date</td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Mondays to Fridays</td>
<td></td>
</tr>
<tr>
<td>Saturdays &amp; Good Friday</td>
<td></td>
</tr>
<tr>
<td>Sundays</td>
<td></td>
</tr>
<tr>
<td>Public Holidays</td>
<td></td>
</tr>
<tr>
<td>Boxing Day</td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td></td>
</tr>
</tbody>
</table>

The AM PVR is the maximum quantity of vehicles in service between 07.00 hours and 09.30 hours on Mondays to Fridays.

The PM PVR is the maximum quantity of vehicles in service between 16.00 hours and 18.30 hours on Mondays to Fridays.

* The breakdown of number of days and nights shown above are for illustrative purposes only, actual numbers shall be determined on a Route Agreement by Route Agreement basis.