

Specification

Due to the increasing costs of the subsidised bus network making it unsustainable and the impact of COVID bringing the ongoing pressures to a head, the Council has taken the decision to move most of its subsidised network to demand responsive transport.

The Council is seeking a contract for the operation and the software to run a full 'corner to corner' DRT service within the parameters laid out by the Council, the service will focus on using main roads. The service will need to integrate with the commercial local bus network by allocating appropriate rides to the local bus, as well as concessionary and local period passes. It will need require the ability to have different parameters for users with additional mobility needs and to provide booking via smartphone app, phone service and computer. It must be able to take payments via all booking methods as well as via the ITSO MKMove smartcard epurchase.

The tender should include pricing for phone bookings for all operational hours of the service.

The system and contract will need to allow for the potential move from a corner to corner service to a hub and spoke model in future if passenger numbers increase such that corner to corner is no longer the best way of delivering the service.

A hub and spoke service may rely on public buses as a core part of its network or may require DRT to fulfil core lines between hubs.

The software must be able to work with GTFS or Siri feeds for integration with the commercial bus network.

The software will deal with the following and note that demonstrations of the solutions in live schemes will be required: Online, app and phone booking and payments, ENCTS and other concessions. Accessibility, including wheelchairs and other requirements including invisible disabilities and including use of the android and IOS accessibility functions.

Provide details of how your system will allocate rides.

Describe how your system can also provide alternative models such as corner to corner and hub and spoke style DRT.

Provide details of the ride booking and completion flows, these should include information regarding how the system updates a passenger to changes, offers options, allocates a passenger to commercial network, and uses existing bus stops as well as virtual ones. Software must be able to offer time specific pricing, group bookings and period passes, please show how this can be delivered.

The software must meet UK data protection requirements

The service must meet reporting requirements. Reporting to include trip patterns, ride requests, rides booked, unique users, ENCTS/concessions breakdown, rides completed, rides cancelled, ride requests not met, average passengers per vehicles hour, popular pick up and destination points, average and max walking distances actually walked, journey start

and end points, % trips transferred if applicable, number of trips allocated to public transport network. Breakdowns should go down to by hour. Reporting will be required on the number of journeys that start or end at specific key points eg hospital and train stations.

Prices are to be set at £3.50 peak times and £2.50 off peak times for most journeys with longer trips within the scheme area capped at £4. Concessions will be reimbursed as per the Council's concessionary fares scheme with bus operators (attached) where permitted. ENCTS and youth concessions are to be accepted, however restrictions may be applied to these concessions such as time restrictions and capping.

Rides should be offered with wait times of not more than 30 mins in urban areas and 60mins in rural areas. Walking distances should on average not be more than 250m for most residents with a maximum of 500m. Maximum and Average walks may be longer in rural areas as agreed with the Council.

If the journey can be completed within a reasonable time and without excessive transfers by public bus then it must be allocated to the bus network. Parameters for this to be agreed in detail with the successful bidder. A key basis for this integration is that where a journey starts and ends within 400m of a commercial route, and does not require more than one change it should be allocated to the commercial bus route.

Journeys where the rider is not at the agreed stop for the agreed time will be charged as 'no shows'. Where concessions or MK Move is in use this will be charged when boarding next time.

The fleet must include 50% minimum electric and 30% minimum wheelchair accessible vehicles. Other vehicle accessibility considerations should be included in your tender.

Available funds are expected to be approximately £1million in contract costs. Concessionary fares will be additional.

Tenders must be 'cash flat' meaning the available subsidy will not change based on the number of passengers carried.

The Council may provide hand held devices to support the MK Move and ENCTS card reading at boarding. These will remain the property of the Council and must be returned on the conclusion of the contract.

Contractors will be expected to assist with public engagement, providing materials for information on street and online. In addition we would expect contractors to provide support in helping users with app queries.

Contractors will be required to assign an account manager who will be the primary point of contact, along with providing details of the team delivering the contract. Contract meetings will be held at least monthly, more if required, during the life of the contract.

If there is a subcontractor for the software, the operational contractor is lead and must provide details of how that relationship is managed to ensure smooth delivery. A representative of the sub contractor should also attend contract management meetings.

The Contractor shall use the vehicles that it has detailed in the tender accepted by the Council for the provision of the Services. Any changes to the number, type or seating capacity of vehicles used to provide the service must be agreed in advance in writing with the Council.

The Contractor shall have a formal complaints procedure in place and must to all correspondence (including complaints) relating to the operational performance of the Service(s) secured through the contract, whether from members of the public, the Council, or any other interested party, within 10 days of receipt of that correspondence.

The Contractor must notify the Council immediately (and confirm in writing at least 24 hours prior to the change) of any changes to its contact details including address, telephone number, fax number and e-mail address, or any change in name or registered office. The notified e-mail account shall be the primary means for communicating administrative matters, changes to the Service(s), tendering and procurement.