

17th March 2025

[REDACTED]

[REDACTED]

Dear [REDACTED]

**Re: Freedom of Information request ref CA391
DRT 24/25**

Thank you for your request for information which was received on 18th February 2025.

Request

Question: What are the contractual performance KPI's for this contract?

Response: See attached document.

Question: Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

Response: Wemove Solutions Ltd were successful.

This was a single stage procurement.

We hold the names of suppliers who were unsuccessful but this information will not be released. The Authority has considered the application of the exemption at Section 43 of the Act.

Section 43(2) of the Freedom of Information Act 2000 ["the Act"] provides that:

(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)

In order for this exemption to be engaged the following criteria must be met:

- *the actual harm which the public authority alleges would, or would be likely to, occur if the withheld information was disclosed has to relate to the applicable interests within the relevant exemption;*
- *the public authority must be able to demonstrate that some causal relationship exists between the potential disclosure of the information being withheld and the prejudice*

which the exemption is designed to protect. Furthermore, the resultant prejudice which is alleged must be real, actual or of substance; and

- *it is necessary to establish whether the level of likelihood of prejudice being relied upon by the public authority is met – ie disclosure ‘would be likely’ to result in prejudice or disclosure ‘would’ result in prejudice.*

The guidance explains that:

“would...prejudice” means that prejudice is more probable than not, ie that there is a more than 50% chance of the disclosure causing the prejudice, even though it is not absolutely certain that it would do so. “Would be likely to prejudice” is a lower threshold. It means that there must be more than a hypothetical or remote possibility of prejudice occurring; there must be a real and significant risk of prejudice, even though the probability of prejudice occurring is less than 50%.

And defines “commercial interest” as follows:

“...a commercial interest relates to a person’s ability to participate competitively in a commercial activity, i.e. the purchase and sale of goods or services.”

Section 43(2) is a qualified exemption and is therefore subject to public interest considerations.

It is the Combined Authority’s view that disclosure of the unsuccessful suppliers would be likely to prejudice the commercial interests of both the Authority and the individual service provider in the procurement process, for the following reasons:

Were the Authority to disclose the information requested it could affect its ability to contract services at a competitive rate in the future by making potential bidders reluctant to engage with procurement exercises for fear of any commercially sensitive information provided in their bid being disclosed to their competitors. Parties who were well placed to submit competitive bids in future procurement exercises might therefore decide not to do so thereby undermining the Authority’s ability to procure goods and services at competitive rates and prejudicing its commercial interests.

The Section 43(2) exemption is therefore engaged. The Combined Authority must therefore consider the balance of public interest in deciding whether to disclose the information.

The Combined Authority has carefully considered the balance of public interest in this matter. While there is a general public interest in public bodies operating with transparency and accountability, particularly when it involves the expenditure of public funds, there is also a significant public interest in ensuring effective procurement processes. Protecting the commercially sensitive information of potential suppliers is crucial to avoid discouraging their future participation due to fears of disclosure to competitors.

On balance, the Combined Authority concludes that the public interest in maintaining the exemption and withholding the information – especially in light of the potential prejudice to both the Authority’s and participants’ commercial interests – outweighs the public interest arguments in favour of disclosure.

Your request for the names of the unsuccessful suppliers is therefore refused on the basis that the information requested is exempt from disclosure under Section 43(2) of the Act.

Question: Price for the highest and lowest bidders for the contract and if the lowest bidder was in fact the bidder who was successful in being awarded the contract.

Response:

T6:

Highest daily cost – £1,903.14

Lowest daily cost – £1,534.86

T8:

Highest daily cost – £1,266.48

Lowest daily cost – £597.45

T10:

Highest daily cost – £1,876.58

Lowest daily cost – £1,249.92

T11:

Highest daily cost – £2,548.65

Lowest daily cost – £2,198.87

The lowest priced bidder for each route was successful in being awarded the relevant contract.

Question: Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date

Response: £171,052.99 (at 25/02/25)

Question: Start date & duration of framework/contract?

Response:

T6, T8 and T10 = 11th January 2025 + 12 months + 12 months

T11 = 30th November 2024 + 12 months + 12 months

Question: Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Response: See attached document.

Question: Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

Response: 12 months + 12 months.

Question: Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

Response: No.

Question: Who is the senior officer (outside of procurement) responsible for this contract?

Response:

The senior officer is Andrew Highfield, Assistant Director Public Transport

Question: The method of procurement that was used for this contract (e.g GCloud, TTAS Framework, conventional tender portal)

Response: Due North/Pro-Contract Portal.

Question: Should there be a re-procurement of this contract, when would this likely be?

Response:

The re-procurement of this contract will depend on whether the extensions are taken up.

I hope this information is helpful but if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review, you should write to us via our contact us email address: democratic.services@cambridgeshirepeterborough-ca.gov.uk or write a letter to Complaints, Cambridgeshire and Peterborough Combined Authority, 2nd Floor, Pathfinder House, St Mary's Street, Huntingdon, Cambs PE29 3TN within 40 days of the date of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted via their complaints portal [FOI and EIR complaints | ICO](#) or writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Generally, the ICO will not undertake a review or make a decision on a request until the internal review process has been completed.

Yours sincerely



Sophie Purvis
Data Protection and Information Governance Assistant

SCHEDULE 1

Specification

Cambridgeshire & Peterborough Combined Authority's requirements for the delivery of local bus services are as set out below:

1.1 Registration

1.1.1 The Contractor shall register with the Traffic Commissioner all the necessary particulars of the Route Schedule and Timetable and any subsequent variations to these particulars permitted or agreed under this Contract as required by statute. The Contractor shall be liable for all payments in respect of the registration of the contract or any amendments.

1.2 Operator Licence

1.2.1 In respect of any Public Service Vehicle used in the performance of this Contract, the Contractor shall have and keep in force a Public Service Vehicle Operator's Licence of the relevant classification as required by section 12 of the Public Passenger Vehicles Act 1981 which permits the operation of the Services in the manner proposed and shall produce the licence at any time for inspection by an authorised officer of the Combined Authority. The Combined Authority's obligations under this Contract including liability to make payment for the Service shall cease and shall not be enforceable by the Contractor during any period that the Contractor does not have an Operator's licence or if any licence previously granted has been suspended or withdrawn for any reason or has had conditions attached to it which prohibit his operating the service the subject of the contract.

1.3 Lost Property

1.3.1 The Contractor shall make, implement and maintain arrangements to deal with lost property in accordance with the Public Service Vehicles (Lost Property) Regulations 1978 (as amended).

1.4 Provision of Service

1.4.1 The Contractor shall obtain the prior approval in writing of the Combined Authority's Contract Manager for every reversing manoeuvre to be undertaken by a vehicle used by the Contractor in the provision of the service.

1.4.2 Except in emergency the Contractor shall not make any change to the route, stopping places or timetable without the prior written approval of the Council, which shall not be unreasonably withheld if it is in the interest of existing and potential users of the service. Failure by the Contractor to operate in accordance with the Contract shall be subject to action in accordance with Appendix 4, Section 1 (c).

1.5 Vehicles

1.5.1 The Contractor shall at all times during the Contract Period:

- (a) Provide sufficient vehicles as are required for the proper and efficient performance of the Service;
- (b) Provide sufficient capacity to convey the number of passengers normally wishing to use each individual journey of the service. The Contractor shall obtain approval from the Combined Authority if capacity is less than the recommended vehicle size shown on the Route Schedule;
- (c) At its own expense, keep and maintain all vehicles in proper repair and condition. If a specified vehicle is off the road for maintenance, the Contractor shall notify the Combined Authority and provide an estimated time that the vehicle will return given;
- (d) Ensure that all vehicles are clean and are maintained in such a condition that they present a professional image to the public
- (e) Ensure that all vehicles used to provide the Services comply with relevant statutory requirements, including without limitation the Motor Vehicles (Construction and Use) Regulations 1986, The Public Service Vehicles Accessibility Regulations 2000, and have either a current MOT Certificate, or the equivalent certificate for public service vehicles; ensure any vehicle designed to carry less than 9 passengers used in the delivery of this Contract are a hackney carriage or private hire car licensed by the appropriate District Council.
- (f) Ensure that any vehicle used on this Contract, designed to carry more than 8 passengers are licensed by the Traffic Commissioner as a public service vehicle.
- (g) Make available, on request, the vehicles for inspection by the Combined Authority officers to ensure that it meets Department of Transport requirements
- (h) Not to hire any vehicle used on the Contract during any period it is in use in carrying out the Contract to any third party.
- (i) Ensure that all vehicles used in the provision of the Service are insured as public service vehicles.
- (j) Ensure that Branding (where provided by the Combined Authority) is properly applied in accordance with Appendix 5 both inside and outside each vehicle.

1.6 Timetable

1.6.1 The Contractor shall ensure that passengers are picked up and set down at such places and times as specified in the Route Schedule and the timetable submitted by the Contractor, subject in any case to the approval (if required) of the appropriate licensing authority or registration (if required) with the appropriate registration authority.

1.6.2 The Contractor shall submit a timetable using the latest NaPTAN standard for bus stop names shall be used (Place name, Street, Landmark e.g. Cambridge, Castle Street, Shire Hall)

1.6.3 For the avoidance of doubt the parties agree that in the provision of the Service, the timetable to be operated by the Contractor shall be the timetable specified by the Combined Authority or submitted by the Contractor in his Tender or such subsequent amendment thereto as may have been agreed in writing by the Combined Authority acting by its Contract Manager subject to the provisions referred to in sub clause 1.6.1 above.

1.7 Public Holidays

1.7.1 The Contractor shall provide the Services on Public Holidays and specified adjacent holidays in accordance with the requirements set out in the Route Schedule.

1.7.2 In the event of other days being declared a Public Holiday or Bank Holiday the service to be operated on that day shall be determined by the Council in line with the anticipated travel requirements of the public on that day, and the Contractor will be advised of the Combined Authority's decision in writing no less than 14 days prior to the relevant day.

1.7.3 A revised service between 26 December and New Year's Eve may only be operated if agreed to in writing by the Combined Authority's Contract Manager not less than 70 days in advance of the commencement of the variation.

1.8 Bus Stations & Access Equipment

1.8.1 The Contractor shall be liable for payment of any fees due in respect of the use of bus stations or any other land used in connection with the Service. The Contractor shall observe the appropriate Conditions of Use and correct departure bay as allocated by the relevant authority.

1.8.2 The Contractor shall be liable for payment of any fees or dues in respect to necessary equipment to gain access to restricted areas of the route detailed in the Route Schedule. This shall include ways to access restricted areas of Cambridge city and other parts of the county. The Contractor shall obtain sufficient equipment to operate the Service from the relevant authority.

1.9 Performance & Monitoring

1.9.1 The Contractor shall comply with all School Transport Obligations set out in Route Schedule and in accordance with the provisions of Schedule 3.

1.9.2 The Contractor shall comply with the Performance Standards set out in Schedule 4.

1.10 Service Publicity

1.10.1 The Contractor may provide bus stop signs, timetable displays, and publicity for the Service at his own cost. The Combined Authority may produce, at its own expense, additional publicity material.

- 1.10.2 The Contractor shall make available to the public such publicity material as may be specified by the Combined Authority on request and display any such material in any vehicle provided under contract to the Combined Authority.
- 1.10.3 In providing the Service the Contractor shall comply with any Cambridgeshire Bus Information Strategy. Where required, the Contractor shall fully participate in Traveline and in the case of a Minimum Subsidy Contract shall pay the costs attributed to it by Traveline in accordance with payment arrangements determined by Traveline. In the event that the Contractor fails to pay such costs in accordance with such payment arrangements the Combined Authority shall be entitled to deduct the amount of such costs together with an administration charge from monies due to the Contractor or to otherwise recover these amounts from the Contractor.
- 1.10.4 The contractor shall make their own arrangements to ensure that the requirements of The Bus Open Data Service (BODS) are met, and will be expected to meet any fees charged by a company or organisation for their services or software.
- 1.10.5 The contractor must provide as a minimum marketing requirement:
- Provide access to the service timetable information through his own electronic media (website, twitter etc.) where available.

1.11 Fares

The Contractor may choose whether they wish to tender for either a Minimum Cost contract or a Minimum Subsidy contract, unless stated otherwise, and should indicate which type they are bidding for when completing the Pricing Schedule.

1.11.1 If Minimum Cost contract

(a) The Contractor shall charge fares on the Service in accordance with Schedule 2, and full details of all revenue shall be notified to the Combined Authority in the form prescribed by the Combined Authority. The Combined Authority may revise the schedules of fares to be charged on the Service provided under this Contract at any time on written notice to the Contractor. The Contractor shall be responsible for any loss of revenue arising out of staff dishonesty or negligence.

(b) The Contractor shall make available in each vehicle the current relevant fare-table detailing the fares charged for the Service operated.

1.11.2 If Minimum Subsidy contract

(a) The Contractor may establish his own specification of fares to be charged on his services. Fares charged shall be in accordance with the fare-table most recently submitted in writing to the Combined Authority's Contract Manager in accordance with Schedule 1. Fares for children shall not exceed the limits set out in Appendix 1(b). A fare-table must be submitted with the tender showing adult, child and any other fares to be charged on the service. Fares are not attributable to the Contractor for the conveyance of scholars in possession of a Scholars Pass issued by the Combined Authority or Cambridgeshire County Council.

(b) The Contractor shall provide the Combined Authority with the initial fare-table and any amendments to the initial fare-table and make available in each vehicle a relevant fare-table detailing the fares charged for the Service operated.

1.11.3 The Contractor shall participate in the Cambridgeshire & Peterborough Concessionary Fare Scheme and any subsequent change to that scheme advertised either by the Combined Authority or by Central Government. The Contractor shall provide regular claims detailing the number of concessions carried and revenue foregone and any further details as specified by the scheme administrator.

1.11.4 The Contractor shall obtain, maintain and use such ticketing equipment as is necessary to meet the requirements of the Combined Authority.

1.12 Revenue Monitoring

1.12.1 The Contractor shall ensure that every passenger on payment of a fare shall be issued with a ticket; this shall include passengers travelling free under the Concessionary Fare Scheme. At any reasonable time officers duly authorised by the Combined Authority shall have access to any documents that relate to the operation of the service(s) in question.

1.13 TUPE (Transfer of Undertakings Protection of Employment)

1.13.1 TUPE (Transfer of Undertakings Protection of Employment) is covered in the Conditions of Contract (Schedule 6).

Appendix 1

Minimum Subsidy Contracts

Fares and ticketing requirements

The Contractor may establish his own charging structure for fares that he will charge provided they relate to relevant fares charged on local bus services along the line of route, as qualified by other sections of this schedule, for those services operating within Cambridgeshire or Peterborough.

On cross-boundary services running partly in Cambridgeshire or Peterborough, the above conditions will apply only for that section of route within Cambridgeshire or Peterborough, unless agreement is reached with the other county to apply the above conditions across the border.

(a) Adult Single Fares

- (1) The Contractor must provide a table showing all the adult single fares. Changes to that fare table must be notified in writing to the Combined Authority at least 14 days in advance of any change.
- (2) The Contractor may offer return fares, season tickets and any other fares, provided he gives at least 14 days prior written notice to the Combined Authority.

(b) Child Fares

- (1) Children of below compulsory school age at the time of travel will be carried without charge provided not more than two such children accompany a passenger holding a valid adult passenger's ticket. Additional children in this category may be required to pay child fares as specified below.
- (2) Children of compulsory school age (as established by Cambridgeshire County Council in accordance with the provisions of the relevant Education Act) shall be charged in accordance with the rates set out below.

(a) Two thirds of the adult cash fare (rounded up to nearest 5p).

(c) Concessionary Travel Scheme

The Contractor will carry holders of valid concessionary travel scheme passes for elderly, disabled, partially sighted, blind persons and other groups in accordance with the terms of the current scheme as shall be determined from time to time by the Concessionary fare scheme Administrator. Carriage of such passengers will entitle the contractor to claim payment from the Scheme Administrator in accordance with the terms of the scheme, which should provide for an operator by participating in the concessionary scheme.

(d) Ticketing Equipment

- (1) Route Schedules indicate a requirement for higher specification electronic ticket issuing and data capture equipment to be obtained and used to the Combined Authority's satisfaction. Data collected by these machines shall be provided to the Combined Authority at four weekly intervals and shall show the type of ticket purchased, cancelled or examined. The equipment will also record the fare stage at which each passenger boards, the fare paid (if any) and the time of boarding the bus, which will be provided to the Combined Authority on request. This information shall be recorded in such a way as to allow the date of travel, service number, direction of travel and time of journey to be identified and to permit this transfer to the Combined Authority's computer system. These machines should also have the ability to read and process information contained on smart cards, and provide a real time GPS feed to the Vix RTPI system or other appropriate location systems.
- (2) A Contractor who does not already have equipment to meet this requirement (where it applies) shall place orders for sufficient of such equipment to meet this requirement no more than 14 days after being awarded this contract and shall confirm this action to the Combined Authority's Contract Manager. Suitable ticket machines may be available on a rental basis for those Contractors who do not already have compliant ETMs. The equipment shall be brought into use at the earliest possible date during the term of the contract, prior to which date the Contractor shall use alternative methods of recording information necessary for the allocation of off-bus ticketing and concessionary travel revenues to the satisfaction of the Combined Authority.
- (e) For minimum subsidy contracts the revenue from the contract is retained by the Contractor. The revenue taken is not shown on the invoice when submitted by the Contractor for the four-weekly period. The Contractor only invoices the agreed cost for the contract.

Appendix 2

Minimum Cost Contracts

Fares and ticketing requirements

(a) Adult Single Fares

- (1) Adult single fares should be charged in accordance with the fare-table provided by the Combined Authority. The Combined Authority may revise the fares to be charged on the service at any time on written notice to the Contractor.
- (2) The Combined Authority may require the Contractor to offer return fares, season tickets or any other fares. Details of any such fares will be provided in writing not less than 14 days prior to their introduction.
- (3) Valid return tickets issued on other services may be accepted. The fare-table will indicate if this facility is available.
- (4) The Contractors own season tickets, or other promotional tickets, are not valid unless specifically agreed in writing by the Combined Authority's Contract Manager.

(b) Child Fares

- (1) Children of below compulsory school age at the time of travel will be carried without charge provided not more than two such children accompany a passenger holding a valid adult passenger's ticket. Additional children in this category may be required to pay child fares as specified below.
- (2) Children of compulsory school age (as established by Cambridgeshire County Council in accordance with the provisions of the relevant Education Act) shall be charged in accordance with the rates set out below.
 - (i) Two thirds of the adult cash fare (rounded up to nearest 5p).
- (3) The Contractors own season tickets, or other promotional tickets, are not valid unless specifically agreed in writing by the Combined Authority's Contract Manager.

(c) Concessionary Travel Scheme

The Contractor will carry holders of valid concessionary travel scheme passes for elderly, disabled, partially sighted, blind persons and other groups in accordance with the terms of the current scheme as shall be determined from time to time by the Concessionary fare scheme Administrator. Carriage of such passengers will not entitle the Contractor to claim payment from the Scheme Administrator, but in accordance with the terms of the scheme, the Contractor is obligated to provide concessionary data to the Scheme Administrator.

(d) Ticketing Equipment

- (1) Route Schedules indicate a requirement for higher specification electronic ticket issuing and data capture equipment to be obtained and used to the Combined Authority's satisfaction. Data collected by these machines shall be provided to the Combined Authority at four weekly intervals and shall show the type of ticket purchased, cancelled or examined. The equipment will also record the fare stage at which each passenger boards, the fare paid (if any) and the time of boarding the bus, which will be provided to the Combined Authority on request. This information shall be recorded in such a way as to allow the date of travel, service number, direction of travel and time of journey to be identified and to permit this transfer to the Combined Authority's computer system. These machines should also have the ability to read and process information contained on smart cards, and provide a real time GPS feed to the Vix RTPI system or other appropriate location systems.
- (2) A contractor who does not already have equipment to meet this requirement (where it applies) shall place orders for sufficient of such equipment to meet this requirement no more than 14 days after being awarded this contract and shall confirm this action to the Combined Authority's Contract Manager. Suitable ticket machines may be available on a rental basis for those Contractors who do not already have compliant ETMs. The equipment shall be brought into use at the earliest possible date during the term of the contract, prior to which date the Contractor shall use alternative methods of recording information necessary for the allocation of off-bus ticketing and concessionary travel revenues to the satisfaction of the Combined Authority.
- (3) Combined Authority staff will be permitted to travel on services for the purposes of examining tickets and ticket machines in addition to survey carried out in accordance with **clause 42.6** of the Conditions of Contract.

(e) Loss of Revenue

- (1) The Contractor shall be responsible for any loss of revenue arising out of staff dishonesty or negligence.

(f) Minimum Cost Contracts

- (1) For minimum cost contracts the revenue from the contract is retained by the Combined Authority. The Contractor must include the revenue for the four-weekly period on their invoice. The Contractor must then deduct the revenue from the invoice amount to show the revised invoice amount.

Appendix 3

School Transport Obligations

The provisions of this Schedule shall apply in respect of any School Transport Obligation which is included in the Service Route Schedule.

1. The Contractor will include and clearly indicate within the submitted timetable of this service a journey or journeys (at least on those days when the school to which the Obligation refers is open) which will provide for the movement of pupils at the times and between the places mentioned in the specified School Transport Obligation. These journeys shall be operated in such a way as to guarantee that sufficient seats are available, to carry the maximum number of pupils to whom passes may be issued by the Combined Authority, as specified in writing by the Combined Authority.
2. The pupils shall be picked up and set down only at such places and within the range of times as specified in the School Transport Obligation or as from time to time may be specified in writing by the Combined Authority, subject in any case to registration (if required) with the appropriate registration authority.
3. Every pupil authorised to be carried under a School Transport Obligation will be issued by the Combined Authority or Cambridgeshire County Council with a scholars pass indicating that pupil's entitlement to travel on the service and it shall be the duty of the contractor to ensure that such passes are examined and that the only pupils conveyed without charge on the service under the terms of the Obligation are those duly authorised by the Combined Authority or Cambridgeshire County Council. The tickets issued by either authority are subject to the following conditions:
 - (a) Valid on the specified service for one return journey only between the points shown on the ticket, provided that the journey to school starts before 1600 hours and the return journey starts before 2000 hours unless otherwise stated.
 - (b) Valid on the specified service for one return journey only between the points shown on the scholars pass
 - (c) Valid on Mondays to Fridays during school terms only, until the expiry date shown, unless otherwise stated.
 - (d) Valid only when used by the person to whom it is issued.
4. Unless otherwise stated the journeys shall be operated each morning the schools or colleges are open and children are to be returned at the end of the afternoon session or at such earlier times as may be notified to the contractor by the Combined Authority. Schools are generally open from Monday to Friday each week for approximately 190 school days during the year, though Technical Colleges are open for a shorter period. Full

particulars of all school closures will be notified to the Contractor by the Combined Authority.

5. In the event of a minor change in the Combined Authority's requirements for school transport the Council will seek to agree with the Contractor a modified School Transport Obligation. The Combined Authority reserves the right to accept or reject terms offered by the Contractor for the modification of a School Transport Obligation.
6. In the event of the Contractor failing to operate a journey required to meet a School Transport Obligation the Contractor shall meet the Combined Authority's costs in making alternative arrangements for transporting the pupils. Journeys operated earlier or more than 15 minutes later than scheduled shall be considered to have failed to operate. If alternative arrangements were not made the Contractor shall forfeit deductions and/or incur penalty points in line with Appendix 4, Section 1 (c).
7. The Contractor shall advise the Combined Authority at the earliest opportunity in advance in the event of a foreseeable difficulty in providing any journey required to meet a School Transport Obligation.
8. The Contractor shall perform the Services which are underpinned by the current appropriate "Code of Conduct", issued from time to time by the Combined Authority or Cambridgeshire County Council. Failure to comply with the "Code of Conduct" will be regarded as a breach of this Contract. The Contractor must ensure that all drivers and escorts receive a copy of the "Code of Conduct". Copies are available from Cambridgeshire County Council's Social and Education Transport Team.
9. Where a contract requires the transport of children as part of a school transport obligation the Contractor must take all reasonable steps to ensure that the Drivers employed on this contract are suitable to work with children and vulnerable adults. When the Contractor is recruiting new staff to work on the Contract they must seek references on the applicants' suitability to work with children and vulnerable adults.

The Contractor must undertake full identification checks, and supply to the Combined Authority a fully completed, verified, application form for enhanced DBS clearance. Enhanced DBS clearances are to be completed and verified to the Authority's satisfaction before any Service Users are transported. An Identity Badge will only be issued after the enhanced DBS clearance has been obtained. The Contractor will bear the cost of initial and subsequent DBS clearances for his or her Drivers.

10. In the event of a service carrying children with Special Educational Needs this will be stated on the Route Schedule. The conditions for carriage of these children are subject to additional conditions available from the Council's Contract Manager.
11. "School Bus" signs shall be displayed when specified on journeys provided under the School Transport Obligations.

Appendix 4 Performance Standards

1) Failure to Provide Services

- (a) The Contractor's duty shall be to perform this Contract without failures and to this end the Contractor shall be obliged to cover all foreseeable staff or vehicle deficiencies by subcontracting if necessary (as provided for in **clause 46.17** of the Conditions of Contract).
- (b) Every month the Contractor shall provide the Combined Authority with KPI reporting data in the format stipulated by the Combined Authority alongside the invoice for that period. The report shall also advise the Combined Authority of all subcontracting arrangements entered into during that period to cover for foreseen deficiencies and shall indicate any circumstances in which the contractor was unable to obtain alternative resources under sub-contract. Failure to report shall render the contract liable to termination under **clause 50.4** of the Conditions of Contract.
- (c) A breach of the Special Conditions or Contract and/or failure to observe legislation or quality of service factors as defined in the tabulation appended to this Schedule 4 may attract penalty points which will be accrued in any 3 rolling financial periods (e.g. 2, 3 and 4; then 3, 4 and 5 etc). Where penalties points are accrued and are insufficient to incur financial penalty but are accrued regularly enough to be considered a 'negative trend' (ie.6 rolling financial periods) the Combined Authority would expect to see the Contractor implement a performance improvement initiative. Without prejudice to the Combined Authority's other rights under this Contract, when a specific number of penalty points have been accrued on the same contract, the following action may be taken:
 - 69 (or fewer) points - verbal warning (to be confirmed in writing).
 - 70 (or more) points - written warning.
 - 150 (or more) points - final warning.
 - 200 points - contract termination.

In all cases penalties may be waived or reduced if the Contractor can show good reason, to the Combined Authority's satisfaction, for the failure.
- (d) The Contractor shall make every reasonable effort to operate the Service in adverse conditions of snow, ice, flood or any other extraordinary circumstances. When the Contractor decides not to provide the Service for reasons of bad weather beyond its control, the Combined Authority will pay only 75% of the appropriate contract price for minimum subsidy contracts and 50% of the appropriate contract price for minimum cost contracts. Details and reasons for any journeys not operated should accompany the invoice for the relevant period. Failure to submit these details will result in the invocation of penalties as set out in Appendix 4 1(c) above.

- (e) The Contractor shall ensure all staff operating a Combined Authority contract present a smart appearance and shall ensure that unauthorised persons are not travelling on the vehicle
- (f) The Contractor shall provide an initial response within 2 working days to any complaint notified by the Combined Authority, with a full response provided within 5 working days.

2) Timekeeping

- (a) The Contractor undertakes to operate all journeys in accordance with the timetable submitted by him or in accordance with any subsequent amendments as may have been agreed in writing by the Combined Authority.
- (b) The Combined Authority will monitor timekeeping of services at published timing points and will advise the Contractor of any adverse observations, seeking the Contractor's explanation for the observed deficiencies.
- (c) Journeys will operate within the "window of tolerance" (up to 1 minute early and up to 5 minutes late). Those operated more than 5 minutes earlier or more than 15 minutes later than scheduled without satisfactory reason shall be considered to have failed to operate and will be subject to Appendix 4 1(c).

3) Vehicle Features

- (a) Vehicles used in the performance of this Contract shall be suitable to meet the specification outlined in the Route Schedule.
- (b) Every vehicle used in the performance of this Contract shall have smoking prohibited throughout the vehicle and be signed accordingly.
- (c) The Contractor must ensure that the exterior of all vehicles used in the performance of this contract should be kept as clean as possible. The interiors should be kept clean and should be swept out daily.
- (d) Unless separate guidance states differently, a number in accordance with the Route Schedule and 6 inches high, together with the destination of the journey, shall be displayed, in yellow or white on a black background or black on a white or yellow background, at the front of each vehicle (when used in the performance of this contract) in such a way as to be clearly visible at least 50 metres in front of the vehicle and illuminated during the hours of darkness. Handwritten notices are not acceptable.
- (e) Notices shall not be displayed indicating being on contract to other local authorities when used on journeys entirely contracted by the Combined Authority.

- (f) Buses not operating a School Transport Obligation journey MUST NOT display "School Bus" signs.

The Special Conditions set out in the Route Schedule may stipulate additional vehicle features required.

4) Deductions to Contract Payments

- (a) The Combined Authority reserves the right to make deductions to the Contract Price in respect of:
 - (i) a failure to provide the required bus service (whether in whole or in part) in which case the equivalent payment due to the Contractor for providing such service shall be deducted. I.e. 10 services contracted at £1000 per day and 2 services don't run $10 \text{ services} / 1000 = 100$, therefore each lost service would incur £100 deduction from daily contract value.
 - (ii) any failure to provide the data specified in Section 1(b) of Appendix 4 within five (5) working days of the relevant financial and reporting period, or within five (5) working days of a separate request for such information by the Combined Authority in which case an amount of 5% of the contract value for the reporting period shall be deducted for each such failure.
 - (iii) a failure to meet the punctuality standard of 95% of journeys on time (as defined by the Traffic Commissioner) in which case an amount of 1% of the contract value shall be deducted for every percentage point by which the punctuality is below the punctuality standard in the relevant period.
 - (iv) a failure to meet the reliability standard of 99% of scheduled miles operated (as defined by the Traffic Commissioner) in which case an amount of 2% of the contract value shall be deducted for every percentage point by which the punctuality is below the reliability standard in the relevant period.

5) Key Performance Indicators

- a) In accordance with clause 8.1 of the Contract the Contractor must perform the Contract Bus Services described in Schedule 1 (Specification) of the Contract measured against the KPIs set forth in this Schedule.
- b) The Contractor acknowledges:
 - i) The emphasis of the KPI regime is on delivery of the Contract Bus Services to meet the Combined Authority's business requirements and on performance improvement where the Contract Bus Services fail to meet the requirements;
 - ii) KPIs apply from the Services Commencement Date and data must be sourced from available sources if automation of data collection is not available;
 - iii) The Combined Authority reserves the right to reasonably modify KPIs and the management regime in order to keep pace with the changing business environment; and

- iv) The Combined Authority may classify KPIs to guide the Contractor as to which KPIs are the most important, but the Combined Authority may change this classification at its absolute discretion, acting reasonably, as the business environment or the performance of the Contractor changes.
- c) Reporting Content: In accordance with the reporting frequency specified for every KPI, the Contractor must report to the Combined Authority, at a minimum, the following information;
 - i) Numerical data setting out the performance achieved during the KPI reporting period
 - ii) Where for the KPI reporting period there is a KPI Default, or there is an indication of a KPI Negative Trend, an explanation of the causes of the KPI Default or Negative Trend must be submitted alongside the report
 - iii) A proposed mitigation plan, developed by the Contractor to address the causes of any KPI Default or Negative Trend; and
 - iv) Where there has been a previous mitigation plan for the KPI, the status of the actions and an explanation of any relationship between the mitigation plan and current performance.
- d) The Contractor must use the format for KPI reporting specified by the Combined Authority
- e) Where the Contractor develops a mitigation plan to address the causes of any KPI Default or Negative Trend and proposes actions to be performed by the Combined Authority, the Contractor acknowledges that:
 - i) The Combined Authority may accept those proposed actions at its absolute discretion; and
 - ii) Nothing in the proposed mitigation plan derogates from the Contractor's responsibility to perform the Contracted Bus Services.
- f) The Combined Authority may, from time to time, acting reasonably redefine its requirements for KPI reporting or request additional material to be provided by the Contractor for any KPI which the Contractor must provide.
- g) The Contractor may propose additional or alternative data sources that would, in the reasonable opinion of the Contractor, improve the quality of measurement and reporting against the KPI. The Combined Authority may consider any additional or alternative data sources proposed at its absolute discretion.
- h) KPI Class
 - i) The parties acknowledge and agree that KPIs are classified into KPI Classes as defined in table 1:
 - ii) The Combined Authority may, with 30 days' written notice to the Contractor, apply KPI penalties to any Class 1 KPI as set out in this Schedule 1;
 - iii) The Combined Authority may, with 30 days' written notice to the Contractor, redesignate a KPI to a different KPI Class.

Table 1 – KPI Class

KPI Class	Description	Management
Class 1	These KPIs are enshrined in national regulations, are vital to service delivery, or they enable the Combined Authority to ensure work is being carried out to national regulation standard and the undertakings of the Contractor’s licence and must therefore be met. The measurement, management, reporting and achievement of the KPI must be met by the Contractor and failure to meet the KPI requirement may result in a financial penalty as set out in para 4 of this Schedule.	Actively monitored and managed by the Contractor. Breaches within a rolling 3 month KPI Reporting Period will require the Contractor to develop an incident report with an explanation and remedial action proposed to ensure the KPI is met in future. The Contractor’s performance against the KPI must be reported, presented and reviewed at the periodic performance review meeting between the Combined Authority and the Contractor. This data will be reported to the relevant internal governance board.
Class 2	The KPI information is measured, captured and reported on a regular periodic basis. Failure to meet some of these KPIs may result in financial penalties as set out in the penalties table (table 3).	Performance is monitored and reported on a regular periodic basis by the Contractor and discussed at the periodic performance review meeting between the Combined Authority and the Contractor. Where the KPI is not met, the Contractor must take remedial action where it is necessary to continue to meet the KPI. This data will be monitored internally by the Combined Authority transport team.

6) KPI Default

- a) Under the Contract, Contractors are obliged to submit KPI data on a monthly basis to align with financial reporting as specified in this schedule, and to attend performance review meetings with Combined Authority every third month from the contract start date . Failure to do so will be considered a KPI default and may incur a penalty in accordance with Appendix 4 para 4(a) (ii) of this Schedule.
- b) Failure to meet certain KPI targets agreed with The Combined Authority will be classified as KPI default and may incur a penalty in accordance with Appendix 4 para 1(c) and Appendix 4 para 4 and table 3 of this Schedule 1.

Table 2 – KPI definitions

KPI	No. 1
Name	Preventable incidents

Description	<p>This KPI aims to ensure that all buses are properly maintained and operated in line with the undertakings specified in the Operator Licence.</p> <p>Preventable incidents are defined as an incident that is caused by:</p> <ul style="list-style-type: none"> • Poor maintenance • Driver failure to follow proper procedure • Poor/dangerous driving any party • Falls/injury on the vehicle by passengers • Damage to passenger property • Damage to external property • Vehicle collision
KPI	0 preventable incidents
Class	Class 1
Measurement Methodology	
Measurement starting point	On commencement of service and first of each KPI reporting period thereafter
Calculation	Number of preventable incidents during the KPI reporting period
Period of calculation	Periodically (28 days)
Measurement unit	Incidents per 1000km operated
Data Source	Contractor incident reports, vehicle maintenance records, defect reports
Reporting frequency	Periodically (28 days)

KPI	No. 2
Name	Speeding offences and dangerous driving
Description	<p>This KPI aims to ensure that all routes are operated in a safe and law-abiding manner and do not bring the Combined Authority into disrepute. Speeding and dangerous driving is defined as:</p> <ul style="list-style-type: none"> • Exceeding the legal speed limit • Instances of harsh braking brought about by speeding • Instances of unnecessarily harsh acceleration • Instances of dangerous driving with the potential to cause physical harm or injury
KPI	0 driving anomalies

Class	Class 1
Measurement Methodology	
Measurement starting point	On commencement of service and first of each KPI reporting period thereafter
Calculation	Number of offences committed during the KPI reporting period
Period of calculation	Periodically (28 days)
Measurement unit	Driving offences
Data Source	Contractor incident reports, driver performance data, vehicle telematics
Reporting frequency	Periodically (28 days)

KPI	No. 3
Name	Number of passengers per service and passenger ticket type
Description	This KPI aims to capture the volume of people using the service and identify their ticket type, broken down per applicable route on a periodic basis.
KPI	Number and type of passengers boarding the service per period
Class	Class 2
Measurement Methodology	
Measurement starting point	On commencement of service and first of each KPI reporting period thereafter
Calculation	Number of passengers boarding the service per period broken down by individual service and fare type.
Period of calculation	Periodically (28 days)
Measurement unit	Number of passengers boarding the service per period broken down by individual service and fare type.
Data Source	ETM data
Reporting frequency	Periodically (28 days)

KPI	No. 4
Name	Passenger complaints
Description	This KPI aims to monitor customer satisfaction by tracking the number of complaints (as defined by the Combined Authority's specified levels of service) received per reporting period.

KPI	Number of passenger complaints received per reporting period
Class	Class 2
Measurement Methodology	
Measurement starting point	On commencement of service and first of each KPI reporting period thereafter
Calculation	Number of passenger complaints received per reporting period
Period of calculation	Periodically (28 days)
Measurement unit	Number of passengers per reporting period
Data Source	Passenger complaint data - Operator complaints data, Combined Authority complaints data
Reporting frequency	Periodically (28 days)

KPI	No. 5
Name	Vehicle failure
Description	This KPI aims to monitor instances of vehicle failure during the reporting period. Vehicle failure is defined as: Breakdown or fault as a result of poor maintenance or failure to do daily walk around checks which results in delay or cancellation.
KPI	Number of vehicle failures or faults that result in failure to operate the service in part or in whole
Class	Class 1
Measurement Methodology	
Measurement starting point	On commencement of service and first of each KPI reporting period thereafter
Calculation	Number of vehicle failures or faults that result in failure to operate the service in part or in whole
Period of calculation	Periodically (28 days)
Measurement unit	Number of vehicle failures or faults that result in failure to operate the service in part or in whole
Data Source	Contractor vehicle maintenance records, defect reports, lost mileage reports
Reporting frequency	Periodically (28 days)

KPI	No. 6
Name	Lost mileage

Description	This KPI aims to monitor distances that a bus route should have covered but didn't due to various factors such as: <ul style="list-style-type: none"> • Traffic congestion • Staff availability • Vehicle failure
KPI	Number of lost miles per reporting period
Class	Class 1
Measurement Methodology	
Measurement starting point	On commencement of service and first of each KPI reporting period thereafter
Calculation	Total mileage ran, and total lost in terms of mileage and services, full and partial
Period of calculation	Periodically (28 days)
Measurement unit	Miles / kms per reporting period
Data Source	Contractor automatic vehicle location data, lost mileage reports
Reporting frequency	Periodically (28 days)

KPI	No. 7
Name	Operation of journey no more than one minute early and no more than five minutes late at each defined timing point.
Description	This KPI aims to monitor services which run 1, or more, minutes earlier than advertised time or five or more minutes late.
KPI	Number of journeys running 1, or more, minutes earlier or five minutes later than the advertised time broken down by individual service and number of minutes in excess of the above
Class	Class 1
Measurement Methodology	
Measurement starting point	On commencement of service and first of each KPI reporting period thereafter
Calculation	Telematics data, customer complaints, real-time systems
Period of calculation	Periodically (28 days)
Measurement unit	Minutes in excess
Data Source	Contractor automatic vehicle location data, real time passenger information
Reporting frequency	Periodically (28 days)

KPI	No. 8*
Name	Passenger satisfaction survey
Description	This KPI aims to capture the level of passenger satisfaction with journeys undertaken in the reporting period.
KPI	Passenger satisfaction survey provided by CPCA
Class	Class 2
Measurement Methodology	
Measurement starting point	On commencement of service these will be conducted annually as a minimum at a date to be confirmed.
Calculation	Passenger satisfaction survey score
Period of calculation	N/A
Measurement unit	Passenger satisfaction survey score
Data Source	Passenger satisfaction survey, Complaint data
Reporting frequency	Periodically (28 days)

*Contractors wishing to conduct their own passenger surveys are encouraged to do so with the prior agreement of the Combined Authority and must share their findings with the Combined Authority in full.

Table 3 - Contract Penalties

Read in conjunction with Appendix 4 "Performance Standards" Section 1c

	Category of Breach of Contract	Penalty Points
A	Incorrect or no destination and/or service number displayed	10
B	Destination and/or service number not illuminated or not confirming to requirements set out in Appendix 4.3(d)	10
C	Notices indicating the vehicle being on contract to other local authorities displayed on the Combined Authority contracts	5
D	Vehicle not to specification standard	15
E	Failure to keep to registered route or observe recognised stops	25
F	Failure to observe correct bus station departure bay	25
G	Variation of registration without prior approval of the Combined Authority	75
H	Driver smoking on a vehicle	30
I	Consistent failure to make advertised connections	25
J	Failure to notify the Combined Authority of lost mileage or other non-performance	30
K	Failure to respond to complaints within 5 working days	10
L	No operational ticket machine and no emergency tickets (min. cost contracts only)	20
M	Incorrect or no fare table (min. cost contracts only)	20
N	Charging of incorrect fares (min. cost contracts only)	20
O	Failure to notify the Combined Authority of fare changes (min. subsidy contracts only)	15
P	Failure to keep the vehicle in a reasonable state of cleanliness	15
Q	Unauthorised person(s) travelling on the vehicle	5
R	Operating in contravention of current legislation appropriate to the service provided	100
S	Inappropriate display of "school bus" signs	5
T	Failure to maintain the Combined Authority Bus Branding to the required standards specified by the Combined Authority	30
U	Use of handheld devices	40
V	Speeding Offences and dangerous driving	40
W	Preventable incident (Operator fault)	40

Appendix 5

The Combined Authority Bus Branding

- 1) The external branding will be in the form of a bus “wrap” and the Contractor must assume that no other advertising or promotion will be allowed on the outside of the bus without the prior content of the Combined Authority.
- 2) All branding is to be kept in good order during the Contract at the Contractors expense.
- 3) The Contractor shall provide final draft versions of the proposed wrap specific to the vehicle to be used within the Contract and allow 10 working days for approval to be given.

Below, as Appendix 5A is an example of the branding being requested by the Combined Authority which may be applied together with the basic branding guidelines. Full guidelines on the branding will be provided by the Combined Authority or are available on request.

Appendix 5A
The Combined Authority Bus Branding - example



Both Tiger logos must maintain their original proportions and should not be skewed or squashed to fit a layout.

Use them in white or black whenever possible, with black being acceptable for monochromatic designs. Flash Orange is the only other colour option allowed. Do not use the logo in Red or Yellow, or fill them with gradients or patterns.

Neither logo should be used as decorative elements for repetitive wallpaper designs.

Clearance space around the logo must be maintained. The Tiger Wordmark should ideally be placed in the bottom right corner of a space and given visual hierarchy, with the Tiger Head in a secondary, supporting position. This should not be used together in a lock-up when used alongside the CPCA logo, ensure that clearance and positioning adhere to each brand's respective guidelines.

Pass



Fail





**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Route Schedule T6

Contract Number	TBC
Service Number	T6
Route Description	East Cambridgeshire DRT
Areas Served	Soham, Fordham, Upware, Chipenham, Landwade, Isleham, Ely, Conevey, Pymoor, Stuntney, Little Downham, Littleport and surround hamlets within the defined zone.
Stops	All recognised stops and virtual stops where safe in rural areas
Days of Operation	Monday to Saturday
Timetable	As a DRT service is “on demand” then a timetable is not applicable. Bookings for travel may be made up to 24 hours prior to boarding using the app or booking line.
Fares	As Section 3, Schedule 1 minimum subsidy (Fare charts must be supplied with the tender) As Section 3, Schedule 2 minimum cost Subject to approval and continuance, the government funded £2 fare will apply. The DRT will also accept the under 25's £1 fare using the CPCA issued Tiger Card.
Ticket Machine Specification	Electronic ticket issuing and data capture equipment – ability to provide data showing type of ticket purchased, cancelled or examined; ability to record the fare stage where each passenger boards, the fare paid (if any), and the time the bus was boarded; ability for information to be recorded in such a way as to allow the date of travel, service number, direction of travel and time of journey to be identified and allow transfer to an external computer system; ability to read and process information contained on smart cards (including ITSO); ability to provide a real-time GPS feed to the Vix RTP1 system or other appropriate location systems.
Minimum Vehicle Capacity	16 passenger seats including one wheelchair accessible space.
Vehicle Specification	The vehicle must comply with The Public Service Vehicles Accessibility Regulations 2000. For the avoidance of doubt, specifically the vehicle shall be a bus in accordance with Schedule 2 and Euro 5 emission standards or above.
Special Conditions	<ul style="list-style-type: none"> Valid tickets issued by other operators must be accepted No separate BSOG payment can be claimed for this service Operators are responsible for gaining permission to use bus stops not on the public highway and will incur any charges levied.
Type of Contract	
Contract Period	One year with an anticipated extension for a further year subject to the precept funding receiving approval at Jan 25 board.
Target start date	September 2024
Estimated annual ridership	Unknown
Estimated annual revenue	Unknown
Current Daily Cost Current Annual Cost (gross)	

Services to be operated on and around Bank Holidays.

In accordance with the Invitation to Tender, the service operated on and around bank holidays shall be as follows:

New Years Day	None	Late Summer Bank Holiday	None
Good Friday	None	Christmas Eve	No journeys after 20:00
Easter Monday	None	Christmas Day	None
May Day Bank Holiday	None	26 December	None
Late Spring Bank Holiday	None	New Years Eve	No journeys after 20:00



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Route Schedule T8

Contract Number	TBC
Service Number	T8
Route Description	Fenland DRT
Areas Served	Chatteris, Manea, Wimblington, Westry, March, Christchurch, Benwick, Doddington and surround hamlets within the defined zone.
Stops	All recognised stops and virtual stops where safe in rural areas
Days of Operation	Monday to Saturday
Timetable	As a DRT service is “on demand” then a timetable is not applicable. Bookings for travel may be made up to 24 hours prior to boarding using the app or booking line.
Fares	As Section 3, Schedule 1 minimum subsidy (Fare charts must be supplied with the tender) As Section 3, Schedule 2 minimum cost Subject to approval and continuance, the government funded £2 fare will apply. The DRT will also accept the under 25's £1 fare using the CPCA issued Tiger Card.
Ticket Machine Specification	Electronic ticket issuing and data capture equipment – ability to provide data showing type of ticket purchased, cancelled or examined; ability to record the fare stage where each passenger boards, the fare paid (if any), and the time the bus was boarded; ability for information to be recorded in such a way as to allow the date of travel, service number, direction of travel and time of journey to be identified and allow transfer to an external computer system; ability to read and process information contained on smart cards (including ITSO); ability to provide a real-time GPS feed to the Vix RTP1 system or other appropriate location systems.
Minimum Vehicle Capacity	16 passenger seats including one wheelchair accessible space.
Vehicle Specification	The vehicle must comply with The Public Service Vehicles Accessibility Regulations 2000. For the avoidance of doubt, specifically the vehicle shall be a bus in accordance with Schedule 2 and Euro 5 emission standards or above.
Special Conditions	<ul style="list-style-type: none"> Valid tickets issued by other operators must be accepted No separate BSOG payment can be claimed for this service Operators are responsible for gaining permission to use bus stops not on the public highway and will incur any charges levied.
Type of Contract	
Contract Period	One year with an anticipated extension for a further year subject to the precept funding receiving approval at Jan 25 board.
Target start date	September 2024
Estimated annual ridership	Unknown
Estimated annual revenue	Unknown
Current Daily Cost Current Annual Cost (gross)	

Services to be operated on and around Bank Holidays.

In accordance with the Invitation to Tender, the service operated on and around bank holidays shall be as follows:

New Years Day	None	Late Summer Bank Holiday	None
Good Friday	None	Christmas Eve	No journeys after 20:00
Easter Monday	None	Christmas Day	None
May Day Bank Holiday	None	26 December	None
Late Spring Bank Holiday	None	New Years Eve	No journeys after 20:00



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Route Schedule T10

Contract Number	TBC
Service Number	T10
Route Description	South Cambridgeshire DRT
Areas Served	<p>T10 will serve north of the A428 covering Great Gransden, Gamlingay, Little Eversden, Arrington, Longstowe and surround hamlets within the defined zone and feeding into Cambourne.</p> <p>Tiger 4 will serve south of the A428 covering Graveley, Toseland, Knapwell, Boxworth, Hilton and surrounding hamlets within the defined zone and feeding into Cambourne.</p>
Stops	All recognised stops and virtual stops where safe in rural areas
Days of Operation	Monday to Saturday
Timetable	As a DRT service is “on demand” then a timetable is not applicable. Bookings for travel may be made up to 24 hours prior to boarding using the app or booking line.
Fares	<p>As Section 3, Schedule 1 minimum subsidy (Fare charts must be supplied with the tender)</p> <p>As Section 3, Schedule 2 minimum cost</p> <p>Subject to approval and continuance, the government funded £2 fare will apply.</p> <p>The DRT will also accept the under 25's £1 fare using the CPCA issued Tiger Card.</p>
Ticket Machine Specification	Electronic ticket issuing and data capture equipment – ability to provide data showing type of ticket purchased, cancelled or examined; ability to record the fare stage where each passenger boards, the fare paid (if any), and the time the bus was boarded; ability for information to be recorded in such a way as to allow the date of travel, service number, direction of travel and time of journey to be identified and allow transfer to an external computer system; ability to read and process information contained on smart cards (including ITSO); ability to provide a real-time GPS feed to the Vix RTPI system or other appropriate location systems.
Minimum Vehicle Capacity	16 passenger seats including one wheelchair accessible space.
Vehicle Specification	The vehicle must comply with The Public Service Vehicles Accessibility Regulations 2000. For the avoidance of doubt, specifically the vehicle shall be a bus in accordance with Schedule 2 and Euro 5 emission standards or above.
Special Conditions	<ul style="list-style-type: none"> Valid tickets issued by other operators must be accepted No separate BSOG payment can be claimed for this service Operators are responsible for gaining permission to use bus stops not on the public highway and will incur any charges levied.
Type of Contract	
Contract Period	One year with an anticipated extension for a further year subject to the precept funding receiving approval at Jan 25 board.
Target start date	September 2024
Estimated annual ridership	Unknown
Estimated annual revenue	Unknown
Current Daily Cost	
Current Annual Cost (gross)	

Services to be operated on and around Bank Holidays.

In accordance with the Invitation to Tender, the service operated on and around bank holidays shall be as follows:

New Years Day	None	Late Summer Bank Holiday	None
Good Friday	None	Christmas Eve	No journeys after 20:00
Easter Monday	None	Christmas Day	None
May Day Bank Holiday	None	26 December	None
Late Spring Bank Holiday	None	New Years Eve	No journeys after 20:00



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

Route Schedule - T11

Contract Number	TBC
Service Number	T11
Route Description	West Huntingdonshire DRT (Formerly the Ting)
Areas Served	<p>T11 will serve to the the area in West Huntingdonshire within the specified zone as detailed.</p> <p>From the roundabout where the A1198 Ermine Street South meets the A428 Cambridge Road the zone is to the west of the A1198 to the A14 encompassing Papworth Everard keeping west until the A1 where the zone continues to the west until Glatton following the B660 south east covering the villages of Hemington, Thurning and Clopton down to Bythorn.</p> <p>Then following an arc to Hail Weston in the south west to a point on the A428.</p>
Stops	All recognised stops and virtual stops where safe in rural areas
Days of Operation	Monday to Saturday
Timetable	As a DRT service is "on demand" then a timetable is not applicable. Bookings for travel may be made up to 24 hours prior to boarding using the app or booking line.
Fares	<p>As Section 3, Schedule 1 minimum subsidy (Fare charts must be supplied with the tender) As Section 3, Schedule 2 minimum cost</p> <p>Subject to approval and continuance, the government funded £2 fare will apply. The DRT will also accept the under 25's £1 fare using the CPCA issued Tiger Card.</p>
Ticket Machine Specification	Electronic ticket issuing and data capture equipment – ability to provide data showing type of ticket purchased, cancelled or examined; ability to record the fare stage where each passenger boards, the fare paid (if any), and the time the bus was boarded; ability for information to be recorded in such a way as to allow the date of travel, service number, direction of travel and time of journey to be identified and allow transfer to an external computer system; ability to read and process information contained on smart cards (including ITSO); ability to provide a real-time GPS feed to the Vix RTP1 system or other appropriate location systems.
Minimum Vehicle Capacity	16 passenger seats including one wheelchair accessible space.
Vehicle Specification	The vehicle must comply with The Public Service Vehicles Accessibility Regulations 2000. For the avoidance of doubt, specifically the vehicle shall be a bus in accordance with Schedule 2 and Euro 5 emission standards or above.
Special Conditions	<ul style="list-style-type: none"> Valid tickets issued by other operators must be accepted No separate BSOG payment can be claimed for this service Operators are responsible for gaining permission to use bus stops not on the public highway and will incur any charges levied.
Type of Contract	
Contract Period	One year with an anticipated extension for a further year subject to the precept funding receiving approval at Jan 25 board.
Target start date	September 2024
Estimated annual ridership	Unkown
Estimated annual revenue	Unkown

Current Daily Cost	
Current Annual Cost (gross)	

Services to be operated on and around Bank Holidays.

In accordance with the Invitation to Tender, the service operated on and around bank holidays shall be as follows:

New Years Day	None	Late Summer Bank Holiday	None
Good Friday	None	Christmas Eve	No journeys after 20:00
Easter Monday	None	Christmas Day	None
May Day Bank Holiday	None	26 December	None
Late Spring Bank Holiday	None	New Years Eve	No journeys after 20:00