

# ITT tfl\_scp\_001783 – Trial Demand Responsive Bus Service

## ITT Volume 1, Appendix 4

### Summary of main changes made to Volume 2: draft Statement of Requirements

**IMPORTANT:** This summary is provided for bidders' ease of reference only. TfL does not purport that this list is exhaustive of all amendments made. It is the responsibility of the bidder to review the updated Statement of Requirements in order to submit a tender that complies with all requirements.

For comprehensive details relating to the requirements of the trial Service please see the draft Statement of Requirements (at Volume 2 of the ITT) which has been provided as a 'clean' version and in 'tracked changes' from the Statement of Requirements issued at the Expression of Interest stage.

| Section                           | Summary of changes made   |
|-----------------------------------|---|
| <b>1. Organisational overview</b> | Minor grammatical changes to 1.2.2, but no change in requirements.  |
| <b>2. Introduction</b>            | Minor clarification on the background to the trial and its research and development focus, along with a new paragraph 2.1.4 which is intended to clarify expectations around partnership working.<br><br>Addition of 'reliability' to Trial Objective 1, as an aspect of the service to be understood.                                |
| <b>3. Summary of requirements</b> | This is a new section which is intended to clarify the responsibilities of the Operator and Corporation. It replaces the previous 'Scope' section.  |
| <b>4. Service design</b>          | This is a new section which incorporates material from the previous 'Scope' section.<br><br>The key change is that the Service shall be "wholly" in outer London (4.1.1). Further information is provided in 4.2.2 on what is required on the service area, target market, operational model and fares at this and subsequent stages. |
| <b>5. Vehicles</b>                | Minor re-wording of 5.1.2 to improve clarity along with a text on vehicle maintenance requirements moved here from the previous Section 8.9 to bring together all vehicle requirements.   |

| Section   | Summary of changes made  |
|---|--|
| <p><b>6. Marketing, branding and advertising</b></p>            | <p>Further information is provided in 6.1.1 and 6.1.3 on integrated marketing communications and the Corporations' potential contribution to the campaign.</p> <p>Clarification on co-branding in 6.2.4 and 6.2.6 to expand this to include app and web presence requirements.</p> <p>New expectation in 6.3.1 that there will not be any commercial advertising on the app.</p>   |
| <p><b>7. Fares information</b></p>                              | <p>Further information provided on the requirements of the Fares Direction (7.2 to 7.5) and the role of the Corporation and the Operator (7.2).</p> <p>Further information is provided on the anticipated average fare and anticipated maximum fare for any journey (7.3)</p>  |
| <p><b>8. Customer experience</b></p>                            | <p>This is a new section that was previously in Section 7.</p> <p>Further clarification is provided on the requirements for customer information (8.3) at each stage of the customer journey.</p> <p>Further detail is provided on customer service standards and customer contact handling (8.4), including reporting requirements.</p> <p>Section 8.5 on 'Diversity and inclusion' replaces the previous 'Accessibility' section. The Operator "must" demonstrate that "consideration has been given to customers' diverse needs". Further guidance is provided on what is included within this.</p> |
| <p><b>9. Operator obligations</b></p>                           | <p>This section has been re-ordered slightly to improve the flow of the document. No changes have been made to the requirements.</p>   |
| <p><b>10. Monitoring of the services by the Corporation</b></p> | <p>This section has been revised and reordered to make this clearer on what is and may be required.</p> <p>Reference is given in the monitoring requirements (10.3) to the data and insights requirements covered in Section 18 and an additional requirement for the Corporation to have "appropriate systems for confidential incident reporting".</p> <p>Monitoring which may also be undertaken is covered in 10.4, including previously requirements listed in 10.3.</p>  |

| Section   | Summary of changes made   |
|---|---|
| <b>11. Suspicious packages, carriage of animals and other matters</b> | <p>A new requirement is provided in 11.4.1 for the Operator to confirm a plan for managing pushchairs and buggies.</p> <p>The previous requirements sections 10.5 (Contra-flow bus lanes) and 10.6 (Driving in Oxford Street, pedestrianised zones and defined other roads) have been combined and rationalised into a new Section 11.5 to cover ‘Traffic Management Orders’.</p>   |
| <b>12. Governance and review meetings</b>                             | <p>Further information has been provided on Governance which has been added to the previous ‘Review Meetings’ section. This sets out the proposed governance structure for the trial, responsibilities and accountabilities and anticipated meetings.</p>   |
| <b>13. Audits and rights of access</b>                                | <p>No changes.</p>  |
| <b>14. Required action in respect of any unsafe practices</b>         | <p>No changes.</p>  |
| <b>15. Technology, booking and payments</b>                           | <p>An assumption has been added that the mobile app will be compatible with Android and IOS and that any website will allow as many users as possible, regardless of device (15.1). A new Appendix 10 is provided with more detail on this.</p> <p>A new requirement has been added for the operational availability of any physical devices (15.3).</p> <p>The requirements for the Operator to explore the understanding of how the digital experience impacts the overall perception and use of the service have been strengthened (15.4)</p> <p>Further clarification is provided on expectations around payment schemes (15.5).</p> <p>Assumptions of the functionality of the app have been clarified (15.6).</p> |
| <b>16. Intellectual property rights (IPR) and data</b>                | <p>Amendments to the foreground IPR restrictions (16.2) and requirement of consent for “use of any of TfL’s logos, trademarks and other IPR” (16.3).</p> <p>Previous content on data collection has been reworded and added to a new Section 18.</p>  |

| Section                                     | Summary of changes made   |
|---|---|
| <b>17. Deliverables / milestones</b>        | An outline and schedule has been added for comment.   |
| <b>18. Research, insight and evaluation</b> | <p>This is a new section which expands on the data collection, reporting and customer insight and survey requirements for the trial.</p> <p>In particular, this provides further detail on the core metrics to be used (18.7), potential additional data requirements (18.5), the requirements of the Operator in working with the Corporation to deliver a customer insight programme (18.6) and on knowledge sharing (18.7). This includes a requirement for open book accounting (18.7.2).</p> |