



APPENDIX A

LondonEnergy Ltd

EcoPark

Advent Way

London

N18 3AG

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**Specification for the provision of the Tottenham
Hale Shuttle Bus Service**

Contract Reference 929731228



1. Introduction

LondonEnergy (LEL) is a leading resource and waste management company that has served the North London community since 1971. Our mission is straightforward: to reuse, recycle, and generate energy from waste while keeping North London's waste out of landfill. By doing so, we contribute to a more sustainable future for our communities.

At our EcoPark site, the energy plant processes household waste that cannot be recycled, generating enough electricity to power 80,000 homes annually. Our site also houses state-of-the-art facilities, including a Resource Recovery Facility, a Reuse and Recycling Centre, and EcoPark House, an educational hub.

Across North London, we also operate two waste transfer stations and several reuse and recycling centres (RRCs) and achieve an impressive 70% recycling rate, ensuring valuable resources are recovered and repurposed. Our waste transfer stations support the efficient movement of waste and recycling throughout the area.

LEL is a private company wholly owned by the North London Waste Authority.

2. Definitions

The words and phrases used in this Specification shall bear the same meanings as defined in the contract, save that the following words shall be assigned the following meanings for the purposes of interpreting this Schedule in the context of this contract:

- LEL – LondonEnergy Ltd
- EV – Electric Vehicle

3. The Service

Bidders shall tender for the provision of staff transportation services on the route set out in this specification, which lists by service area, the current planned bus route and number of staff to be considered.

Bidders must note that this route and distance are as of January 2025. This route and mileage may change at any given time throughout the term of the contract. Start and finish times will be subject to amendments on business needs and will be notified by LEL.

Payments in each year of the contract will be based on actual days travelled.

The service is required Monday – Friday, 52 weeks a year excluding Bank Holidays e.g. Christmas day.

EcoPark, Advent Way N18 3AG.

Hours of Service: Starting from Tottenham Hale Station at 06:15 and last transport from London Energy at 18:05.

Please see Timetable in section 4.

4. Operational Hours:

Every 30 minutes between 06:15 hours to 8:45 hours.

No service between 9:01 to 14:59 hours.

Every 30 minutes between 15:00 hours to 18:05 hours.

(Please note deviation in timetable below – (17:05 and 18:05 departure))

Timetable

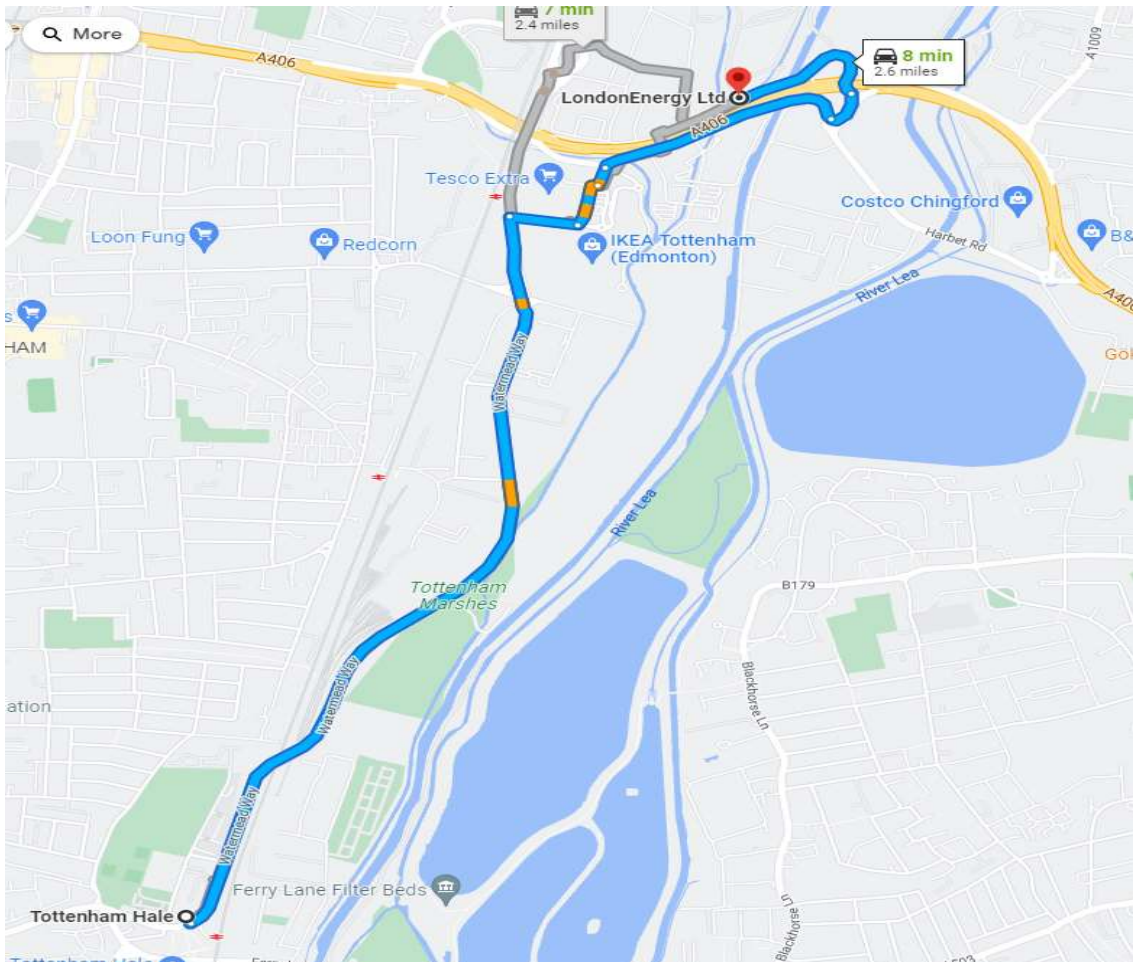
Tottenham Hale Station	06:15	06:45	07:15	07:45	08:15	08:45	
London Energy	06:30	07:00	07:30	08:00	08:30	09:00	
London Energy	15:00	15:30	16:00	16:30	17:05	17:35	18:05
Tottenham Hale Station	15:15	15:45	16:15	16:45	17:20	17:50	18:20

5. Contract Term

This contract will be for an initial two year period with an option to extend for a further two years on an annual basis (2+1+1). Bi-annual contract reviews will be held between LEL and the supplier. Expected service start date: 23rd July 2025

6. Route

Tottenham Hale Station, Ferry Lane N17 9LR to LondonEnergy EcoPark, Advent Way N18 3AG to and return.



7. Key Service Objectives (KSO's)

- Ensure drivers comply with the relevant road laws and regulations.
- Ensure drivers abide by LEL site rules at all times.
- Ensure drivers complete LEL's company site induction before arriving on site.
- Ensure drivers comply with UK alcohol and drug regulations. LEL reserves the right to perform random alcohol and drug testing at our discretion.
- Ensure LEL branding is included on the vehicles allocated to this service, in the front and back windows, no smaller than A4 in size
- Supply buses dedicated to regular route service that are no older than 10 years with mileage no greater than 300,000 kilometers.
- Buses should have a passenger capacity of 28 (minimum).
- In the event of service disruption such as vehicle breakdown, ensure a response time within 1 hour with a replacement bus service or alternate transport at the contractors expense.
- Ensure all vehicles comply with Ultra Low Emissions legislation.
- Ensure buses used for the service have a valid certificate of service in compliance with relevant regulations.
- Ensure drivers have the required valid license and drivers should have no driving disqualification within the previous 12 months.
- Ensure you hold valid insurance cover in connection with the provision of this service.
- Ensure that all parts needed to repair each bus are available as soon as possible and at the contractors expense.

- If, during the period of this agreement, any modifications or installation of equipment is required due to a change in the law or applicable rules and regulations, such modification or installation shall be made by the contractors as required.
- Cost of such modifications or installations shall be borne by the contractor and shall occur at certified service/repair centers.
- LEL require right to audit and review all service records within 24 hours of request.

8. Key Performance Indicators

- 8.1 First Response Time (FRT) – FRT tracks how quickly contractors responds to initial inquiries, reflecting the immediacy of customer service and the resolution.
- 8.2 Service Delivery (on time) – We expect to see 90% on time service delivery.
- 8.3 Health & Safety – This will be assessed based on;
 - Number of incidents reported
 - Condition of the vehicle & regular audit of maintenance records.
 - Driver behavior i.e. Professionalism, driving assessment

9. Health, Safety and Environment

The Company regards the provision of a safe and healthy working environment on its sites, as a principal objective. This objective can only be achieved by the co-operation of its employees, Suppliers, Contractors and Sub-contractors. Co-operation must be at all levels within these different organisations.

The Company's managers and supervisors are responsible for the safety of its employees, Contractors, Suppliers and Visitors in their charge and must ensure that policies and procedures are made known and are observed. It is their responsibility to ensure the effective delegation of these duties in the absence of such documentation.

Employees, Suppliers, Contractors, and Visitors to our site(s) are responsible for observing the Company policies and procedures and for ensuring that at all times, they work in a manner consistent with ensuring the safety of themselves and others.

The effectiveness of health and safety measures will be monitored continuously for the duration of the Contract, in order to ensure that both policy and practice are appropriate at all times to the activities of the Company.

10. Specific arrangements

To support the bid, the contractor will identify the significant hazards that remain after all design considerations have been implemented and therefore will require risk assessment to be undertaken by the Contractors.

Note, this is not exhaustive and does not relieve the Company or Contractors of their responsibilities or requirements under the Health & Safety at Work Act 1974, Management of Health & Safety at Work Regulations, Construction Design and Management Regulations and any other applicable statutory requirements.

Speed Limits

Hazards throughout site.

Bus Route

Site Traffic

Manual handling

Bus parking and turning area

Slips, Trips & Falls

Machinery/mobile plant

Noise

Extreme weather

11. COSHH

The Contractor will provide all information required under the Control of Substances Hazardous to Health Regulations (COSHH), relating to any chemical products they will be using, to the Company prior to delivery to site, including a material safety data sheet and their COSHH assessment.

No Contractor will be allowed to bring onto site any substances that are not approved by the Company.

12. Contract review

The contractor shall attend monthly performance reviews remotely or in person with LEL from the date of the commencement of the contract.

13. Use and benefits of the NEC form of Contract (for use in public procurement activities)

LEL uses the NEC form of contracts in its Procurement Process. This suit of contracts are intended to be used as a project management tool, rather than purely as a legal document for the allocation of risk and responsibility and is best used for public procurement activities (the alternative forms of contract allow for less flexibility and are more akin for use in traditional procurement activities).

The main benefits of the NEC form of contracts is that it aims to create a collaborative and non-adversarial relationship between the Parties (Client and the Contractor). This means it enables equity across different sizes of companies.

The flexibility of the NEC form Contracts means:

LEL can:

- provide a scope (and outline design if applicable), a statement of purpose – making it easier for Contractor's to interpret
- specify the performance requirements of the asset
- design the works itself or through a third party, if applicable
- use any combination of the above

The Contractor:

- has clear instructions on what is required (clear scope and statement of purpose)
- can set out the order and timing of the operations for the provision of the work/service – clear and regular lines of communications between the parties
- can set out plans to meet each Condition stated for the Key Dates and to complete other work needed to allow the Client and Others to do their work

The Contract to be used for this will be NEC4

Please see appendix X

14. Other

Participating organisations **shall not** take advantage of any error or omission contained within this Specification. Please refer to the Invitation to Tender (ITT) for further information.