

**LONDON CYCLE HIRE SCHEME AGREEMENT**

**Schedule 2 – On-Street Infrastructure Statement of Requirement Lot 2**



# **London Cycle Hire Scheme**

## **Schedule 2**

### **On-Street Infrastructure Statement of Requirements**

#### **Lot 2**

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**1 GENERAL REQUIREMENTS**

- 1.1 Requirement Removed.
  - a) Requirement Removed.
- 1.2 Requirement Removed.
- 1.3 Requirement Removed
- 1.4 Requirement Removed
  - a) Requirement Removed
- 1.5 Requirement Removed
- 1.6 Requirement Removed

## 2 OVERALL SERVICE

- 2.1 The Service Provider shall maintain the On-Street Infrastructure, Bicycles and any associated components to the standard necessary to meet the Service Levels and Performance Indicators specified in Schedule 5 (*Service Level Agreement*).
- 2.2 The Service Provider shall implement an asset management system, including an Asset Register, and procedures for the tracking of LCHS Assets used for the operation and maintenance of the London Cycle Hire Scheme, in accordance with the provisions of:
- a) Clause 55 (*LCHS Assets*); and
  - b) Schedule 12 (*Asset Management*).
- 2.3 The Service Provider shall implement a Service System and associated processes and procedures for the reporting, recording, and tracking through to resolution of defects and damage to Docking Stations and Bicycles.
- 2.4 The Service Provider shall provide details of the Premises and facilities to be used for the operation and maintenance of the London Cycle Hire Scheme.
- 2.5 The Service Provider shall use alternative fuel vehicles in the provision of the Operational Services, such as:
- a) liquid petroleum gas (LPG);
  - b) electric; or
  - c) hybrid vehicles.
- 2.6 The Service Provider shall ensure that any vehicle used in the provision of the Operational Services:
- a) has an emission rating not exceeding 150grams of CO<sub>2</sub> per Km where the vehicle is a car or light goods vehicle (LGV);
  - b) meets the Euro III emission standard for particulate matter;
  - c) shall be of a standard make, model and colour, with the colour matching the Scheme palette, to be approved by TTL; and
  - d) has a livery consisting of the colour and roundel and/or other appropriate logo of the TfL Group and large Sponsor logos, as approved by TTL.

Note: The Service Provider shall price the provision of any vehicles on this basis.

- 2.7 The Service Provider shall ensure that it obtains and keeps up to date all necessary permissions, permits and authorities to allow operational and maintenance activities to be undertaken at the Sites and Docking Stations.

- 2.8 The Service Provider shall be responsible for the payment of all penalties incurred for non-compliance with any relevant Road Traffic Regulations.
- 2.9 The Service Provider shall ensure that all refuse, waste, damaged and obsolete equipment is disposed of in a responsible and environmentally friendly manner by recycling or the use of licensed contractors.
- 2.10 The Service Provider shall ensure that all Service Provider Personnel who provide the support and maintenance services are appropriately trained to prevailing industry standards. This shall include any staff employed by any Sub-Contractors or under short-term contracts to the Service Provider or any Sub-Contractors.
- 2.11 The Service Provider shall issue Service Provider Personnel with an identification badge, which shall include:
- a) a photograph; and
  - b) name and the unique employee number of member of the Service Provider Personnel.
- 2.12 The Service Provider shall ensure that all Service Provider Personnel performing on-street maintenance and operations activities are in possession of their identification badge and can produce this on request by TTL Personnel and/or members of the public.
- 2.13 The Service Provider shall supply and maintain a common uniform for all on-street Service Provider Personnel performing maintenance and operations activities. As a minimum the proposals to be Approved by TTL shall include:
- a) standard winter wear and summer wear;
  - b) a standard colour and design; and
  - c) the roundel and/or other appropriate logo of the TfL Group and Sponsor logos. .
- 2.14 The Service Provider shall conduct all maintenance and repair work in accordance with Health and Safety Legislation and with all due regard for the safety of Service Provider Personnel and Third Parties, including Customers and TTL Personnel.
- 2.15 In the event of a change of sponsor, the Service Provider shall remove the existing Sponsor logos and replace them with the logos of the new Sponsor.

### **3 BICYCLE AVAILABILITY AND REDISTRIBUTION**

- 3.1 The Service Provider shall maintain an on street, fully functioning Bicycle population in accordance with the Performance Management Regime.
- 3.2 The Service Provider shall provide a detailed method statement for managing the redistribution of Bicycles, including:
- a) maintaining adequate availability of Bicycles at Docking Stations;
  - b) tracking the location of each Bicycle;
  - c) re-distributing Bicycles to meet the operational demand;
  - d) bicycle usage;
  - e) monitoring availability and other Performance Indicators and Service Levels; and
  - f) identification of required changes to the Docking Station and Bicycle allocation so as to ensure that the demand at Docking Stations in areas of high usage can be met.
- 3.3 The Service Provider shall provide a detailed method statement for Approval by TTL for the loading and unloading operations required for the stocking or destocking of Docking Stations, including:
- a) the types and weight of vehicles to be used and whether vehicles will tow trailers;
  - b) the overall length of vehicles including trailers; and
  - c) estimated average stopping time for an operational vehicle that is used for loading and unloading Bicycles.
- 3.4 The Service Provider shall have the ability to collect Bicycles within the Greater London Area from locations other than Docking Stations.

## **4 NORMAL OPERATION AND MAINTENANCE**

### **GENERAL**

- 4.1 The Service Provider shall inspect, repair, or take other appropriate action on any Bicycle, Terminal, Docking Point or Docking Station that has been reported as unsafe or unusable by a Customer, TTL or a member of Service Provider Personnel, in accordance with the Severity Level of the Incident.
- 4.2 The Service Provider shall maintain and make available to TTL detailed records, in an electronic format, of all maintenance, inspections and repair activity, including:
- a) the date and time and nature of all faults reported;
  - b) the name and identification number of the Service Provider Personnel carrying out the repair or inspection;
  - c) the relevant unique identifier of each item under inspection or being maintained (e.g. the Bicycle, the Docking Station.);
  - d) details of the identified fault or damage;
  - e) the date and time and nature of all repairs;
  - f) details of what work was performed to repair the fault or damage, including details of any replacement parts or components; and
  - g) time taken to complete repairs/remedy fault.
- 4.3 The Service Provider shall ensure that the Data provided above is capable of sorting by at least:
- a) asset identifier;
  - b) defect type;
  - c) repair type; and
  - d) the Service Provider Personnel who carried out the repair or inspection.
- 4.4 The Service Provider shall remove any waste or refuse resulting from maintenance and repair work and shall not leave any waste or refuse resulting from a maintenance operation unattended at a Site.
- 4.5 The Service Provider shall maintain all painted or treated surfaces of Bicycles and On-Street Infrastructure, repainting or re-applying treatments as required to retain the original finish and quality.

### **BICYCLES**

- 4.6 The Service Provider shall provide a detailed method statement for Approval by TTL for the:
- a) routine and preventative maintenance of the Bicycles; and
  - b) repair of any identified or reported damage and defects.



- 4.7 Notwithstanding the Service Provider's obligation to maintain and ensure the safe operation of the Bicycles, the Service Provider shall ensure that, at a minimum, the following maintenance activities are performed on each Bicycle in accordance with the preventative maintenance regime Approved by TTL:
- a) oiling of any moving parts;
  - b) tightening the brake and gear cables;
  - c) inspection of Bicycle lights;
  - d) inspection of the Bicycle bell;
  - e) tightening loose nuts and bolts;
  - f) inspection of tyre wear and tyre pressure;
  - g) inspection of the Docking Point locking mechanism;
  - h) inspection of the Bicycle identifier and Sponsors logos;
  - i) general inspection of Bicycle condition and operation; and
  - j) replacement or repair of any worn, damaged or otherwise faulty or unserviceable parts.
- 4.8 The Service Provider shall ensure that no maintenance activity compromises the design or capability of the Bicycle, as set out in Schedule 2 (*Statement of Requirements On-Street Infrastructure Lot 1*).
- 4.9 The Service Provider shall ensure that any faulty Bicycle, howsoever identified, which cannot be repaired at the Docking Station is removed from the Docking Station.

#### **DOCKING STATIONS**

- 4.10 The Service Provider shall ensure that all operation and maintenance works undertaken at a Docking Stations are in accordance with:
- a) the Agreement;
  - b) the Planning Consent obtained by the TfL Group;
  - c) lease and/or licence agreements for the Sites; and
  - d) Highways Agreements obtained by the TfL Group.
- 4.11 The Service Provider shall remove any graffiti, fly postings or other defacement of equipment within twenty-four (24) hours of becoming aware of it or more quickly in the event of this being requested by TTL, for example, if the graffiti is particularly offensive.
- 4.12 The Service Provider shall provide a detailed method statement for approval by TTL for the:
- a) routine and preventative maintenance of the Docking Stations; and
  - b) repair of any identified or reported damage and defects.
- 4.13 The Service Provider will produce a Maintenance Schedule for the Docking Stations for at least a three (3) Month forward period, and provide the Maintenance Schedule to TTL for Approval each Month. The Maintenance Schedule should be provided at least one (1) Month in

advance of commencement of the relevant three (3) Month forward period.

- 4.14 The Service Provider shall ensure that each Docking Station, including any Bicycles located at the Docking Station, is cleaned at least once every fourteen (14) calendar days.
- 4.15 The Service Provider shall ensure that, when inspecting and cleaning a Docking Station, the following activities, at a minimum, are carried out:
- a) check that all Customer information, including the Customer Information Panels, at the Terminal or Docking Point is clearly visible and not obscured;
  - b) the Site is generally clean and tidy and refuse is disposed of;
  - c) all Payment Card Readers and SmartCard Readers are checked for tampering;
  - d) all damage is reported;
  - e) damage is repaired where possible;
  - f) any area or component of the Docking Station, that is unsafe is immediately isolated;
  - g) the Docking Station is cleaned; and
  - h) all Bicycles are subject to a visual inspection.
- 4.16 If, during maintenance, a Docking Point is replaced, the Service Provider shall ensure that each Docking Point within a Docking Station remains uniquely numbered so that it can be easily identified by a Customer.
- 4.17 The Service Provider shall manage the communications links between:
- a) the Docking Station and the Central System; and
  - b) Docking Station components.

#### **OYSTER CARD READERS AT DOCKING POINTS**

4.18 Requirement Removed

4.19 Requirement Removed

4.20 Requirement Removed

4.21 Requirement Removed

4.22 Requirement Removed

## **5 ADDITIONAL DOCKING STATION ACTIONS**

### **NEW OR REPLACEMENT DOCKING STATIONS**

- 5.1 Should TTL wish to extend the London Cycle Hire Scheme, pursuant to a Change Control Request, the Service Provider shall:
- a) complete any necessary installation activities in order to achieve Operational Commencement on the Operational Commencement Date; and
  - b) test and accept into service any new Docking Stations and Bicycles.
- 5.2 The Service Provider shall undertake the repair and/or replacement of Docking Stations in accordance with the provisions of Schedule 37 (*Docking Station Installation and Traffic Management*).
- 5.3 Where major Changes to existing Docking Stations are required, the Service Provider shall manage the delivery of these activities by the Implementation Service Provider as agreed in accordance with the Change Control Request Procedure.

### **REMOVAL AND REINSTATEMENT**

- 5.4 A number of Docking Stations will be on routes which hold annual events, or have other restrictions on their operation. In these circumstances, TTL may require the Service Provider to remove Docking Station(s) for a predefined period of time.
- 5.5 The Service Provider and TTL shall produce and agree, on a Monthly basis, a Replacement Schedule for Docking Stations for at least a three (3) month forward period.
- 5.6 The Service Provider shall ensure that each Docking Station can be temporarily removed from its Site within the twenty four (24) hour period following written notice from TTL.
- 5.7 When directed by TTL to temporarily remove a Docking Station, the Service Provider shall ensure that:
- a) the Site does not constitute a safety or other hazard;
  - b) electricity supply accesses are capped; and
  - c) all surfaces are flush to the ground.
- 5.8 The Service Provider shall ensure that each Docking Station can be reinstated to its Site within the twenty four (24) hour period following written notice from TTL.

- 5.9 The Service Provider shall ensure that each Docking Station can be permanently removed from Site within five (5) Working Days following written notice from TTL.
- 5.10 When directed by TTL to remove a Docking Station from Site, the Service Provider shall ensure that the Site, including all surfaces, is returned to the condition that existed prior to the implementation of the Docking Station and in accordance with the NRSWA (Specification for the Reinstatement of Openings in Highways: A Code of Practice).
- 5.11 The Service Provider shall be responsible for the safe, secure storage and maintenance of the Docking Station(s) following removal from site(s).

## **6 ADDITIONAL SERVICES**

### **6.1 INTRODUCTION**

This section details the Additional Services which may be required by TTL in accordance with Clause 22 (*Additional Services*) and Schedule 33 (*Additional Services*).

Additional Services includes any optional elements of the London Cycle Hire Scheme and covers the potential extension and expansion of the London Cycle Scheme, LCHS Assets and Services Systems.

The LCHS Assets, Service Systems and Services shall be capable of supporting any of the following options together with the flexibility to add future charging criteria. The methods of flexibility are to be jointly agreed with the Service Provider.

### **6.2 PORTABLE DOCKING STATIONS**

6.2.1 TTL anticipates that there may be a future need for the provision of a Portable Docking Station solution to provide extra capacity for:

- a) major events;
- b) where London Cycle Hire Scheme operation is being hampered by a shortfall in capacity; and
- c) any expansion of the London Cycle Hire Scheme whilst new Docking Station Sites go through the planning process.

6.2.2 Should TTL decide to implement the Portable Docking Solution proposed by the Service Provider, this will be delivered through a Change Control Request, the response to which will include the Service Providers final costs encompassing any on-going costs in relation to the management, deployment, operation and storage of the Portable Docking Stations.

6.2.3 The Service Provider is asked to provide further details as to how they would provide Portable Docking Stations, as detailed in this section 6, and the cost of provision and operation of such. This shall include details of an outline deployment and management regime for the operational management of the solution and likely indicative resource, storage and operational requirements and costs associated with the delivery of the Service Provider's proposed solution. These costs should clearly differentiate between any one-off set-up costs and any incremental costs.

6.2.4 When a Portable Docking Station is due to be operational, its component parts, including Bicycles shall be included in the relevant Performance Indicators in accordance with Schedule 5 (*Service Level Agreement*).

- 6.2.5 The Service Provider shall ensure that the Portable Docking Station delivers the full functionality of the permanent Docking Station.
- 6.2.6 The Service Provider shall ensure that the Portable Docking Station is capable of operating from the integrated power unit for no less than twelve (12) hours.
- 6.2.7 The Service Provider shall deploy Portable Docking Stations to required sites within twenty four (24) hours of receipt of a request by TTL and in accordance with instructions provided by TTL. The Service Provider and TTL shall agree in advance the number of Bicycles to be provided at each specific deployment of a Portable Docking Station.
- 6.2.8 The Service Provider shall maintain deployed Portable Docking Stations, to the same standards in all respects as permanent Docking Stations.
- 6.2.9 The Service Provider shall be responsible for the safe secure storage and maintenance of the Portable Docking Stations when not in use.
- 6.2.10 The Service Provider shall be responsible for the provision of all Service Provider Personnel required for the deployment and management of the Portable Docking Stations.
- 6.2.11 The Service Provider shall supply a business process and method statement for the management, operation, safe and secure deployment and removal of Portable Docking Stations.
- 6.2.12 At TTL's request the Service Provider shall, at no cost to TTL, vary the Deployment Schedule for the current month, to provide coverage for Priority 1 Docking Stations] which are not operational, for example where a road traffic accident renders a high volume Docking Station inoperable.
- 6.2.13 The Service Provider shall ensure that no less than eighty percent (80%) of the Portable Docking Station capability is ready for deployment or operational for a continuous ten (10) hour period, 7 days a week, 365 days a year (29,120 operational hours per annum).
- 6.2.14 The Service Provider shall install the Portable Docking Stations in accordance with the agreed Deployment Schedule and between the hours of 07:00 and 19:00, Monday to Sunday, including Bank Holidays, so that they are operational (either during the same day or on the following day) for the period set out in paragraph 6.2.13 above.
- 6.2.15 The Service Provider shall obtain all necessary permits and authorities to enable deployment of the Portable Docking Stations.

### **6.3 OYSTER CARD READERS AT DOCKING POINTS**

Requirements removed