

## Supported Bus Service 18: Renewal of Contract

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### Transport, Infrastructure and Environment Committee

10 May 2011

#### Purpose of report

- 1 To inform the Committee of the results of the recent tendering process for the renewal of the Supported Bus Service Contract covering the off-peak and weekend operation of bus service 18.
- 2 To seek Committee approval for the award of contract.

#### Main report

- 3 Service 18 is the city's main southern orbital route, operating between the Royal Infirmary of Edinburgh (RIE) and the Gyle Centre. It provides a direct connection to the RIE and access to employment and retail opportunities to residents in the south of the city without the need for city centre interchange.
- 4 The service has long struggled to achieve commercial viability, and the Council has provided financial support for elements of this service for some years.
- 5 The Council currently subsidises the Monday to Friday off-peak journeys, as well as all weekend journeys, at a cost of £1,850 per week or £96,200 per annum. Over the past year, the average number of passengers was 4,597 per week, equating to a cost to the Council of approximately £0.40 per passenger.
- 6 The present contract was negotiated with Lothian Buses, and approved by the Transport, Infrastructure and Environment Committee at its meeting of 4 May 2010. The contract expires on 31 July 2011.
- 7 To ensure best value, as well as a measure of longer-term stability, it was decided to invite tenders for the off-peak and weekend elements of the service on a four year contract basis, with the option of extending the service by up to two more years, by mutual agreement.

- 8 A tendering process was initiated by an advertisement in the Official Journal of the European Union on Friday 21 January 2011.
- 9 The tender specified the provision of a service similar to that currently provided by Lothian Buses. A copy of the indicative timetable appears as Appendix 1 to this report.
- 10 Expressions of Interest were received from ten operators, of whom two submitted tenders by the closing date of Monday 7 March 2011.
- 11 The two tendering operators were Lothian Buses plc and First Scotland East. Lothian Buses tendered a weekly price of £1,940 per week, equivalent to £100,880 per annum. First Scotland East tendered a weekly price of £1,530, equivalent to £79,560 per annum.

#### **Tender evaluation**

- 12 All tenders were evaluated on the basis of cost and quality, and the scores achieved appear as Appendix 2 to this report.
- 13 First Scotland East achieved a weighted cost/quality score of 66.11, significantly higher than Lothian Buses' weighted score of 55.29.
- 14 It is therefore recommended that First Scotland East's tender is accepted.
- 15 It should be noted that this will result in two operators providing service 18, and that tickets issued by either operator will not be accepted on the other's vehicles. Holders of Concessionary Travel passes will, however be unaffected by this arrangement. The One-ticket multi-operator ticket will be valid on both operators' vehicles.
- 16 This type of situation has not arisen since the 1980s, when a number of services operated by Lothian Buses during the day, such as services 23 and 35/35, were operated by a different operator in the evenings and on Sundays under contracts let by the then Regional Council.
- 17 In more recent times, the western end of Lothian Buses service 24 (Davidson's Mains to Edinburgh Park Station) became, under a new contract, Horsburgh service 64, thus removing it from the Lothian Buses network, giving rise to similar ticketing and connectivity issues.
- 18 This kind of situation is more common elsewhere in the country than it has been in Edinburgh.

- 19 Transport Scotland is aiming to introduce Integrated Ticketing on a commercial basis, using the Smartcard-enabled ticket machines provided to all Local Bus Service operators by the Scottish Government. This project is at an early stage of development and will take some time yet to reach full operation.
- 20 As First Scotland East does not participate in the Bustracker real-time information scheme, journeys operated by the company on service 18 will not appear on Bustracker displays. The commercial journeys operated by Lothian Buses will, however, continue to be displayed.
- 21 First Scotland East, however, is participating in a SEStran project that would see real-time information introduced across the wider South- east Scotland area. This system is designed to integrate with the existing Bustracker system and will ultimately allow the possibility of information on the company's services being displayed on Bustracker units and website. Again, this project is at an early stage of development and will take some considerable time to reach full operation.

### **Financial implications**

- 22 First Scotland East has quoted a price of £1,530 per week to provide a service from the Gyle Centre to the Royal Infirmary of Edinburgh. This equates to £79,560 per annum and £53,331 up until the end of March 2012; and represents a decrease in cost of 17.3%.
- 23 The cost of the new contract for this service can be funded within the 2011/12 revenue budget for Supported Bus Services.

### **Equalities impact**

- 24 There is no adverse impact on equalities arising from this report; the provision of service promotes access to health, as well as to employment opportunities and other useful amenities.

### **Environmental impact**

- 25 The continuation of provision of a southern orbital bus service between the Royal Infirmary and the Gyle Centre will maintain the current mode ratios.

## Recommendations

- 26 To approve the award of a new contract to First Scotland East for this service, as described above at £1,530 per week, from Monday 1 August 2011 to Sunday 2 August 2015, with the option of extending for two further 12-month periods by mutual agreement.

**Dave Anderson**  
Director of City Development

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|--------------------------|---|---|
| Appendices               | 1 | Service 18 indicative timetable as tendered   |
|                          | 2 | Quality Scores and Combined Cost/Quality Scores   |
|                          | 3 | First Scotland East's proposed timetable  |
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| Wards affected           |   | All   |
| Single Outcome Agreement |   | Contributes to elements of <a href="#">National Outcome 14</a> : We reduce the local and global impact of our consumption and production. |
| Background Papers        |   | None  |

## Appendix 1: Indicative Timetable

| Service 18 – Monday to Friday - Eastbound |      |      |      |      |      |      |      |      |      |      |
|---|------|------|------|------|------|------|------|------|------|------|
| Gyle Centre                               | 0945 | 1045 | 1145 | 1245 | 1345 | 1445 | 1515 | 1540 | 1606 | 1636 |
| South Gyle Access                         | 0952 | 1052 | 1152 | 1252 | 1352 | 1452 | 1522 | 1548 | 1615 | 1645 |
| Westside Plaza                            | 1000 | 1100 | 1200 | 1300 | 1400 | 1500 | 1530 | 1557 | 1628 | 1658 |
| Clovenstone                               | 1004 | 1104 | 1204 | 1304 | 1404 | 1504 | 1534 | 1601 | 1632 | 1702 |
| Oxgangs Bank                              | 1017 | 1117 | 1217 | 1317 | 1417 | 1517 | 1548 | 1616 | 1647 | 1717 |
| Kaimes Crossroads                         | 1026 | 1126 | 1226 | 1326 | 1426 | 1526 | 1558 | 1628 | 1659 | 1729 |
| Hyvot's Bank                              | 1032 | 1132 | 1232 | 1332 | 1432 | 1532 | 1604 | 1634 | 1705 | 1735 |
| Royal Infirmary                           | 1041 | 1141 | 1241 | 1341 | 1441 | 1541 | 1614 | 1644 | 1715 | 1745 |

| Service 18 – Monday to Friday - Westbound |      |      |      |      |      |      |      |      |      |  |
|---|------|------|------|------|------|------|------|------|------|--|
| Royal Infirmary                           | 1000 | 1045 | 1145 | 1250 | 1350 | 1450 | 1550 | 1623 | 1653 |  |
| Hyvot's Bank                              | 1010 | 1055 | 1155 | 1300 | 1400 | 1500 | 1600 | 1635 | 1705 |  |
| Kaimes Crossroads                         | 1016 | 1101 | 1201 | 1306 | 1406 | 1506 | 1608 | 1644 | 1713 |  |
| Oxgangs Bank                              | 1025 | 1110 | 1210 | 1315 | 1415 | 1515 | 1617 | 1653 | 1722 |  |
| Clovenstone                               | 1037 | 1122 | 1222 | 1327 | 1427 | 1527 | 1630 | 1706 | 1735 |  |
| Westside Plaza                            | 1041 | 1126 | 1226 | 1331 | 1431 | 1531 | 1634 | 1710 | 1739 |  |
| South Gyle Access                         | 1050 | 1135 | 1235 | 1340 | 1440 | 1540 | 1644 | 1720 | 1749 |  |
| Gyle Centre                               | 1056 | 1141 | 1241 | 1346 | 1446 | 1546 | 1652 | 1728 | 1757 |  |

| Service 18 – Saturday - Eastbound |      |      |      |      |      |      |      |                              |      |  |
|-----------------------------------|------|------|------|------|------|------|------|------------------------------|------|--|
| Gyle Centre                       |      |      |      |      | 0845 | 0945 | 1045 | <i>then every hour until</i> | 1745 |  |
| South Gyle Access                 |      |      |      |      | 0852 | 0952 | 1052 |                              | 1752 |  |
| Westside Plaza                    | 0519 | 0619 | 0708 | 0808 | 0900 | 1000 | 1100 |                              | 1800 |  |
| Clovenstone                       | 0522 | 0622 | 0711 | 0811 | 0903 | 1004 | 1104 |                              | 1804 |  |
| Oxgangs Bank                      | 0533 | 0633 | 0723 | 0823 | 0915 | 1017 | 1117 |                              | 1817 |  |
| Kaimes Crossroads                 | 0540 | 0640 | 0732 | 0832 | 0924 | 1026 | 1126 |                              | 1826 |  |
| Hyvot's Bank                      | 0544 | 0644 | 0737 | 0837 | 0929 | 1032 | 1132 |                              | 1832 |  |
| Royal Infirmary                   | 0551 | 0651 | 0745 | 0845 | 0937 | 1041 | 1141 |                              | 1841 |  |

| Service 18 – Saturday - Westbound |      |      |      |      |                              |      |      |      |      |  |
|-----------------------------------|------|------|------|------|------------------------------|------|------|------|------|--|
| Royal Infirmary                   | 0709 | 0749 | 0849 | 0945 | <i>then every hour until</i> | 1645 | 1745 | 1845 | 2015 |  |
| Hyvot's Bank                      | 0716 | 0758 | 0858 | 0955 |                              | 1655 | 1754 | 1854 | 2024 |  |
| Kaimes Crossroads                 | 0720 | 0803 | 0903 | 1001 |                              | 1701 | 1759 | 1859 | 2029 |  |
| Oxgangs Bank                      | 0727 | 0811 | 0911 | 1010 |                              | 1710 | 1807 | 1907 | 2036 |  |
| Clovenstone                       | 0739 | 0823 | 0923 | 1022 |                              | 1722 | 1818 | 1918 | 2046 |  |
| Westside Plaza                    | 0743 | 0827 | 0927 | 1026 |                              | 1726 | 1821 | 1921 | 2049 |  |
| South Gyle Access                 | 0750 | 0834 | 0934 | 1035 |                              | 1735 |      |      |      |  |
| Gyle Centre                       | 0756 | 0840 | 0940 | 1041 |                              | 1741 |      |      |      |  |

| Service 18 – Sunday- Eastbound |      |      |  |      |      |
|--------------------------------|------|------|--|------|------|
| Gyle Centre                    |      | 1145 | <i>then<br/>every<br/>hour<br/>until</i> | 1745 |      |
| South Gyle Access              |      | 1152 |  | 1752 |      |
| Westside Plaza                 | 1100 | 1200 |  | 1800 | 1925 |
| Clovenstone                    | 1104 | 1204 |  | 1804 | 1929 |
| Oxgangs Bank                   | 1117 | 1217 |  | 1817 | 1942 |
| Kaimes Crossroads              | 1126 | 1226 |  | 1826 | 1951 |
| Hyvot's Bank                   | 1132 | 1232 |  | 1832 | 1957 |
| Royal Infirmary                | 1141 | 1241 |  | 1842 | 2006 |

| Service 18 – Sunday - Westbound |      |  |       |      |      |      |
|---------------------------------|------|--|-------|------|------|------|
| Royal Infirmary                 | 1145 | <i>then<br/>every<br/>hour<br/>until</i> | 1645  | 1745 | 1845 | 2015 |
| Hyvot's Bank                    | 1155 |  | 1655  | 1754 | 1854 | 2024 |
| Kaimes Crossroads               | 1201 |  | 1701  | 1759 | 1859 | 2029 |
| Oxgangs Bank                    | 1210 |  | 1710  | 1807 | 1907 | 2036 |
| Clovenstone                     | 1222 |  | 1722  | 1818 | 1918 | 2046 |
| Westside Plaza                  | 1226 |  | 17226 | 1821 | 1921 | 2049 |
| South Gyle Access               | 1235 |  | 1735  |      |      |      |
| Gyle Centre                     | 1241 |  | 1741  |      |      |      |

## Appendix 2

| FINAL TECHNICAL SCORES |       |
|------------------------|-------|
| Tenderers              |       |
| First                  | 76.17 |
| Lothian Buses          | 95.17 |

| PRICE SCORE CALCULATIONS   |                               |                               |
|--|-------------------------------|-------------------------------|
| The mean or average price of the acceptable tenders received is given 50 points<br>1 point is deducted from the score of each tenderer for each percentage point above the mean or average<br>1 point is added to the score of each tenderer for each percentage point below the mean or average |                               |                               |
| <b>how to calculate Price Scores:</b>  |                               |                               |
| 1. work out the actual difference between the actual price and the mean (average) price<br>2. divide the difference by the mean (average) price<br>3. multiply by 100  |                               |                               |
| PRICE SCORES   | First                         | Lothian Buses                 |
| cost for 1 week  | £1,530.00                     | £1,940.00                     |
| Price Score (mean is £1,735 )  |                               |                               |
|  | 50                            | 50                            |
| Mean deviation percentage  | -11.80%                       | 11.80%                        |
| Price Score  | 61.8                          | 38.2                          |
| OVERALL SCORES   | First                         | Lothian Buses                 |
| Quality Weighting x Quality Score  | 30% x 76.17 =<br><b>22.85</b> | 30% x 95.17 =<br><b>28.55</b> |
| Price Weighting x Price Score  | 70% x 61.8 =<br><b>43.26</b>  | 70% x 38.2 =<br><b>26.74</b>  |
| <b>Total Overall Score</b>   | <b>66.11</b>                  | <b>55.29</b>                  |

### Appendix 3: First Scotland East's proposed timetable

First

Gyle Centre - Royal Infirmary

Monday to Friday

| <i>Service No</i>               | <i>18</i> |
|---------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Gyle Centre                     | 0945      | 1045      | 1145      | 1245      | 1345      | 1445      | 1515      | 1545      | 1625      | 1655      |
| South Gyle Access               | 0952      | 1052      | 1152      | 1252      | 1352      | 1452      | 1522      | 1553      | 1634      | 1704      |
| Westside Plaza                  | 1000      | 1100      | 1200      | 1300      | 1400      | 1500      | 1530      | 1602      | 1647      | 1717      |
| Clovenstone                     | 1004      | 1104      | 1204      | 1304      | 1404      | 1504      | 1534      | 1606      | 1651      | 1721      |
| Oxgangs Bank                    | 1017      | 1117      | 1217      | 1317      | 1417      | 1517      | 1548      | 1621      | 1706      | 1736      |
| Kaimes Crossroads               | 1026      | 1126      | 1226      | 1326      | 1426      | 1526      | 1558      | 1633      | 1718      | 1748      |
| Hyvol's Bank                    | 1032      | 1132      | 1232      | 1332      | 1432      | 1532      | 1604      | 1639      | 1724      | 1754      |
| Royal Infirmary (Little France) | 1041      | 1141      | 1241      | 1341      | 1441      | 1541      | 1614      | 1649      | 1734      | 1804      |
| Trip Mileages                   | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     |

| <i>Service No</i>               | <i>18</i> |
|---------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Royal Infirmary (Little France) | 0945      | 1045      | 1145      | 1245      | 1345      | 1445      | 1515      | 1545      | 1625      | 1655      |
| Hyvol's Bank                    | 0955      | 1055      | 1155      | 1255      | 1355      | 1455      | 1525      | 1557      | 1637      | 1707      |
| Kaimes Crossroads               | 1001      | 1101      | 1201      | 1301      | 1401      | 1501      | 1533      | 1606      | 1645      | 1715      |
| Oxgangs Bank                    | 1010      | 1110      | 1210      | 1310      | 1410      | 1510      | 1542      | 1615      | 1654      | 1724      |
| Clovenstone                     | 1022      | 1122      | 1222      | 1322      | 1422      | 1522      | 1555      | 1628      | 1707      | 1737      |
| Westside Plaza                  | 1026      | 1126      | 1226      | 1326      | 1426      | 1526      | 1559      | 1632      | 1711      | 1741      |
| South Gyle Access               | 1035      | 1135      | 1235      | 1335      | 1435      | 1535      | 1609      | 1642      | 1721      | 1751      |
| Gyle Centre                     | 1041      | 1141      | 1241      | 1341      | 1441      | 1541      | 1617      | 1650      | 1729      | 1759      |
| Trip Mileages                   | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     | 12.00     |

First

Gyle Centre - Royal Infirmary

18

Saturday

| <i>Service No</i>               | 18           | 18   | 18   | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18   |
|---------------------------------|--------------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|
|                                 | Ref.No.: RAD |      |      |       |       |       |       |       |       |       |       |       |       |       |      |
| Gyle Centre                     |              |      |      | 0750  | 0850  | 0945  | 1045  | 1145  | 1245  | 1345  | 1445  | 1545  | 1645  | 1745  |      |
| South Gyle Access               |              |      |      | 0757  | 0857  | 0952  | 1052  | 1152  | 1252  | 1352  | 1452  | 1552  | 1652  | 1752  |      |
| Westside Plaza                  | 0515         | 0625 | 0705 | 0805  | 0905  | 1000  | 1100  | 1200  | 1300  | 1400  | 1500  | 1600  | 1700  | 1800  | 1925 |
| Clovenstone                     | 0518         | 0628 | 0708 | 0808  | 0908  | 1004  | 1104  | 1204  | 1304  | 1404  | 1504  | 1604  | 1704  | 1804  | 1929 |
| Oxgangs Bank                    | 0529         | 0639 | 0720 | 0820  | 0920  | 1017  | 1117  | 1217  | 1317  | 1417  | 1517  | 1617  | 1717  | 1817  | 1942 |
| Kaimes Crossroads               | 0536         | 0646 | 0729 | 0829  | 0929  | 1026  | 1126  | 1226  | 1326  | 1426  | 1526  | 1626  | 1726  | 1826  | 1951 |
| Hyvol's Bank                    | 0540         | 0650 | 0734 | 0834  | 0934  | 1032  | 1132  | 1232  | 1332  | 1432  | 1532  | 1632  | 1732  | 1832  | 1957 |
| Royal Infirmary (Little France) | 0547         | 0657 | 0742 | 0842  | 0942  | 1041  | 1141  | 1241  | 1341  | 1441  | 1541  | 1641  | 1741  | 1841  | 2006 |
| Trip Mileages                   | 9.20         | 9.20 | 9.20 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 9.20 |

| <i>Service No</i>               | 18   | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18    | 18   | 18   | 18   |
|---------------------------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|------|
| Royal Infirmary (Little France) | 0550 | 0700  | 0750  | 0850  | 0945  | 1045  | 1145  | 1245  | 1345  | 1445  | 1545  | 1645  | 1745 | 1845 | 2015 |
| Hyvol's Bank                    | 0559 | 0707  | 0759  | 0859  | 0955  | 1055  | 1155  | 1255  | 1355  | 1455  | 1555  | 1655  | 1754 | 1854 | 2024 |
| Kaimes Crossroads               | 0604 | 0711  | 0804  | 0904  | 1001  | 1101  | 1201  | 1301  | 1401  | 1501  | 1601  | 1701  | 1759 | 1859 | 2029 |
| Oxgangs Bank                    | 0611 | 0718  | 0812  | 0912  | 1010  | 1110  | 1210  | 1310  | 1410  | 1510  | 1610  | 1710  | 1807 | 1907 | 2036 |
| Clovenstone                     | 0621 | 0730  | 0824  | 0924  | 1022  | 1122  | 1222  | 1322  | 1422  | 1522  | 1622  | 1722  | 1818 | 1918 | 2046 |
| Westside Plaza                  | 0624 | 0734  | 0828  | 0928  | 1026  | 1126  | 1226  | 1326  | 1426  | 1526  | 1626  | 1726  | 1821 | 1921 | 2049 |
| South Gyle Access               |      | 0741  | 0835  | 0935  | 1035  | 1135  | 1235  | 1335  | 1435  | 1535  | 1635  | 1735  |      |      |      |
| Gyle Centre                     |      | 0747  | 0841  | 0941  | 1041  | 1141  | 1241  | 1341  | 1441  | 1541  | 1641  | 1741  |      |      |      |
| Trip Mileages                   | 9.20 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 12.00 | 9.20 | 9.20 | 9.20 |

First

## Gyle Centre - Royal Infirmary

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| Sundays                         | Ref.No.: RAD |      |      |      |      |      |      |      |      |
|---------------------------------|--------------|------|------|------|------|------|------|------|------|
| <i>Service No</i>               | 18           | 18   | 18   | 18   | 18   | 18   | 18   | 18   | 18   |
| Gyle Centre                     |              | 1145 | 1245 | 1345 | 1445 | 1545 | 1645 | 1745 |      |
| South Gyle Access               |              | 1152 | 1252 | 1352 | 1452 | 1552 | 1652 | 1752 |      |
| Westside Plaza                  | 1100         | 1200 | 1300 | 1400 | 1500 | 1600 | 1700 | 1800 | 1925 |
| Clovenstone                     | 1104         | 1204 | 1304 | 1404 | 1504 | 1604 | 1704 | 1804 | 1929 |
| Oxgangs Bank                    | 1117         | 1217 | 1317 | 1417 | 1517 | 1617 | 1717 | 1817 | 1942 |
| Kaimes Crossroads               | 1126         | 1226 | 1326 | 1426 | 1526 | 1626 | 1726 | 1826 | 1951 |
| Hyvot's Bank                    | 1132         | 1232 | 1332 | 1432 | 1532 | 1632 | 1732 | 1832 | 1957 |
| Royal Infirmary (Little France) | 1141         | 1241 | 1341 | 1441 | 1541 | 1641 | 1741 | 1841 | 2006 |
| Trip Mileages                   | 0.00         | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

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|                                 |      |      |      |      |      |      |      |      |      |
|---------------------------------|------|------|------|------|------|------|------|------|------|
| <i>Service No</i>               | 18   | 18   | 18   | 18   | 18   | 18   | 18   | 18   | 18   |
| Royal Infirmary (Little France) | 1145 | 1245 | 1345 | 1445 | 1545 | 1645 | 1745 | 1845 | 2015 |
| Hyvot's Bank                    | 1155 | 1255 | 1355 | 1455 | 1555 | 1655 | 1754 | 1854 | 2024 |
| Kaimes Crossroads               | 1201 | 1301 | 1401 | 1501 | 1601 | 1701 | 1759 | 1859 | 2029 |
| Oxgangs Bank                    | 1210 | 1310 | 1410 | 1510 | 1610 | 1710 | 1807 | 1907 | 2036 |
| Clovenstone                     | 1222 | 1322 | 1422 | 1522 | 1622 | 1722 | 1818 | 1918 | 2046 |
| Westside Plaza                  | 1226 | 1326 | 1426 | 1526 | 1626 | 1726 | 1821 | 1921 | 2049 |
| South Gyle Access               | 1235 | 1335 | 1435 | 1535 | 1635 | 1735 |      |      |      |
| Gyle Centre                     | 1241 | 1341 | 1441 | 1541 | 1641 | 1741 |      |      |      |
| Trip Mileages                   | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |