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*On behalf for the Crawley Growth Programme team*

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## 1. Overview and background

The Superhub concept was first presented in the Manor Royal Business Improvement District (BID) Project Pack that supported the successful BID Renewal (2018-2023) and articulates the spatial vision for Manor Royal. This responded to a need to improve the public realm, encourage more sustainable travel behaviour and address issues related to unattractive and sometimes inadequate supporting facilities.

The Manor Royal Projects Pack identified the bus shelter areas, specifically those at the busiest locations in Manor Royal, as areas for possible improvement. Positioned at highly visible kerb-side locations, the shelters were often of “average” design and in some cases inadequate for the numbers of people expected to use them. Positioned at locations where people might naturally gather, it was important to consider the setting of the shelters so that these areas could also function as a place that provided much needed facilities including better seating, planting, design and public realm treatments.

This concept was included as a part of the Crawley Growth Programme – a multi-million pound investment project to boost the local economy involving a range of partners including; Coast to Capital, West Sussex County Council, Crawley Borough Council, Gatwick Airport, Metrobus, Manor Royal BID and others.

The aspiration is to develop a series of exemplar locations where these enhanced facilities are available by adopting an innovative “design-led” approach that serves to change the perception and attractiveness of public transport that is complimentary to the wider programme of investment being made privately and via the Growth Programme.

With the appropriate vision, suppliers and contractors these areas identified for hosting a “superhub” would not just improve the service for bus users but contribute to the perception of the area, improve the street scene, open space and facilities and match at the kerbside the investment being made by the bus company in its fleet to help promote the attractiveness of using the bus – a widely held shared ambition to increase active travel behaviour.

Lead by the Manor Royal BID, the intention is to undertake a market test to identify a potential supplier of the bus shelter element of the “superhub” bus stops to understand how much it would cost to design and build these shelters and the cost of their on-going maintenance and repair.

The approach has been to select one of the proposed locations for the “superhub” and seek interest from potential shelter suppliers. Subject to the outcomes from the market test, this ‘pilot’ scheme may be taken forward through to implementation and to inform the roll out of the other “superhubs” sites that may be subject to a separate procurement exercise.

Any supplier who is successful in being awarded the opportunity to work on the implementation of the first ‘pilot’ site as part of this market test exercise is not necessarily guaranteed the opportunity to work on the roll out of the other “superhub” sites, which might be subject to a separate procurement exercise.

Any subsequent procurement exercise deemed necessary for the roll out of the “superhub” concept to other sites will be advertised separately and all organisations wanting to participate will need to respond to any contract notice advertising the procurement if and when this is published.

Should a separate formal procurement exercise be organised for future “superhub” sites, the responses received during this market test will not be considered in any subsequent evaluation but will be used to inform and finalise the invitation to tender documentation.

## 2. Purpose of the “Superhub” shelter market test

### a. Supplier expectations

The Manor Royal BID wants to identify a supplier who:

- Understands the concept and vision for the superhubs, including how they form a part of a wider ambition to improve the facilities, public realm and perception of the place.
- Is capable of delivering quality design solutions that are place specific but that might be applied to other areas in Manor Royal or Crawley, should it be deemed desirable and as funds become available<sup>(1)</sup> <sup>(2)</sup>.
- Has a proven track record of producing and/or procuring similar structures.
- Has experience of managing or maintaining these structures or is capable of producing an accurate, realistic and costed management and maintenance plan, to cover both on-going routine maintenance and cleaning and repair in case of damage.
- Can work with a range of partners, including local authority partners.
- Has an appreciation of place-making as a discipline and how this project contributes to that.

<sup>(1)</sup> Designs do not necessarily have to be of original design and can be “off the shelf” and modular in nature. However, it is important that the design of the shelters reflect the ambition of this project in look and feel. Suppliers are advised to review the Appendices for further guidance and information.

<sup>(2)</sup> Proposals should concentrate on pricing for the bus shelter structure only. It is anticipated that the surrounding park areas in which the shelter sits will be designed and delivered separately. However, you should be able to demonstrate an ability to work with landscape architects and designers of the park areas to ensure a coordinated and sympathetic solution.

### b. Deliverables

The Manor Royal BID expects that responses will:

- **SHOW US** you can design and build a superhub shelter structure that looks great.
- **TELL US** how much it would cost to design and build a superhub shelter.
- **TELL US** how much it costs to keep the superhub shelter looking great ie what it costs to routinely clean and maintain the superhub shelter. Ideas for how these on-going routine costs can be met are also invited as part of this.
- **TELL US** how much it would cost to replace damaged parts and how long it would take to complete that repair. There is an expectation that damaged elements, either by vandalism or accident, should be capable of replacement quickly.

***Please refer to Appendix 3: Response template for the format in which responses should be presented.***

### 3. Characteristics of a superhub shelter

What constitutes a superhub shelter in terms of what it is and what users can do in a superhub can vary. For the purposes of this market test these characteristics have been divided into “Essential Characteristics” and “Added Value Items”.

Responses should be clearly separated this way with corresponding costs shown against each item. Where costs are not known for an “Added Value Item”, for example, or where it cannot be provided this should be made clear.

As a minimum it is expected that ALL the “Essential Characteristics” are provided and costed. Where this is not provided or the answer is vague, this significantly increases the chances of the response being dismissed.

Your experience may allow you to suggest additional features that could be included as part of the superhub. Where this is the case we encourage you to include those suggestions in your response.

To assist with responses please refer to Appendix 3.

#### Essential Characteristics

A superhub shelter must:

- Function as a bus shelter providing comfort for waiting passengers, including protection from inclement weather;
- Look good and be appropriate for the environment / setting / Manor Royal street furniture palette;
- Have Lighting;
- Have Real Time Display screens;
- Be easy to maintain and not unduly expensive; and
- Replacement parts should be easy and quick to procure and to fit.

#### Added Value Items

A superhub shelter might include any or more of the following items:

- Green Roofs;
- Heating;
- Digital advertising screens;
- Touch screen for information, including multi-modal travel information;
- Solar Panels;
- USB charge points for phone or laptop charging and use;
- WiFi / next generation connectivity potential;
- Air quality monitoring sensors; and
- CCTV

***Please refer to Appendix 3: Response template for the format in which responses should be presented.***

#### 4. Process

Please read the requirements in this document and respond by **5pm on Monday 8<sup>th</sup> November 2021**

Please refer to Appendix 3: Response template for the format in which responses should be presented.

Examples of relevant work undertaken elsewhere would be helpful in making a judgement and should be provided as part of the submission.

Your submission should cover and will be judged on:

- Price and value for money;
- Your company credentials and vision and they fit with our objectives;
- Your understanding of the work and the context in which you will be operating;
- The relevant experience, expertise and qualifications of your organisation and those individuals who would be involved in delivering the work taking account of your track record of delivering similar work;
- Your suggested approach to the work to successfully deliver the stated objectives;
- Your ability to work positively with a range of different partners; and
- Merit points will be awarded for submissions that exceed expectations in some way.

The following judging criteria will be applied. Criteria A is a Pass/Fail criteria. Submissions that fail to demonstrate sufficient understanding of the task will not be progressed.

<b>A. Essential Pass/Fail criteria</b>	<b>Weight</b>
<b>1. Understanding</b> A judgement of your understanding of the proposed work and how you understand that in relation to the specific and unique environment and conditions of the area.	Pass or Fail

The following areas will be assessed by awarding scores out of 10 and applying a weighting.

<b>B. Criteria (max score achievable is 10. Respective weightings applied to achieve an overall score)</b>	<b>Weight</b>
<b>1. Price / value for money</b> Points to be awarded based on value for money judgements, which may mean the cheapest submission may not necessarily attract the highest score. The best submission will attract a score of 10.	50
<b>2. Experience and expertise</b> A judgement of your organisation's relevant experience and ability to deliver the requirements and outcomes based on your track record. Proposals should include evidence of experience and proven track record of having delivered similar. Where relevant please provide examples of similar work successfully carried out.	30
<b>3. Partnership working</b> A judgement of your experience and ability to work with a range of public (Local Authority) and private partners to successfully deliver the required outcomes.	10
<b>4. Merit</b> Where a submission demonstrates particular strength in terms of innovation or making suggestions for ways to improve the project / outcome merit points may be awarded.	10
<b>Total</b>	100

## **5. Contact details for submission and queries**

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[www.manorroyal.org](http://www.manorroyal.org)

**APPENDIX 1**: Manor Royal Central Superhub - pilot scheme concept design folio

*Concept Design Folio supplied as a separate document*



## **APPENDIX 2: Examples from elsewhere**

**EAST POINT PARK BIRD SANCTUARY (Canada)**



**HART (Tampa Bay, USA)**



**BUS STOP LEEUWARDEN (Holland)**



**MANCHESTER (England)**





### **APPENDIX 3: Response template**

This section provides a guide to how to present your submission to assist with fair comparison. You should also take account of the following:

- For the purposes of comparison you should concentrate on the selected pilot area;
  - Manor Royal Road Central, Eastbound. (Scenario 3)
- You should respond to the full requirement, Design, Manufacture and Installation (it is accepted that installation costs may be impacted by ground conditions, including the presence of underground services. Where assumptions, dependencies or conditions apply these should be clearly stated).
- Suppliers are asked to consider options for ongoing maintenance.

#### **1. Essential Characteristics**

Referred to in Section 3, your submission should address ALL of these criteria..

	Design cost	Fabrication cost	Installation cost
Manor Royal Central (pilot scheme)			

#### **2. On-going Maintenance Costs**

Provide an indication of the on-going maintenance costs in terms of routine maintenance and cleaning and any other running costs associated with delivering a superhub shelter that ONLY satisfies the essential characteristics.

#### **3. Repairs and replacements**

Provide an indication of the cost of replacing broken elements and the likely lead-in times for obtaining and installing the replacement elements e.g. glass panels.

#### **4. Added Value Items**

Referred to in Section 3, a superhub shelter ***might*** include any or more of the following items. Please indicate which of these items your company can provide with an indication of cost, leaving blank any items you cannot provide. If there are other Added Value Items you would suggest and can provide, please also include these as part of your submission:

	Design cost	Fabrication cost	Installation cost
Green Roofs			
Solar Panels / roofs			
Digital advertising screen			
Heating			
WiFi / next generation connectivity potential			
USB charge points for phone or laptop charging and use			
Air quality monitoring sensors			
Touch screen for information, including multi-modal travel information			
CCTV			

NOTE: if you include any of these as part of your submission you should also take account of maintenance implications as per 2 and 3 above.

## **APPENDIX 4: Possible superhub locations**

### **Pilot scheme location:**

Initially, the project will focus on a pilot scheme at Manor Royal Road central, westbound.

This is a high profile / highly visible bus stop along one of the busy movement corridors within Manor Royal.

Further information about the bus stop area and its immediate context can be found in Appendix 1.

### **Potential future locations:**

Eventually, depending on the availability of funding, the aspiration is to roll out the superhub shelters and enhanced public realm to these locations:

- Gatwick Road Parade northbound
- Fleming Way Central westbound
- Fleming Way West eastbound
- Gatwick Airport Station
- Gatwick Road North northbound
- Gatwick Road North southbound
- Manor Royal Central westbound
- Manor Royal West eastbound (outside Thales offices)
- Manor Royal West westbound (outside Thales offices)
- Three bridges Station (Eastbound)
- Three bridges station (West Bound)
- Town centre (Crawley Bus Station/ Station Gateway)
- Town centre (The Broadway)

## Superhub concept ideas (produced by Allen Scott Landscape Architects)

### Current situation

#### MANOR ROYAL CENTRAL



#### MANOR ROYAL WEST



### Possible future situation

