7. Service Specification

Route: 430

Contract Reference: QC54104

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Route Number	430
Terminus Points	Roehampton, Danebury Avenue and South
	Kensington, Cromwell Road
Contract Basis	Incentivised
Commencement Date	19 th November 2016
Vehicle Type	87 capacity, dual door, double deck
Current Maximum Approved	10.1 metres long and 2.52 metres wide
Dimensions	
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.00
	minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.90 minutes
Minimum Operated Mileage	No less than 98.00%
Standard	

The Date of Tender for this ITT is: No later than 12 Noon on Monday 7th December 2015

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:

At this time, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 430.

- From 1st November 2015, buses will revert back to standing at Cromwell Gardens, North Side stand as the Victoria & Albert Museum construction works will be complete. The Cromwell Road stand is withdrawn. New schedules will be introduced.
- Please see Section 5 for a full list of streets traversed and standing arrangements.

Tenderers should note that the following alterations (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

- Driver changeovers should not be scheduled to take place at the stops on Putney High Street, in front of and opposite Putney Station.
- Tenderers should refer to the schedules dated 30th March 2013 rather than the current emergency schedules. However, new schedules will be introduced on 1st November 2015.

Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.

Operators should provide the following prices:

- 1. Annual diesel double deck price based on minimum 5 year contract.
- 2. Annual hybrid price based on minimum 5 year contract.
- 3. Annual hybrid price with upfront payment of capital difference between diesel and hybrid for 5 year contract.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Roehampton, I	Danebury Aver	ue to South	South Kensing	on Cromwell F	Road to			
Kensington, Cr			Roehampton, E					
First departure	no later than 0)500.	First departure no later than 0520.					
0455 - 0535	Every 12 minu	utes	0515 - 0610	Every 12 minu	utes			
0536 - 0635	Every 10 minu	utes	0611 - 0650	Every 10 minu	utes			
0636 - 1805	Every 8 minu	utes	0651 - 1840	Every 8 minu	utes			
1806 - 1835	Every 10 minu	utes	1841 - 1910	Every 10 minu	utes			
1836 - 0040	Every 12 minu	utes	1911 - 0105	Every 12 minu	utes			
Last departure	no earlier than	0035.	Last departure no earlier than 0100.					
Pinchpoints			· · · ·					
West	0705 - 0905	8 minutes	Putney	0715 - 0915	8 minutes			
Brompton,	1505 - 1635	8 minutes	Station	1500 - 1640	8 minutes			
Empress								
State building								

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Roehampton, I	Danebury Aver	nue to South	South Kensing	ton, Cromwell F	Road to		
Kensington, Cr	omwell Road		Roehampton,	Danebury Aven	ue		
First departure	no later than ()500.	First departure no later than 0520.				
0455 - 0700	Every 12 minu	utes	0515 - 0730	Every 12 minu	utes		
0701 - 0800	Every 10 minu	utes	0731 - 0830	Every 10 minu	utes		
0801 - 1805	Every 8 minu	utes	0831 - 1840	Every 8 minu	utes		
1806 - 1835	Every 10 minu	utes	1841 - 1910	Every 10 minu	utes		
1836 - 0040	Every 12 minu	utes	1911 - 0105	Every 12 minu	utes		
Last departure	no earlier than	0035.	Last departure no earlier than 0100.				
Pinchpoints							
West	0825 - 1100	8 minutes	Putney	0855 - 1100	8 minutes		
Brompton,			Station				
Empress							
State building							

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - Continued

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

					-			
Roehampton, I	Danebury Aver	ue to South	South Kensing	ton, Cromwell F	Road to			
Kensington, Cr	omwell Road		Roehampton, D	Danebury Aven	ue			
First departure	no later than 0	500.	First departure no later than 0520.					
0455 - 0800	Every 20 minu	ites	0515 - 0820	Every 20 minu	utes			
0801 - 0835	Every 12 minu	ites	0821 - 0845	Every 12 minu	utes			
0836 - 1735	Every 10 minu	ites	0846 - 1845	Every 10 minu	utes			
1736 - 0040	Every 12 minu	ites	1846 - 0105	Every 12 minu	utes			
Last departure	no earlier than	0035.	Last departure no earlier than 0100.					
Pinchpoints			· · · ·					
West	1000 - 1130	10 minutes	Putney	1000 - 1130	10 minutes			
Brompton,			Station					
Empress								
State building								

Tenderers must identify the cost of the Boxing Day element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 430 should interwork with Route No. 74 between Putney High Street, Lacy Road/Putney High Street, Chelverton Road and West Brompton Station during all periods.
- 4.2) The London Borough of Wandsworth have aspirations to re-develop the area around the Danebury Avenue bus stand. This would mean relocating the stand approximately 100 metres further west.
- 4.3) There are plans to redevelop the Earls Court Exhibition Centre and the surrounding area which includes approximately 8000 new residential units which may affect demand on Route Nos. 74 & N74. Completion is expected in 2020-2029.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD As per Busnet printout.
- 5.2) CURRENT PERFORMANCE As per current print out.
- 5.3) QSI BY TIME OF DAY As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 430: Roehampton, Danebury Avenue - South Kensington

Date of Structural Change: 19 November 2016.Date of Service Change: 19 November 2016.Reason for Issue: New Tender.

STREETS TRAVERSED

<u>Towards South Kensington:</u> Danebury Avenue, Roehampton Lane, Medfield Street, Treville Street, Roehampton High Street, Dover House Road, Upper Richmond Road, Putney High Street, Putney Bridge, Putney Bridge Approach, Fulham High Street, Fulham Palace Road, Lillie Road, Old Brompton Road, Glendower Place, Old Brompton Road, Cromwell Place, Cromwell Road.

Towards Roehampton, Danebury Avenue: Cromwell Road, Queensberry Place, Harrington Road, Old Brompton Road, Lillie Road, Fulham Palace Road, Fulham High Street, Putney Bridge Approach, Putney Bridge, Putney High Street, Upper Richmond Road, Dover House Road, Putney Heath, Slip Road, Medfield Street, Roehampton Lane, Danebury Avenue, Minstead Gardens, Bus Turning Circle.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

ROEHAMPTON, DANEBURY AVENUE

Public stand for two buses on the north east side of Danebury Avenue, commencing opposite Danebury Avenue Surgery and extending 20 metres north west. Buses proceed from Bus Turning Circle via Danebury Avenue to stand, departing to Danebury Avenue. Set down in Bus Turning Circle, at Alighting Point (37169 - Minstead Gardens, Last Stop on LOR: 37169 - Minstead Gardens) and pick up in Danebury Avenue (35995 - Danebury Avenue / Minstead Gardens, First Stop on LOR: 35995 - Danebury Avenue / Minstead Gardens).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 3 buses to be scheduled to stand at any
	one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Roehampton, Danebury Avenue.

Putney Bridge Station (from SOUTH KENSINGTON)

Buses proceed from Putney Bridge Approach via Gonville Street, Station Approach, Ranelagh Gardens, Fulham High Street, Gonville Street and Putney Bridge Approach departing to Fulham High Street. Set down in Fulham High Street, at Alighting Point (20797 - Putney Bridge Station <>, Last Stop on LOR: BP286 - Fulham High Street / New Kings Road) and pick up in Fulham High Street, at Stop FJ (8872 - Fulham High Street, First Stop on LOR: 8872 - Fulham High Street).

AVAILABILITY: OPERATING RESTRICTIONS: BLIND DISPLAY:

At any time. **Turning Point Only - Buses must not stand** Putney Bridge.

WEST BROMPTON, EMPRESS STATE BUILDING (from Roehampton, Danebury Avenue)

Private stand for four buses in two marked bays on east side of forecourt of Empress State Building.

Buses proceed from Lillie Road via Empress State Building Forecourt to stand, departing via Empress State Building Forecourt to Lillie Road. Set down in Lillie Road, at stop BA (2538 - Empress State Building / West Brompton, Last Stop on LOR: BP1227 - North End Road) and pick up in Empress State Building Forecourt (37649 - W Brompton/lillie Bridge Depot, First Stop on LOR: 2539 - Empress State Building / West Brompton).

AVAILABILITY: OPERATING RESTRICTIONS: MEAL RELIEFS: FERRY VEHICLES: BLIND DISPLAY:

At any time. Unscheduled curtailments only No meal relief vehicles to stand at any time. No ferry vehicles to park on stand at any time. West Brompton.

SOUTH KENSINGTON, CROMWELL ROAD

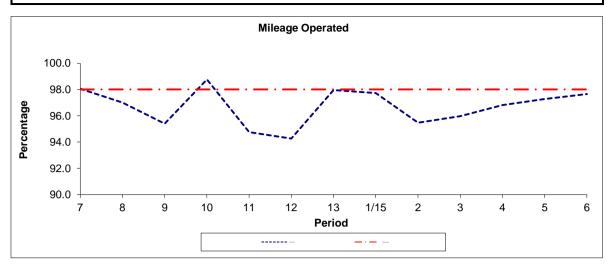
Public stand for five buses on south side of Cromwell Road commencing at p/w Nos. 29/31 and extending 51 metres east.

Buses proceed from Cromwell Road direct to stand, departing to Cromwell Road. Set down in Cromwell Road, at stop H (BP5349 - Natural History Museum / Cromwell Road, Last Stop on LOR: BP5349 - Natural History Museum / Cromwell Road) and pick up in Cromwell Road, at stop H (BP5349 - Natural History Museum / Cromwell Road, First Stop on LOR: BP5349 - Natural History Museum / Cromwell Road, First Stop on LOR: BP5349 - Natural History Museum / Cromwell Road, First Stop on LOR: BP5349 - Natural History Museum / Cromwell Road, First Stop on LOR: BP5349 - Natural History Museum / Cromwell Road, First Stop on LOR: BP5349 - Natural History Museum / Cromwell Road, First Stop on LOR: BP5349 - Natural History Museum / Cromwell Road).

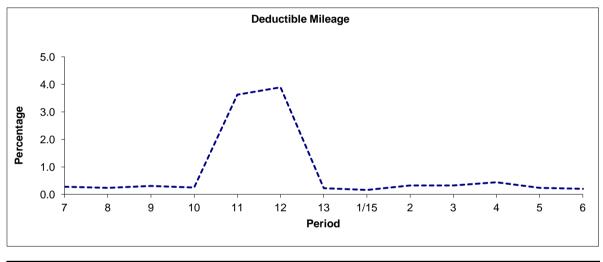
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 430 should be scheduled
	to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	South Kensington.

PART B - PERFORMANCE STATISTICS

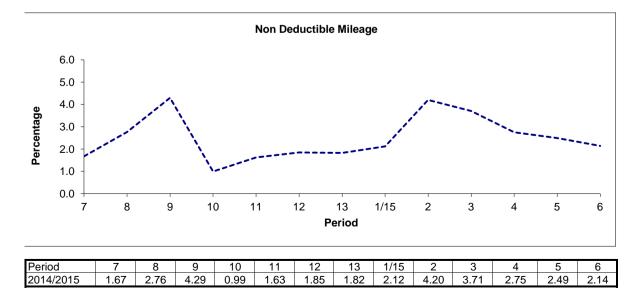
Route 430



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	98.05	97.00	95.40	98.76	94.75	94.26	97.95	97.72	95.47	95.97	96.81	97.27	97.65
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

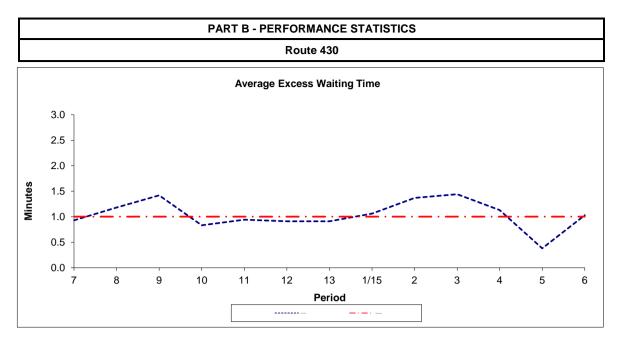


		0	10	11	12	13	1/15	2	3	4	Э	6
2014/2015 0.28	0.24	0.31	0.25	3.63	3.89	0.23	0.16	0.32	0.32	0.44	0.24	0.20

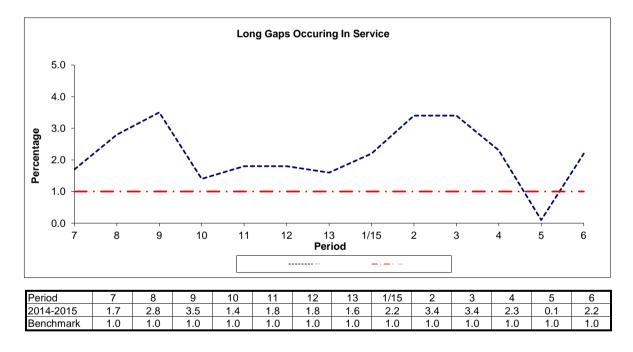


Note : Mileage is based on 4 weeks data

Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014-2015	0.93	1.18	1.42	0.83	0.94	0.91	0.91	1.06	1.37	1.44	1.13	0.38	1.03
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Note : Reliability is actual performance under full iBus (4 weeks data). Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE 430 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 TO 18/09/15)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)		Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	28,086.	27,401.	97.6	5.19	0.39	5.58	88.8	11.1	0.1	0.0	0.1	34
07:00 - 10:00	64,539.	62,481.	96.8	3.99	1.24	5.23	87.5	11.3	1.0	0.2	2.8	55
10:00 - 13:00	65,045.	63,437.	97.5	3.99	0.81	4.80	91.9	7.8	0.3	0.0	1.0	53
13:00 - 16:00	63,401.	62,509.	98.6	3.98	0.93	4.91	90.5	8.7	0.6	0.2	1.9	49
16:00 - 19:00	61,964.	57,368.	92.6	4.06	1.89	5.96	82.4	14.6	2.3	0.7	5.6	66
19:00 - 22:00	44,175.	43,500.	98.5	5.69	1.05	6.74	77.7	20.2	1.7	0.4	1.4	80
22:00 - 24:00	28,583.	28,335.	99.1	5.98	0.44	6.42	80.1	19.3	0.6	0.1	0.3	53
All Locations Summary	355,793.	345,031.	97.0	4.32	1.18	5.50	86.3	12.3	1.2	0.3	2.6	80

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)		Probability of Waiting 20-30 mins (%)		Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	5,202.	5,163.	99.3	6.03	0.31	6.34	81.8	17.6	0.4	0.1	0.2	36
07:00 - 10:00	12,036.	11,902.	98.9	4.57	0.41	4.98	92.3	7.6	0.1	0.0	0.1	39
10:00 - 13:00	13,770.	13,409.	97.4	4.04	0.68	4.73	92.4	7.2	0.3	0.0	0.9	37
13:00 - 16:00	13,682.	13,353.	97.6	4.00	1.12	5.12	89.1	10.0	0.8	0.0	2.2	38
16:00 - 19:00	13,414.	13,183.	98.3	4.07	0.86	4.93	90.7	8.6	0.6	0.1	1.6	45
19:00 - 22:00	9,532.	9,391.	98.5	5.77	0.78	6.55	78.4	20.1	1.3	0.1	0.7	50
22:00 - 24:00	6,151.	6,036.	98.1	5.98	0.43	6.40	79.8	19.9	0.3	0.0	0.1	36
All Locations Summary	73,787.	72,437.	98.2	4.47	0.79	5.26	88.5	10.8	0.6	0.0	1.2	50

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)			Probability of Waiting 20-30 mins (%)		Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	3,496.	3,491.	99.9	9.91	0.18	10.09	54.6	41.4	3.8	0.2	0.5	78
07:00 - 10:00	8,914.	8,775.	98.4	7.12	0.27	7.39	75.3	23.3	1.4	0.0	0.0	43
10:00 - 13:00	11,968.	11,954.	99.9	5.04	0.41	5.46	88.7	11.0	0.3	0.0	0.2	33
13:00 - 16:00	12,167.	11,989.	98.5	4.97	0.63	5.60	87.7	11.4	0.6	0.2	0.8	56
16:00 - 19:00	11,863.	11,607.	97.8	5.11	0.65	5.76	85.6	13.7	0.6	0.1	0.7	55
19:00 - 22:00	10,187.	10,290.	101.0	5.86	0.47	6.33	80.1	19.4	0.4	0.0	0.1	46
22:00 - 24:00	6,918.	6,859.	99.1	5.96	0.24	6.20	82.0	17.8	0.2	0.0	0.1	29
All Locations Summary	65,513.	64,965.	99.2	5.52	0.50	6.02	84.1	15.2	0.6	0.1	0.4	78

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)		Probability of Waiting 10-20 mins (%)			Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	36,784.	36,055.	98.0	5.59	0.37	5.96	85.8	13.8	0.4	0.0	0.1	78
07:00 - 10:00	85,489.	83,158.	97.3	4.20	1.12	5.32	87.3	11.7	0.9	0.1	2.4	55
10:00 - 13:00	90,783.	88,800.	97.8	4.13	0.74	4.87	91.6	8.1	0.3	0.0	0.9	53
13:00 - 16:00	89,250.	87,851.	98.4	4.09	0.92	5.02	90.0	9.2	0.7	0.2	1.8	56
16:00 - 19:00	87,241.	82,158.	94.2	4.17	1.65	5.82	83.7	13.8	2.0	0.5	4.7	66
19:00 - 22:00	63,894.	63,181.	98.9	5.72	0.95	6.67	78.1	20.1	1.5	0.3	1.2	80
22:00 - 24:00	41,652.	41,230.	99.0	5.97	0.41	6.38	80.3	19.2	0.5	0.1	0.2	53
All Locations Summary	495,093.	482,433.	97.4	4.46	1.06	5.52	86.3	12.4	1.0	0.2	2.2	80

Transport for London - QSI Points and Live Mileage List

Route	430				
Service change	33439				
Date	26/06/2013				
QSI Points are highlighted					

Reason for Issu

		OUT DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ROEHDA	35995	Danebury Avenue / Minstead Gardens	INIELI ES	IVIII65
ROLIDA	29788	Mount Angelus Road	162	0.10
	29790	Roehampton Library	350	0.22
	29635	Medfield Street	221	0.14
	9236	Putney Heath	424	0.26
	15261	Crestway	485	0.30
DVHRER	15259	Elmshaw Road	365	0.23
	15258	Gibbon Walk	253	0.16
	1529	Gipsy Lane	443	0.28
	15197	Woodborough Road	223	0.14
	15195	Putney Leisure Centre	455	0.28
	15193	Putney Methodist Church	415	0.26
	4861	Putney Arts Theatre	225	0.14
PTNYSN	4864	Putney Station	229	0.14
	11143	Putney Bridge Road	358	0.22
	29619	Putney / St Mary's Church	289	0.18
PUTBGS	1215	Putney Bridge Station / Gonville Street	180	0.11
	8872	Fulham High Street	384	0.24
	8875	Bishops Park Road	499	0.31
	29995	Kingwood Road	334	0.21
	8881	Fulham Cemetery	237	0.15
FPRDLR	1914	Lillie Road	362	0.22
	4655	Bothwell Street	203	0.13
	11240	Fulham Cross	340	0.21
	10244	Fulham Pools	399	0.25
	11234	Mulgrave Road	278	0.17
WBROES	BP1227	North End Road	248	0.15
	2538	Empress State Building / West Brompton	213	0.13
	9414	West Brompton Station	230	0.14
	BP5570	Warwick Road	286	0.18
	11171	Bolton Gardens / Brompton Library	385	0.24
	11471	Cresswell Gardens	244	0.15
	11169	Gloucester Road	185	0.11
	35674	Onslow Gardens	168	0.10
SKENSN	16870	South Kensington Station	441	0.27
SKENCGN	91525	Victoria & Albert Museum	324	0.20
		Total Route Mileage - Out Direction	10837	6.73
			Metres	Miles

v2.0 - Mileage directly imported from Caesar

TRANCHE 541

		BACK DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SKENCGN	91525	Victoria & Albert Museum		
SKENSN	BP5351	South Kensington Station	319	0.20
	35673	Onslow Gardens	419	0.26
	11170	Gloucester Road	131	0.08
	11472	Cresswell Gardens	281	0.17
	37445	Bolton Gardens / Brompton Library	168	0.10
	36836	Redcliffe Gardens	327	0.20
	8410	West Brompton Station	308	0.19
WBROES	2539	Empress State Building / West Brompton	367	0.23
	11235	North End Road	178	0.11
	10243	Mulgrave Road	331	0.21
	11239	Fulham Pools	234	0.15
	11242	Fulham Cross	466	0.29
FPRDLR	399	Lillie Road	424	0.26
	8882	Fulham Cemetery	349	0.22
	8880	Kingwood Road	190	0.12
	BP5759	Lambrook Terrace	224	0.14
	8876	Bishops Park Road	231	0.14
	8874	Fulham Road	277	0.17
	BP286	Fulham High Street / New Kings Road	237	0.15
PUTBGS	20798	Putney Bridge Station / Gonville Street	309	0.19
	29620	Putney / St Mary's Church	329	0.20
	11144	Putney Exchange	317	0.20
PTNYSN	372	Putney Station	168	0.10
	443	Putney Arts Theatre	327	0.20
	15314	Putney Methodist Church	202	0.13
	15194	Putney Leisure Centre	422	0.26
	15196	Woodborough Road	389	0.24
	1532	Huntingfield Road	349	0.22
	15257	Gibbon Walk	361	0.22
DVHRER	15260	Elmshaw Road	229	0.14
	15262	Crestway	351	0.22
	9237	Putney Heath	475	0.30
	29543	Medfield Street	384	0.24
	29789	Roehampton Library	250	0.16
	29787	Mount Angelus Road	341	0.21
ROEHDA	37169	Minstead Gardens	282	0.18
		Total Route Mileage - Back Direction	10946	6.80
			Metres	Miles

Mileage in red bold font is a planning estimate & not an ibus calculation. FINAL MILEAGE TO BE CONFIRMED.