

CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

Contract Reference	QC37302
Route Number	104
Terminus Points	Stratford Bus Station to Manor Park Station, Gladding Road
Contract Basis	Incentivised
Commencement Date	3 rd March 2012
Vehicle Type	87 capacity, dual door, double deck vehicles
Maximum Approved Dimensions	10.5 metres long and 2.55 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 14th February 2011

SERVICE SPECIFICATION

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1) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 104.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 104.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Stratford Bus Station to Manor Park Station, Gladding Road		Manor Park Station, Gladding Road to Stratford Bus Station			
First departure no later than 0435.		First departure no later than 0500.			
0430 - 0635	Every 20 minutes	0455 - 0600	Every 20 minutes		
0636 - 0705	Every 15 minutes	0601 - 0630	Every 15 minutes		
0706 - 2010	Every 10 minutes	0631 - 1925	Every 10 minutes		
2011 - 0040	Every 15 minutes	1926 - 0025	Every 15 minutes		
0041 - 0115	Every 30 minutes	0026 - 0100	Every 30 minutes		
Last departure no earlier than 0110.		Last departure no earlier than 0055.			
Pinchpoints					
East Ham, Newham Town Hall	0735 - 0905	10 minutes	Plashet Road, Green Street	0710 - 0910	10 minutes
	1500 - 1640	10 minutes		1505 - 1635	10 minutes

2.2) MONDAY TO FRIDAY ADDITIONAL JOURNEYS

Stratford Bus Station to Manor Park Station, Gladding Road		Manor Park Station, Gladding Road to Stratford Bus Station	
1534	One journey	0745	One journey
		0755	One journey

2.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Stratford Bus Station to Manor Park Station, Gladding Road		Manor Park Station, Gladding Road to Stratford Bus Station			
First departure no later than 0435.		First departure no later than 0500.			
0430 - 0815	Every 20 minutes	0455 - 0720	Every 20 minutes		
0816 - 0900	Every 15 minutes	0721 - 0835	Every 15 minutes		
0901 - 1940	Every 10 minutes	0836 - 1855	Every 10 minutes		
1941 - 0040	Every 15 minutes	1856 - 0025	Every 15 minutes		
0041 - 0115	Every 30 minutes	0026 - 0100	Every 30 minutes		
Last departure no earlier than 0110.		Last departure no earlier than 0055.			
Pinchpoints					
East Ham, Newham Town Hall	0920 - 1120	10 minutes	Plashet Road, Green Street	0900 - 1100	10 minutes

2.4) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Stratford Bus Station to Manor Park Station, Gladding Road		Manor Park Station, Gladding Road to Stratford Bus Station			
First departure no later than 0520.		First departure no later than 0525.			
0515 - 0820	Every 30 minutes	0520 - 0755	Every 30 minutes		
0821 - 0920	Every 20 minutes	0756 - 0815	Every 20 minutes		
0921 - 0040	Every 15 minutes	0816 - 0025	Every 15 minutes		
0041 - 0115	Every 30 minutes	0026 - 0100	Every 30 minutes		
Last departure no earlier than 0110.		Last departure no earlier than 0055.			
Pinchpoints					
East Ham, Newham Town Hall	1000 - 1130	15 minutes	Plashet Road, Green Street	0955 - 1125	15 minutes

2.5) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Stratford Bus Station to Manor Park Station, Gladding Road		Manor Park Station, Gladding Road to Stratford Bus Station			
First departure no later than 0825.		First departure no later than 0800.			
0820 - 0920	Every 20 minutes	0755 - 0815	Every 20 minutes		
0921 - 0040	Every 15 minutes	0816 - 0025	Every 15 minutes		
0041 - 0115	Every 30 minutes	0026 - 0100	Every 30 minutes		
Last departure no earlier than 0110.		Last departure no earlier than 0055.			
Pinchpoints					
East Ham, Newham Town Hall	1000 - 1130	15 minutes	Plashet Road, Green Street	0955 - 1125	15 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 104 will have 64 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Manor Park Station, Gladding Road</i>	<i>Towards Stratford Bus Station</i>
Stratford Bus Station	East Ham
Upton Park Station \$	Upton Park Station \$
MILEAGE: See Attached iBus Sheets	

\$ This location observed simultaneously in both directions - counted as two surveys.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 104 should interwork with Route No. 238 between Stratford Bus Station and Plaset Road, Green Street during all periods, where possible.
- 4.2) Route No. 104 should interwork with Route Nos. 101 & 474 between East Ham, Town Hall and East Ham Station during all evenings and Sundays and be best separated during all periods, where possible.
- 4.2) Route No. 104 can suffer unpredictable traffic delays in the Stratford, Upton Park and East Ham areas.
- 4.3) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began this year, with services expected to commence in 2018. The construction impacts of Crossrail at Stratford and Manor Park could affect Route No. 104 and it is anticipated that some passenger demand for Route No. 104 would shift to this line when it opens. Expected changes in demand as a result of Crossrail will be reviewed separately.
- 4.5) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

5.1) CURRENT PERFORMANCE

As per current print out.

5.2) ROUTE RECORD

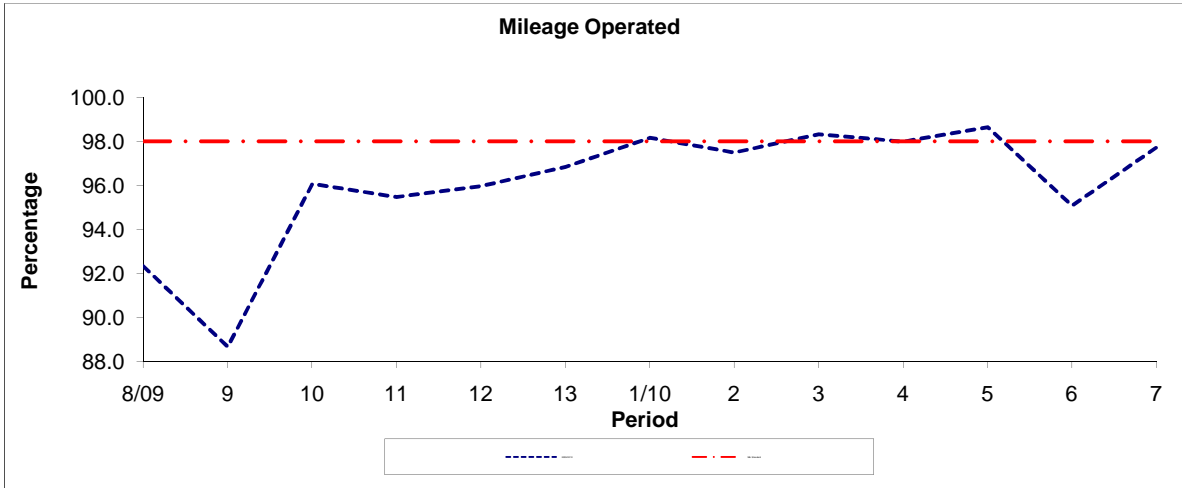
As per Busnet Printout.

5.3) IBUS MILEAGE

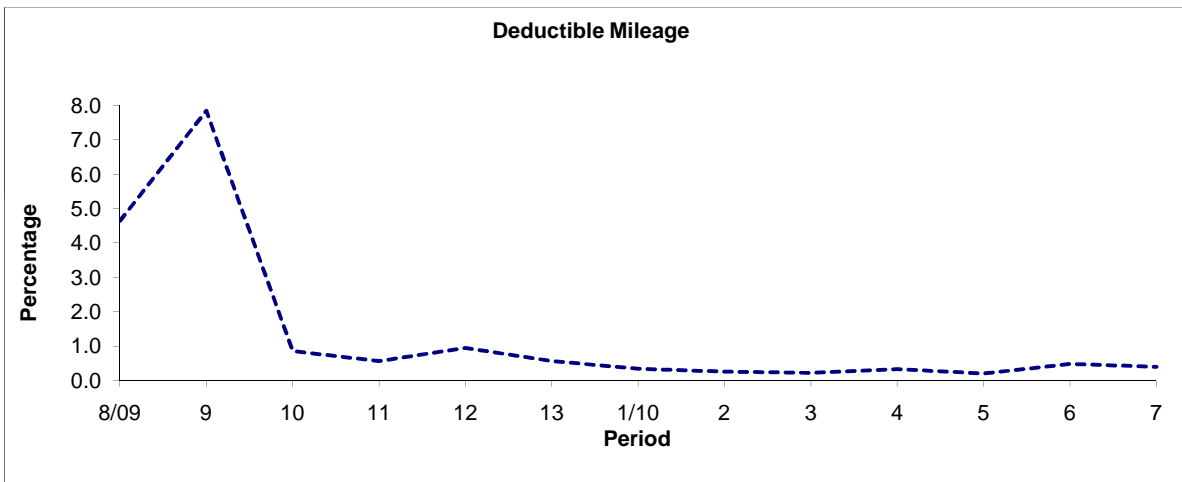
As per current print out.

PART B - PERFORMANCE STATISTICS

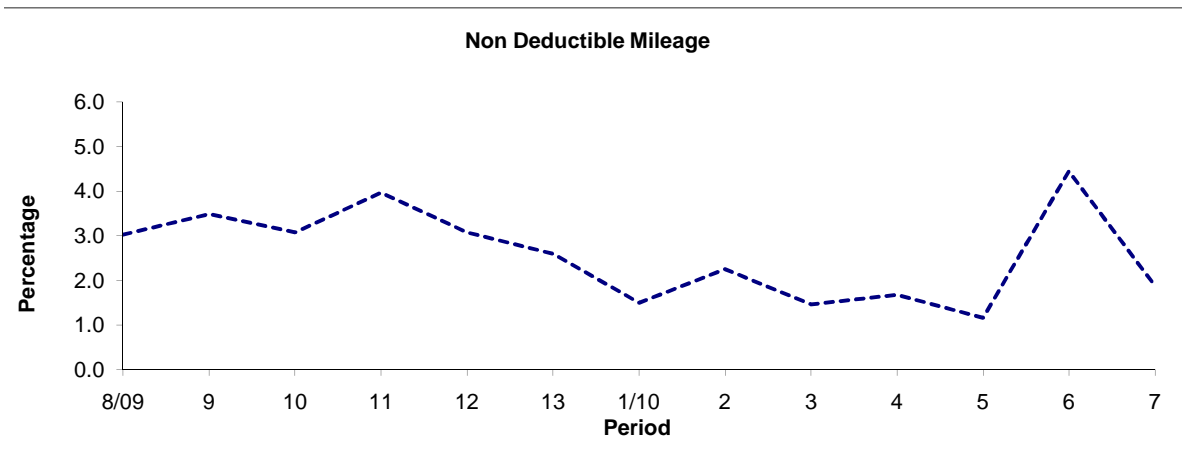
Route 104



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	92.33	88.66	96.07	95.47	95.97	96.84	98.16	97.49	98.32	97.99	98.64	95.07	97.72
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



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	4.64	7.85	0.85	0.56	0.95	0.56	0.34	0.26	0.22	0.33	0.20	0.48	0.40

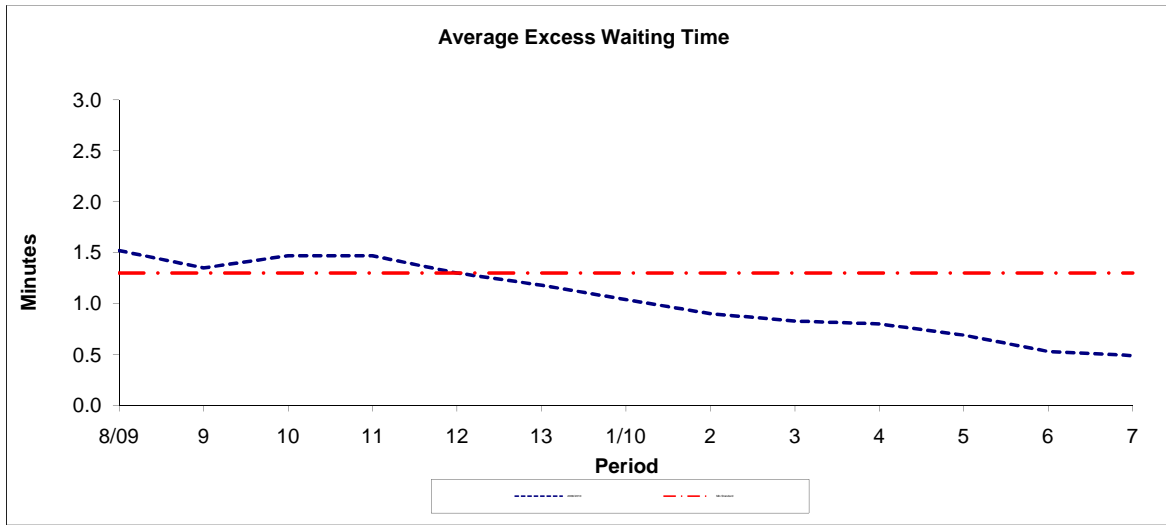


Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	3.03	3.49	3.08	3.97	3.08	2.60	1.50	2.25	1.46	1.68	1.16	4.45	1.88

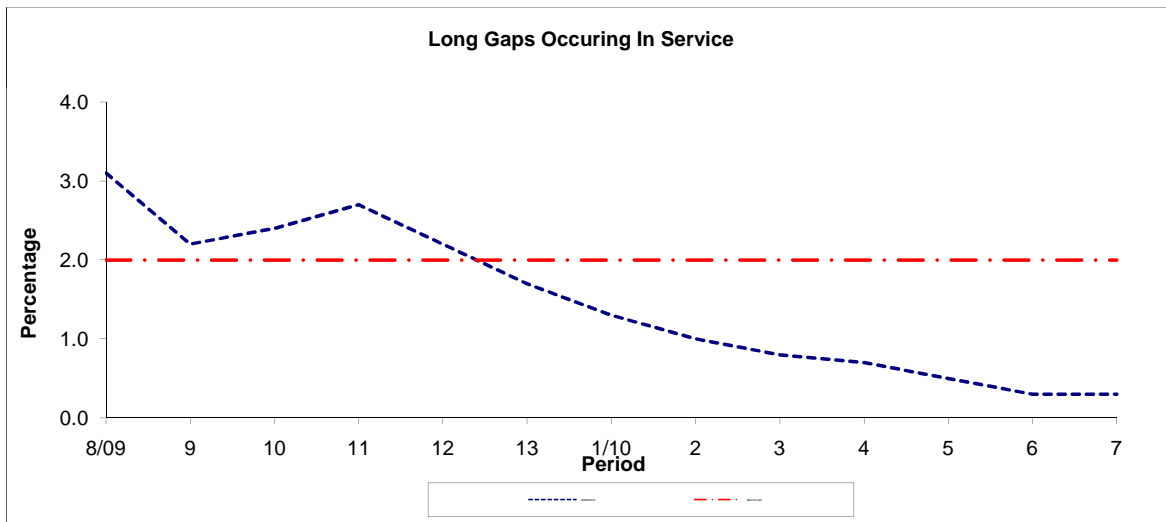
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 104



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	1.52	1.35	1.47	1.47	1.30	1.18	1.04	0.90	0.83	0.80	0.69	0.53	0.49
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	8/09	9	10	11	12	13	1/10	2	3	4	5	6	7
2009/2010	3.10	2.20	2.40	2.70	2.20	1.70	1.30	1.00	0.80	0.70	0.50	0.30	0.30
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 104: Stratford Bus Station - Manor Park Station, Gladding Road

Date of Structural Change: 3 March 2012.

Date of Service Change: 3 March 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Manor Park Station, Gladding Road: Stratford Bus Station, Great Eastern Road, Stratford Broadway, West Ham Lane, Densham Road, Portway, Plashet Road, Green Street, Central Park Road, Hatherley Gardens, Lonsdale Avenue, High Street South, High Street North, Station Road, Whitta Road, Gladding Road.

Towards Stratford Bus Station: Gladding Road, Capel Road, Forest Drive, Station Road, High Street North, Ron Leighton Way, Barking Road, High Street South, Greatfield Avenue, Lonsdale Avenue, Boundary Road, Central Park Road, Barking Road, Green Street, Plashet Road, Portway, Densham Road, West Ham Lane, Tramway Avenue, Stratford Broadway, Great Eastern Road, Station Street, Stratford Bus Station.

STANDING AND TURNING POINTS

STRATFORD BUS STATION

Private stand for up to 14 buses facing north in Stratford Bus Station on west side of Great Eastern Road.

Buses proceed from Stratford Bus Station via Stratford Bus Station to stand, departing via Stratford Bus Station to Stratford Bus Station. Set down in Stratford Bus Station, at Alighting Point AP2 and pick up in Stratford Bus Station, at Stop D.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 104 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.

DISPLAY: Stratford.

UPTON PARK, STUKELEY ROAD (from MANOR PARK STATION, GLADDING ROAD)

Public stand for one bus on the east side of Stukeley Road, commencing 5 metres north of the southern building line of No.155 Plashet Road extending 10 metres north.

Buses proceed from Green Street via Neville Road and Stukeley Road to stand, departing via Stukeley Road to Plashet Road. Set down in Green Street, at stop D and pick up in Plashet Road, at stop L.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Upton Park Station.

UPTON PARK, CLAUGHTON ROAD

Public stand on west side of Cloughton Road, commencing 14 metres south of the kerbline of Barking Road and extending 20 metres south.

From Manor Park Station, Gladding Road.

Buses proceed from Barking Road via Central Park Road, Boundary Road and Cloughton Road to stand, departing via Cloughton Road and Barking Road to Central Park Road. Set down in Boundary Road, at Stop R and pick up in Central Park Road, at Stop U.

From Stratford Bus Station.

Buses proceed from Green Street via Central Park Road, Boundary Road and Cloughton Road to stand, departing via Cloughton Road and Barking Road to Green Street. Set down in Green Street, at Stop F and pick up in Green Street, at Stop G.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Upton Park, Boleyn.

EAST HAM, RON LEIGHTON WAY

Buses proceed out of service from Ron Leighton Way. Set down in Ron Leighton Way, at stop M.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: Unscheduled curtailments only
DISPLAY: East Ham, Ron Leighton Way.

EAST HAM, LONSDALE AVENUE

Public stand for one bus on north side of Lonsdale Avenue, extending 13 metres west.

From Manor Park Station, Gladding Road.

Buses proceed from Greatfield Avenue via Lonsdale Avenue to stand, departing via Lonsdale Avenue to High Street South. Set down in Greatfield Avenue, at Stop BT and pick up in High Street South, at Stop BH.

From Stratford Bus Station.

Buses proceed from High Street South via Greatfield Avenue and Lonsdale Avenue to stand, departing via Lonsdale Avenue and High Street South to Greatfield Avenue. Set down in High Street South, at Stop BH and pick up in Greatfield Avenue, at Stop BT.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Beckton Alps.

EAST HAM, WHITE HORSE

Private stand for four buses standing abreast facing north in bus parking area on north side of Rancliffe Road at the junction with High Street South.

From Manor Park Station, Gladding Road.

Buses proceed from High Street South via Rancliffe Road to stand, departing via Rancliffe Road to High Street South. Set down in High Street South, at stop N and pick up in High Street South, at stop G.

From Stratford Bus Station.

Buses proceed from High Street South via Rancliffe Road to stand, departing via Rancliffe Road to High Street South. Set down in High Street South, at stop H and pick up in High Street South, at stop L.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	East Ham, Central Park.

EAST HAM, NEWHAM TOWN HALL (from Stratford Bus Station)

Public stand for four buses on west side of Wellington Road, commencing at lamp standard No 3 and extending 47 metres south.

Buses proceed from High Street South via Nelson Street and Wellington Road to stand, departing via Wellington Road and Barking Road to High Street South. Set down in High Street South, at stop F and pick up in High Street South, at Stop V.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	East Ham, Newham Town Hall.

EAST HAM, WORDSWORTH AVENUE (from Stratford Bus Station)

Public stand for two buses on south side of Wordsworth Avenue, commencing 63 metres west of the kerblines of High Street North and extending 25 metres East.

Buses proceed from High Street North via Wordsworth Avenue to stand, departing via Wordsworth Avenue, Woodhouse Grove and Plashet Grove to High Street North. Set down in High Street North, at Stop Y and pick up in High Street North, at Stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Unscheduled curtailments only.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	East Ham Station.

MANOR PARK STATION, GLADDING ROAD

Public stand for two buses on west side of Gladding Road, commencing 18 metres south of centre of Chapel Road and extending 24 metres south.

Buses proceed from Gladding Road direct to stand, departing to Gladding Road. Set down in Gladding Road and pick up in Gladding Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 104 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.
DISPLAY:	Manor Park.
OTHER INFORMATION:	No toilet facilities available.

Transport for London - Live Mileage List

Route 104
 Service change 21207
 Date 8th October 09

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
STFDBS S	STFDBS S	STRATFORD BUS STATION		
STFDBS	BP975	Stratford Bus Station	0	0.00
	36929	Stratford Centre	335	0.21
	8026	Barnby Street	527	0.33
	29563	Stratford Park	151	0.09
	9091	Amity Road	305	0.19
	9087	Park Road	324	0.20
PORTPR	9085	Upton Lane	465	0.29
	9083	St Antony's Road	303	0.19
	9081	Lucas Avenue	222	0.14
PLSRGS	9079	Plashet Road	221	0.14
UPPKSN	7059	Upton Park Station	236	0.15
	9060	Queens Market	230	0.14
UPPKBN	633	Upton Park / Boleyn	401	0.25
	29765	Creighton Avenue	381	0.24
	29763	Haldane Road	345	0.21
LNDAHG	29761	Hatherley Gardens	325	0.20
	29759	Lonsdale Close	424	0.26
	29809	Sandford Road	303	0.19
	2883	Lonsdale Avenue	437	0.27
	2885	Mortimer Road	363	0.23
	2887	Marlow Road	186	0.12
	2888	East Ham / White Horse	277	0.17
	16395	Tilbury Road	132	0.08
EHAMTH	20769	Newham Town Hall	249	0.15
	2892	Thorpe Road	232	0.14
	BP840	Skeffington Road	162	0.10
	2896	Caulfield Road	117	0.07
	LE213	Bendish Road	192	0.12
EHAMSN	27642	East Ham Station	158	0.10
	2906	Gladstone Avenue	165	0.10
	25051	Shelley Avenue	243	0.15
	2908	Ruskin Avenue	235	0.15
	2910	Berkeley Road	227	0.14
	1409	Romford Road	348	0.22
	640	Manor Park Station	244	0.15
MNPKGR	33705	Manor Park/ Gladding Road	394	0.24
MNPKGR S	MNPKGR S	MANOR PARK STATION, GLADDING ROAD	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			9859 metres	6.13 miles

BACK DIRECTION

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MNPKGR S	MNPKGR S	MANOR PARK STATION, GLADDING ROAD		
MNPKGR	33705	Manor Park/ Gladding Road	0	0.00
	641	Manor Park Station	389	0.24
	1410	Romford Road	117	0.07
	2913	Cranbourne Road	176	0.11
	2909	Berkeley Road	381	0.24
	2907	Ruskin Avenue	132	0.08
	2905	Shelley Avenue	216	0.13
	2901	Gladstone Avenue	225	0.14
EHAMSN	2899	East Ham Station	207	0.13
	BP132	Bendish Road	237	0.15
	BP759	Pilgrims Way	330	0.21
	697	High Street North	342	0.21
EHAMTH	2891	Newham Town Hall	205	0.13
	2889	Market Street	192	0.12
	1180	East Ham / White Horse	358	0.22
	2886	Vicarage Lane	253	0.16
	2884	East Ham Fire Station	171	0.11
	29578	Greatfield Avenue	305	0.19
	29845	Sandford Road	280	0.17
	29760	Lonsdale Close	332	0.21
LNDAHG	33958	Hatherley Gardens	411	0.26
	33995	New City Road	265	0.16
	33996	Wilson Road	306	0.19
	33944	Upton Park/ Boleyn	257	0.16
UPPKBN	9064	Upton Park / Boleyn	152	0.09
	9061	Tudor Road	289	0.18
UPPKSN	9058	Upton Park Station	144	0.09
	9056	Plashet Road	267	0.17
PLSRGS	9078	Penge Road	197	0.12
	9080	Churston Avenue	222	0.14
	9082	St Antony's Road	270	0.17
PORTPR	9084	Upton Lane	355	0.22
	9086	Park Road	141	0.09
	25483	Amity Road	363	0.23
	29507	Stratford Park	338	0.21
	8027	Paul Street	323	0.20
	8023	Stratford Broadway	339	0.21
STFDBS	BP943	Stratford Bus Station	596	0.37
STFDBS S	STFDBS S	STRATFORD BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			10083	6.27
			metres	miles