

7. Service Specification

Route: 112

QC44801

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.

Terminus Points	Ealing Broadway and Brent Cross Shopping Centre, Bus Station
Contract Basis	Incentivised
Commencement Date	2 nd August 2014
Vehicle Type	60 capacity, dual door, single deck buses, subject to a satisfactory route test
Current Maximum Approved Dimensions	10.2 metres long and 2.50 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.20 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.05 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 19th August 2013

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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 112.

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:

- Mondays to Saturdays daytime frequencies are increased from every 15 minutes to every 12 minutes.
- Sunday shopping hours frequency is increased from every 20 minutes to every 15 minutes.
- Evening frequencies are increased from every 30 minutes to every 20 minutes.
- 60 capacity, dual door, single deck buses are specified, subject to a satisfactory route test.
- Change to the minimum performance standard due to the change in categorisation from low frequency to high frequency.

Operators should provide the following prices:

1. Annual diesel 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.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ealing Broadway Station to Brent Cross Shopping Centre, Bus Station		Brent Cross Shopping Centre, Bus Station to Ealing Broadway, Haven Green, Stop X1			
First departure no later than 0545.		First departure no later than 0540.			
0540 - 0625	Every 20 minutes	0535 - 0640	Every 20 minutes		
0626 - 0640	Every 15 minutes	0641 - 0710	Every 15 minutes		
0641 - 1940	Every 12 minutes	0711 - 2010	Every 12 minutes		
1941 - 2010	Every 15 minutes	2011 - 2025	Every 15 minutes		
2011 - 0015	Every 20 minutes	2026 - 0010	Every 20 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0005.			
Pinchpoints					
Staples Corner	0740 - 0905	12 minutes	Hanger Lane Station	0740 - 0910	12 minutes
	1455 - 1630	12 minutes		1505 - 1640	12 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ealing Broadway Station to Brent Cross Shopping Centre, Bus Station		Brent Cross Shopping Centre, Bus Station to Ealing Broadway, Haven Green, Stop X1			
First departure no later than 0545.		First departure no later than 0540.			
0540 - 0805	Every 20 minutes	0535 - 0800	Every 20 minutes		
0806 - 0850	Every 15 minutes	0801 - 0830	Every 15 minutes		
0851 - 1840	Every 12 minutes	0831 - 1755	Every 12 minutes		
1841 - 1910	Every 15 minutes	1756 - 1825	Every 15 minutes		
1911 - 0015	Every 20 minutes	1826 - 0010	Every 20 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0005.			
Pinchpoints					
Staples Corner	0915 - 1105	12 minutes	Hanger Lane Station	0905 - 1105	12 minutes

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

Ealing Broadway Station to Brent Cross Shopping Centre, Bus Station		Brent Cross Shopping Centre, Bus Station to Ealing Broadway, Haven Green, Stop X1			
First departure no later than 0620.		First departure no later than 0610.			
0615 - 0850	Every 30 minutes	0605 - 0940	Every 30 minutes		
0851 - 0910	Every 20 minutes	0941 - 1020	Every 20 minutes		
0911 - 1910	Every 15 minutes	1021 - 2005	Every 15 minutes		
1911 - 0015	Every 20 minutes	2006 - 0010	Every 20 minutes		
Last departure no earlier than 0010.		Last departure no earlier than 0005.			
Pinchpoints					
Staples Corner	1105 - 1205	15 minutes	Hanger Lane Station	1055 - 1155	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. 112 can suffer from unpredictable traffic delays in the Hanger Lane Gyratory area and along the North Circular Road.

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 112: Ealing Broadway Station - Brent Cross, Shopping Centre

Date of Structural Change: 2 August 2014.

Date of Service Change: 2 August 2014.

Reason for Issue: New tender.

STREETS TRAVERSED

Towards Brent Cross, Shopping Centre: The Broadway, The Mall, Uxbridge Road, Hanger Lane Slip Road, Hanger Lane, Hanger Lane Gyratory, North Circular Road, North Circular Road Slip Road, North Circular Road, Hazelwood Court, Neasden Lane North, North Circular Road, Staples Corner, North Circular Road Slip Road, M1 Junction 1 Roundabout, North Circular Road Slip Road, Etheridge Road, Prince Charles Drive, Brent Cross Bus Station.

Towards Ealing Broadway Station: Brent Cross Bus Station, Prince Charles Drive, Tempelhof Avenue, Tilling Road, M1 Junction 1 Roundabout, North Circular Road Slip Road, Staples Corner, North Circular Road, Harrow Road, Point Place, Argenta Way, North Circular Road Slip Road, Abbey Road, North Circular Road, Hanger Lane Gyratory, Hanger Lane, Hanger Lane Slip Road, Uxbridge Road, The Mall, The Broadway, Spring Bridge Road, Haven Green (West Side), Haven Green (North Side), Haven Green (East Side).

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

EALING BROADWAY, HAVEN GREEN, STAND Z1/Z2

Public offside stand for 3 buses at Stops Z1 and Z2 on east side of Haven Green commencing 20 metres north of Haven Green (diagonal) and extending 27 metres north. Buses proceed from Haven Green (East Side) (West And North And East Sides) direct to stand, departing via Haven Green (East Side) to The Broadway. Set down in Haven Green (east Side), at Alighting Point X1 (BP996 - Ealing Broadway Station <> #, Last Stop on LOR: BP996 - Ealing Broadway Station <> #) and pick up in The Broadway, at Stop G (34028 - Ealing Broadway Station <> #, First Stop on LOR: 34028 - Ealing Broadway Station <> #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 112 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:	Ealing Broadway.
OTHER INFORMATION:	Toilets available within Ealing Broadway Station 0600-2400 daily.

HANGER LANE STATION (from BRENT CROSS, SHOPPING CENTRE)

Buses proceed from Hanger Lane Gyratory via North Circular Road departing to North Circular Road Slip Road. Set down in Hanger Lane Gyratory, at Stop J (14829 - Hanger Lane Station <>, Last Stop on LOR: 14829 - Hanger Lane Station <>) and pick up in North Circular Road Slip Road, at Stop F (16566 - Park Avenue, First Stop on LOR: 16566 - Park Avenue).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hanger Lane Station.

STONEBRIDGE PARK STATION, ARGENTA WAY (from Ealing Broadway Station)

Public stand for 2 buses on the north side of turning circle in Argenta Way.

Buses proceed from North Circular Road Slip Road via Argenta Way to stand, departing to Argenta Way. Set down in Argenta Way, at Alighting Point (BP4310 - Stonebridge Park Station <> #, Last Stop on LOR: 16564 - Beresford Avenue) and pick up in Argenta Way, at Stop B (BP1019 - Stonebridge Park Station <> #, First Stop on LOR: BP1019 - Stonebridge Park Station <> #).

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.
BLIND DISPLAY: Stonebridge Park.

NEASDEN SHOPPING CENTRE (from Ealing Broadway Station)

Public stand on south side of Neasden Lane, commencing at party wall of 253/255 and extending 17 metres south-eastwards.

Buses proceed from North Circular Road via Neasden Lane North, Neasden Underpass, Dudden Hill Lane Roundabout and Neasden Lane to stand, departing via Neasden Lane, Birse Crescent, Dudden Hill Lane Roundabout, Neasden Underpass and North Circular Road Slip Road to North Circular Road. Set down in North Circular Road, at Stop NN (16555 - Village Way, Last Stop on LOR: 16555 - Village Way) and pick up in North Circular Road, at Stop LL (25447 - Village Way, First Stop on LOR: 25447 - Village Way).

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.
BLIND DISPLAY: Neasden Junction.

BRENT CROSS SHOPPING CENTRE, BUS STATION

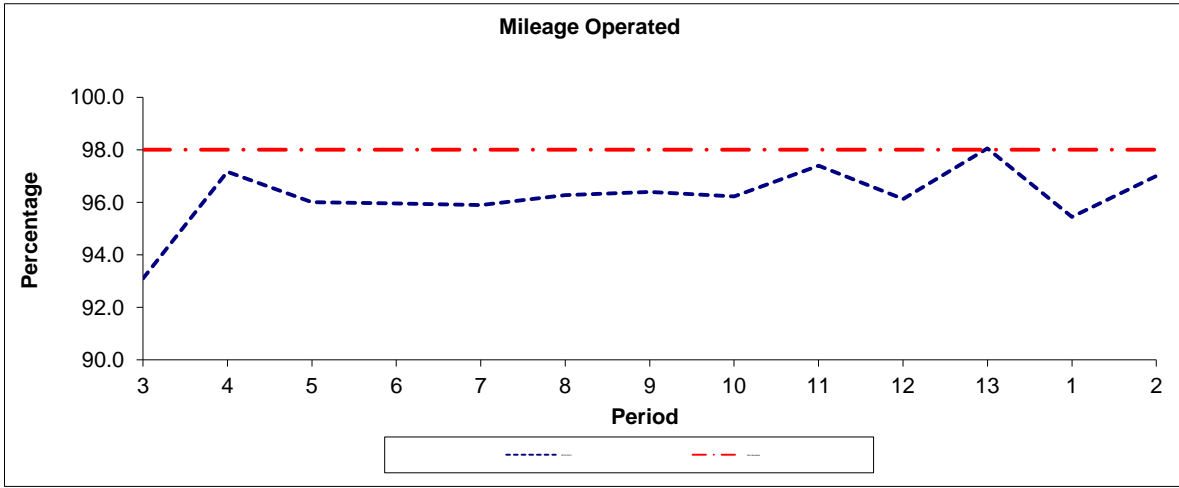
Private stand for up to 19 buses in Brent Cross Bus Station on north side of Prince Charles Drive.

Buses proceed from Brent Cross Bus Station direct to stand, departing to Brent Cross Bus Station. Set down in Brent Cross Bus Station, at Stop A (35211 - Brent Cross Shopping Centre, Last Stop on LOR: 35211 - Brent Cross Shopping Centre) and pick up in Brent Cross Bus Station, at Stop A (35211 - Brent Cross Shopping Centre, First Stop on LOR: 35211 - Brent Cross Shopping Centre).

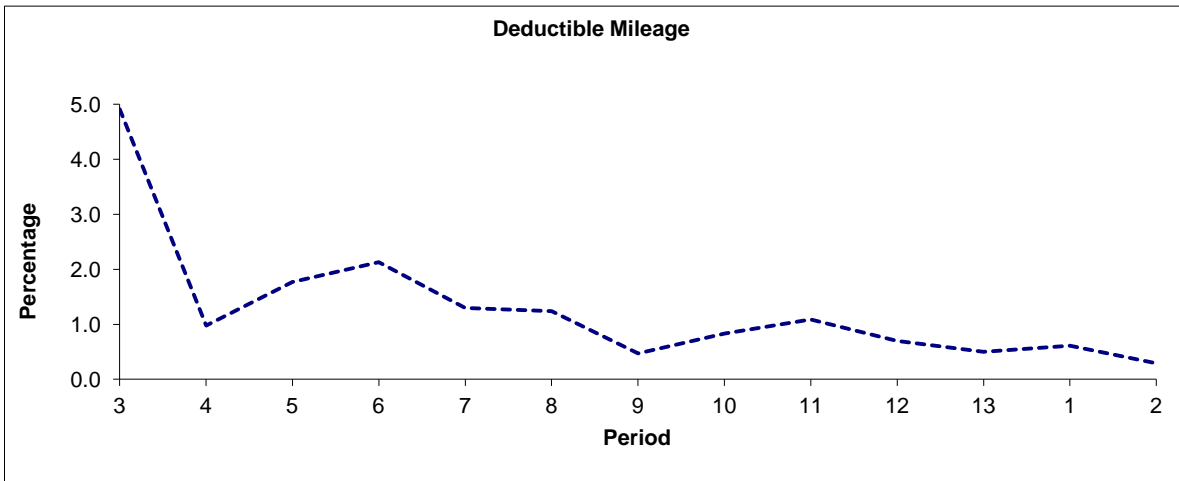
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 112 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Brent Cross.
OTHER INFORMATION: Toilet facilities available 0500-2230 daily.

PART B - PERFORMANCE STATISTICS

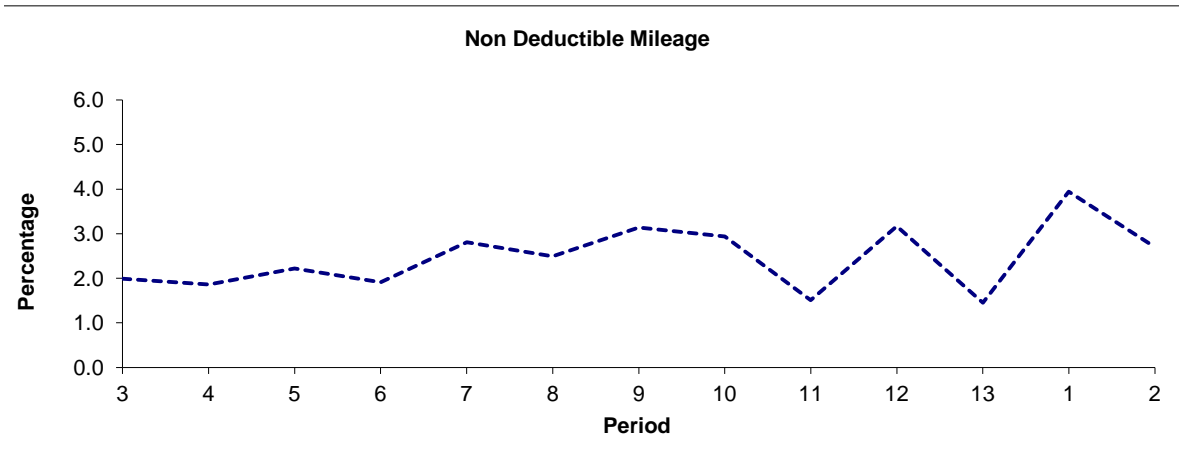
Route 112



Period	3	4	5	6	7	8	9	10	11	12	13	1	2
2012/2013	93.10	97.16	96.01	95.96	95.89	96.27	96.39	96.23	97.40	96.13	98.05	95.45	97.01
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	3	4	5	6	7	8	9	10	11	12	13	1	2
2012/2013	4.91	0.98	1.77	2.13	1.30	1.24	0.47	0.83	1.09	0.70	0.50	0.61	0.29

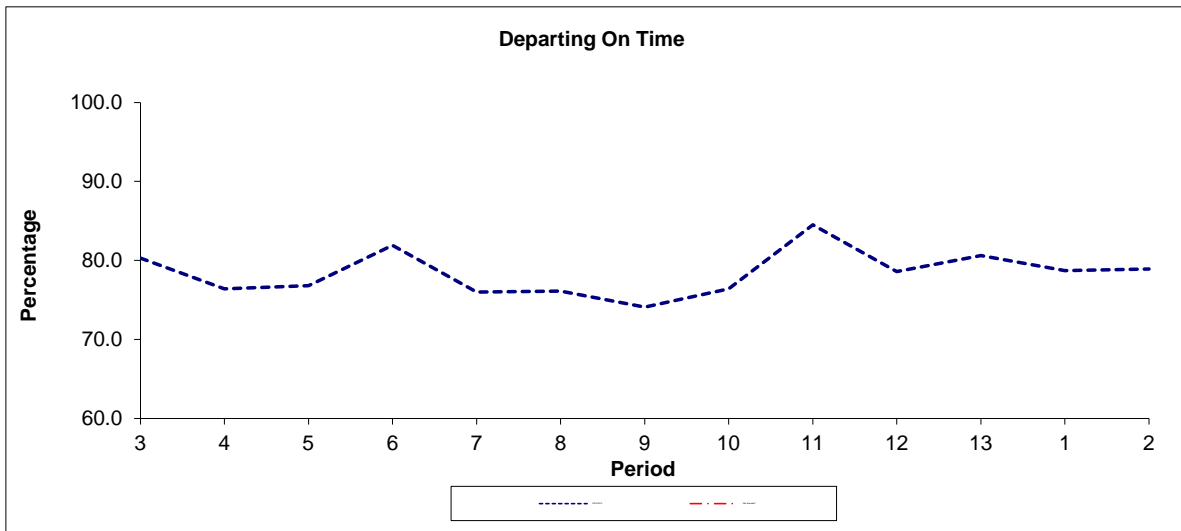


Period	3	4	5	6	7	8	9	10	11	12	13	1	2
2012/2013	1.99	1.86	2.22	1.91	2.81	2.49	3.14	2.94	1.51	3.17	1.45	3.94	2.70

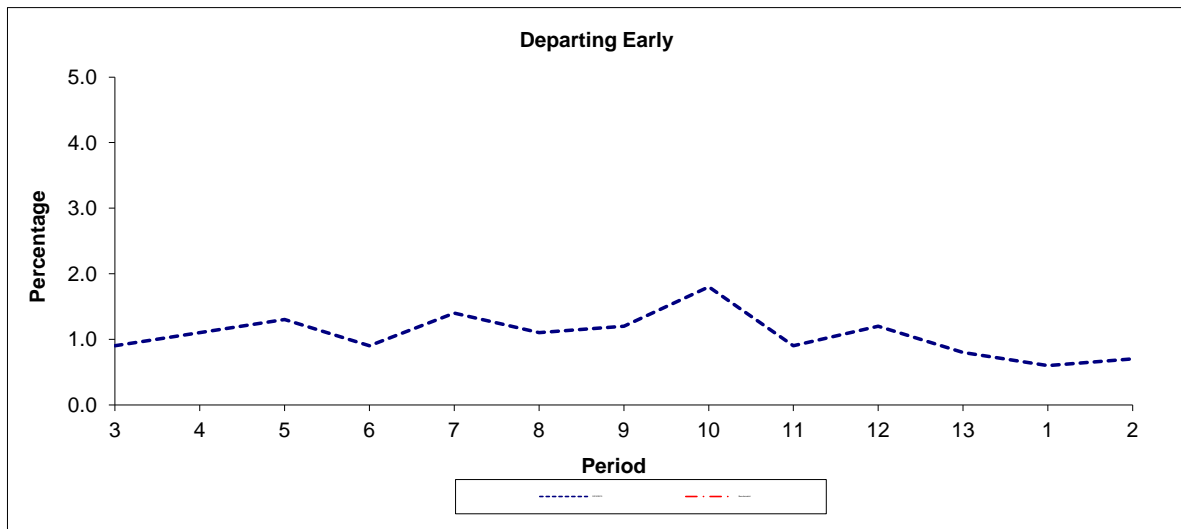
Note : Mileage is based on 4 weeks data
Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS

Route 112



Period	3	4	5	6	7	8	9	10	11	12	13	1	2
2012/2013	80.3	76.4	76.8	81.9	76.0	76.1	74.1	76.4	84.5	78.6	80.6	78.7	78.9
Min Standard*													



Period	3	4	5	6	7	8	9	10	11	12	13	1	2
2012/2013	0.9	1.1	1.3	0.9	1.4	1.1	1.2	1.8	0.9	1.2	0.8	0.6	0.7
Benchmark#													

Note : Reliability is actual performance under full iBus (4 weeks data).

* A high frequency minimum standard of 1.20 minutes EWT will apply under the new contract.

A high frequency benchmark of 1.7% long gaps will apply under the new contract.

**ROUTE 112 - FULL iBUS RESULTS BY TIME OF DAY
 QUARTERS 1 to 4 2012/13 (01/04/12 - 31/03/13)**

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	9,383.	97.1	98.0	91.0	1.9	0.3	6.7
0700 - 1000	28,758.	96.9	94.8	80.5	5.3	1.0	13.2
1000 - 1300	28,592.	97.6	97.2	86.5	3.0	0.6	9.9
1300 - 1600	28,234.	97.5	95.5	81.0	4.7	0.8	13.4
1600 - 1900	28,355.	90.0	86.8	61.9	13.4	1.7	23.0
1900 - 2200	20,335.	98.3	93.2	78.9	7.5	1.9	11.7
2200 - 2400	10,017.	96.6	97.9	88.6	2.2	1.2	8.0
Summary	153,674.	96.1	94.1	77.6	6.8	1.1	14.5

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	1,900.	98.7	98.7	94.9	1.2	0.3	3.6
0700 - 1000	5,286.	97.8	97.5	92.3	2.7	0.5	4.5
1000 - 1300	6,045.	97.8	97.4	88.8	2.6	0.6	8.0
1300 - 1600	6,157.	93.7	91.7	70.6	8.3	1.6	19.5
1600 - 1900	5,678.	96.8	93.0	74.8	7.4	1.4	16.4
1900 - 2200	4,094.	99.7	96.5	83.3	4.2	1.1	11.4
2200 - 2400	2,121.	96.1	98.7	89.8	1.4	1.5	7.4
Summary	31,281.	97.0	95.5	81.3	5.2	1.1	12.5

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	484.	99.8	99.6	92.9	0.5	0.3	6.3
0700 - 1000	4,049.	98.4	98.7	95.0	1.2	0.6	3.1
1000 - 1300	5,438.	97.7	97.7	90.2	2.4	1.0	6.5
1300 - 1600	5,326.	96.5	93.5	69.0	6.7	1.5	22.8
1600 - 1900	5,484.	98.2	96.2	80.3	4.0	1.3	14.4
1900 - 2200	4,053.	99.3	98.4	89.9	1.6	1.4	7.1
2200 - 2400	2,440.	98.7	98.2	90.9	1.9	3.0	4.1
Summary	27,274.	98.0	96.9	83.3	3.5	1.3	11.9

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	11,767.	97.5	98.2	91.6	1.8	0.3	6.4
0700 - 1000	38,093.	97.2	95.6	82.3	4.9	0.9	11.9
1000 - 1300	40,075.	97.7	97.3	87.3	2.9	0.6	9.2
1300 - 1600	39,717.	96.8	94.6	78.1	5.5	1.0	15.4
1600 - 1900	39,517.	92.1	89.0	65.2	11.8	1.6	21.4
1900 - 2200	28,482.	98.7	94.4	80.7	6.4	1.8	11.1
2200 - 2400	14,578.	96.9	98.1	89.1	2.1	1.5	7.3
Summary	212,229.	96.4	94.7	78.6	6.3	1.2	14.0

212,229.

Transport for London - QSI Points and Mileage List

v2.0 - Mileage directly imported from Caesar

Route 112
 Service change 30185
 Date 19/12/2012

TRANCHE 448

Reason for Issue	Mileage Update
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QSI Points are highlighted in blue.

OUT DIRECTION					BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles	Timing Point Code	Stop Number	Stop Name	Metres	Miles
EALBSN	34028	Ealing Broadway Station			BRTXSC	35211	Brent Cross Shopping Centre		
	20519	North Common Road	381	0.24		35215	Tilling Road	1078	0.67
	15958	Gunnersbury Avenue	414	0.26	STAPCR	16543	Staples Corner	736	0.46
	15957	North Ealing Station	467	0.29		16545	Waterloo Road	259	0.16
	15952	Hillcrest Road	956	0.59		16547	Brook Road	443	0.28
HRLNSN	R0103	Hanger Lane Station	523	0.32		16549	Heather Road	286	0.18
	35812	Hanger Lane Gyrotory	254	0.16		16551	Randall Avenue	307	0.19
	16566	Park Avenue	439	0.27	NEASNL	9401	Neasden Shopping Centre	501	0.31
	R0259	Brentmead Gardens	395	0.25		25447	Village Way	496	0.31
	14835	Iveagh Avenue	343	0.21		14852	Woodheyes Road	685	0.43
QSBPKNB**	16564	Beresford Avenue	512	0.32		16556	Brentfield Road	325	0.20
SBPKSN**	14838	Stonebridge Park Station	403	0.25		16559	Normansmead	174	0.11
	14968	Harrow Road	270	0.17		16560	Conduit Way	292	0.18
	16561	Conduit Way	398	0.25		16562	Harrow Road	505	0.31
	16548	Wrights Place	340	0.21		BP5376	Point Place	280	0.17
	16557	Brentfield Road	206	0.13	SBPKSN	BP1019	Stonebridge Park Station	209	0.13
	14851	Woodheyes Road	358	0.22		16563	Beresford Avenue	454	0.28
	16555	Village Way	704	0.44		BP1386	Abbey Road	311	0.19
NEASNL	34863	North Circular Road	860	0.53		14834	Iveagh Avenue	376	0.23
	16552	Aboyne Road	463	0.29		14837	Brentmead Gardens	283	0.18
	16550	Heather Road	364	0.23		16565	Park Avenue	339	0.21
	16558	Brook Road	491	0.31	HRLNSN	14829	Hanger Lane Station	374	0.23
	16546	Coles Green Road	299	0.19		17290	Ashbourne Road	160	0.10
STAPCR	26859	Staples Corner	368	0.23		15953	Hillcrest Road	584	0.36
	35528	Etheridge Road	760	0.47		15954	Audley Road	389	0.24
BRTXSC	35211	Brent Cross Shopping Centre	340	0.21		15956	North Ealing Station	318	0.20
						15959	Gunnersbury Avenue	671	0.42
						733	Ealing Broadway	568	0.35
					EALBHX1	BP996	Ealing Broadway Station	901	0.56
Total Route Mileage - Out Direction			11308	7.03	Total Route Mileage - Back Direction			12304	7.65
			11308	7.03				12304	7.65

** It is intended that the QSI point at QSBPKNB will revert to SBPKSN at a future date.