

7. Service Specification

Route: 126

QC40501

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	Eltham High Street, Southend Crescent/Footscray Road to Bromley, Westmoreland Road
Contract Basis	Incentivised
Commencement Date	23 rd March 2013
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long
Current Maximum Approved Dimensions	10.7 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Minimum Performance Standard	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.80 minutes
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on 27th February 2012

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) QSI POINTS & MILEAGE
- 5) OPERATIONAL CONSIDERATIONS
- 6) CURRENT PERFORMANCE ROUTE RECORD & IBUS MILEAGE

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. 126.

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:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long will be specified, subject to a satisfactory route test.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley, Westmoreland Road to Eltham High Street, Footscray Road		Eltham High Street, Southend Crescent/Footscray Road to Bromley, Westmoreland Road			
First departure no later than 0525.		First departure no later than 0530.			
0520 - 0610	Every 15 minutes	0525 - 0630	Every 15 minutes		
0611 - 1825	Every 10 minutes	0631 - 1845	Every 10 minutes		
1826 - 1910	Every 15 minutes	1846 - 1930	Every 15 minutes		
1911 - 2355	Every 20 minutes	1931 - 2355	Every 20 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 2350.			
Pinchpoints					
Dunkery Road, Court Farm Road	0705 - 0905	10 minutes	Grove Park Station	0700 - 0900	10 minutes
	1505 - 1635	10 minutes		1505 - 1635	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley, Westmoreland Road to Eltham High Street, Footscray Road		Eltham High Street, Southend Crescent/Footscray Road to Bromley, Westmoreland Road			
First departure no later than 0525.		First departure no later than 0530.			
0520 - 0745	Every 20 minutes	0525 - 0800	Every 20 minutes		
0746 - 1745	Every 10 minutes	0801 - 1800	Every 10 minutes		
1746 - 1830	Every 15 minutes	1801 - 1830	Every 15 minutes		
1831 - 2355	Every 20 minutes	1831 - 2355	Every 20 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 2350.			
Pinchpoints					
Dunkery Road, Court Farm Road	0905 - 1105	10 minutes	Grove Park Station	0910 - 1110	10 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley, Westmoreland Road to Eltham High Street, Footscray Road		Eltham High Street, Southend Crescent/Footscray Road to Bromley, Westmoreland Road			
First departure no later than 0715.		First departure no later than 0655.			
0710 - 0945	Every 30 minutes	0650 - 0925	Every 30 minutes		
0946 - 2355	Every 20 minutes	0926 - 2355	Every 20 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 2350.			
Pinchpoints					
Dunkery Road, Court Farm Road	1000 - 1140	20 minutes	Grove Park Station	1005 - 1145	20 minutes

3.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bromley, Westmoreland Road to Eltham High Street, Footscray Road		Eltham High Street, Southend Crescent/Footscray Road to Bromley, Westmoreland Road			
First departure no later than 0815.		First departure no later than 0755.			
0810 - 0945	Every 30 minutes	0750 - 0925	Every 30 minutes		
0946 - 2355	Every 20 minutes	0926 - 2355	Every 20 minutes		
Last departure no earlier than 2350.		Last departure no earlier than 2350.			
Pinchpoints					
Dunkery Road, Court Farm Road	1000 - 1140	20 minutes	Grove Park Station	1005 - 1145	20 minutes

4) QSI POINTS & MILEAGE

It is intended Route No. 126 will have 64 surveys per quarter at the following locations:

QSI POINTS	
Towards Eltham High Street, Footscray Road	Towards Bromley, Westmoreland Road
Bromley South	Eltham
Grove Park	Grove Park
MILEAGE: See Attached iBus Sheets	

5) OPERATIONAL CONSIDERATIONS

- 5.1) Route No. 126 should interwork with Route No. 124 between Grove Park Station and Eltham High Street during all evenings and the Sunday shopping period.
- 5.2) When compiling schedules Tenderers are asked to consider passengers making connections to other services at the following locations: Grove Park Rail Station and Mottingham Rail Station.
- 5.3) Route No. 126 can suffer unpredictable traffic delays in the Bromley and Eltham area.

6) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

- 6.1) **CURRENT PERFORMANCE**
As per current print out.
- 6.2) **ROUTE RECORD**
As per Busnet Printout.
- 6.3) **IBUS MILEAGE**
As per current print out.