

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. 196

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

**1. TENDERS REQUIRED**

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

**2. 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. 196.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 196.

**3. TERMINALS**

Route No. 196 will operate between Elephant & Castle, Newington Causeway and Norwood Junction, Grosvenor Road.

**4. DAYS OF OPERATION**

One timetable must be offered for Route No. 196 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

## 5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. 196 is currently approved for vehicles which are a maximum of 10.1 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

**Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.**

**Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).**

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

## 6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

## 6.1 Mondays to Fridays

### 1. Elephant & Castle, Newington Causeway to Norwood Junction, Grosvenor Road

0530 - 0700	Every 15 minutes
0701 - 1940	Every 12 minutes
1941 - 2040	Every 15 minutes
2041 - 0005	Every 20 minutes

First departure from Elephant & Castle, Newington Causeway no later than 0535.

Last departure from Elephant & Castle, Newington Causeway no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at West Norwood, Norwood Road, Robson Road between 0730 and 0930 and between 1530 and 1630.

### 2. Norwood Junction, Grosvenor Road to Elephant & Castle, Newington Causeway

0530 - 0605	Every 15 minutes
0606 - 1840	Every 12 minutes
1841 - 1940	Every 15 minutes
1941 - 0005	Every 20 minutes

First departure from Norwood Junction, Grosvenor Road no later than 0535.

Last departure from Norwood Junction, Grosvenor Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Brixton Station between 0730 and 0900 and between 1500 and 1600.

## 6.2 Saturdays & Good Friday

### 1. Elephant & Castle, Newington Causeway to Norwood Junction, Grosvenor Road

0530 - 0855	Every 20 minutes
0856 - 0925	Every 15 minutes
0926 - 1800	Every 12 minutes
1801 - 1845	Every 15 minutes
1846 - 0005	Every 20 minutes

First departure from Elephant & Castle, Newington Causeway no later than 0535.

Last departure from Elephant & Castle, Newington Causeway no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at West Norwood, Norwood Road, Robson Road between 0830 and 0915, no more than 15 minutes apart between 0916 and 0950 and no more than 12 minutes between 0951 and 1035.

### 2. Norwood Junction, Grosvenor Road to Elephant & Castle, Newington Causeway

0530 - 0735	Every 20 minutes
0736 - 0820	Every 15 minutes
0821 - 1830	Every 12 minutes
1831 - 1900	Every 15 minutes
1901 - 0005	Every 20 minutes

First departure from Norwood Junction, Grosvenor no later than 0535.

Last departure from Norwood Junction, Grosvenor no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Brixton Station between 0930 and 1100.

### 6.3 Sundays

1. Elephant & Castle, Newington Causeway to Norwood Junction, Grosvenor Road

0530 - 0930            Every 30 minutes  
0931 - 0005            Every 20 minutes

First departure from Elephant & Castle, Newington Causeway no later than 0535.

Last departure from Elephant & Castle, Newington Causeway no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at West Norwood, Norwood Road, Robson Road between 1030 and 1130.

2. Norwood Junction, Grosvenor Road to Elephant & Castle, Newington Causeway

0530 - 0830            Every 30 minutes  
0831 - 0005            Every 20 minutes

First departure from Norwood Junction, Grosvenor Road no later than 0535.

Last departure from Norwood Junction, Grosvenor Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Brixton Station between 1030 and 1130.

## 6.4 Boxing Day

1. Elephant & Castle, Newington Causeway to Norwood Junction, Grosvenor Road

0800 - 0930            Every 30 minutes  
0931 - 0005            Every 20 minutes

First departure from Elephant & Castle, Newington Causeway no later than 0805.

Last departure from Elephant & Castle, Newington Causeway no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at West Norwood, Norwood Road, Robson Road between 1030 and 1130.

2. Norwood Junction, Grosvenor Road to Elephant & Castle, Newington Causeway

0800 - 0830            Every 30 minutes  
0831 - 0005            Every 20 minutes

First departure from Norwood Junction, Grosvenor Road no later than 0805.

Last departure from Norwood Junction, Grosvenor Road no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 20 minutes apart at Brixton Station between 1030 and 1130.



## 7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. 196 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. 196 shall be:

Average Excess Wait Time:	No more than 1.30 minutes
Minimum Operated Mileage:	No less than 98.0%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

### QSI Thresholds

The QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 1.15 minutes

### Summary of proposed QSI coverage: Route No. 196

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

### Survey locations

**Towards Norwood Junction,  
Grosvenor Road**  
Elephant & Castle  
Vauxhall  
Brixton  
West Norwood

**Towards Elephant & Castle,  
Newington Causeway**  
Norwood Junction  
West Norwood  
Brixton  
Vauxhall

Total scheduled manual QSI surveys per quarter = 128.

## 8. RUNNING TIMES

The current timetable for Route No. 196 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays PM peak, Saturday afternoon shopping period and Sunday shopping period.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. 196 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

## 9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

## 10. TIMING CONSTRAINTS

Route No. 196 & 468 should be separated between West Norwood, Norwood Road, Robson Road and Upper Norwood, All Saints Church at all times.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

## 11. CONTROL STRATEGY

Route No. 196 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

## 12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. 196:

- Route No. 196 is likely to suffer from unpredictable delays in the Norwood, Brixton and Elephant and Castle areas, particularly during the peak periods.

Tenderers should also note the following factors/events which may have an impact on Route No. 196 in the foreseeable future:

- The proposed redevelopment of Eileen House in the Elephant & Castle area will lead to changes in the standing arrangements on Southwark Bridge Road stand. It is proposed that Route No. 196 will be re-routed from Southwark Bridge Road stand to a new stand also on Southwark Bridge Road near the junction of Borough Road. At present, there isn't a date for the re-development to start.
- It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. **This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

### 13. STOPPING ARRANGEMENTS

Buses operating on Route No. 196 must serve all stops on the line of route designated for the route.

### 14. TIMING POINTS & MILEAGES

#### Timing Points

The required timing points (and codes) are shown in Caesar.

#### Mileages for Route No. 196

Elephant & Castle, Newington Causeway to Norwood Junction, Grosvenor Road	9.8 miles
Norwood Junction, Grosvenor Road to Elephant & Castle, Newington Causeway	9.4 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

### 15. VEHICLE LIVERY

All vehicles to be used on Route No. 196 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

## 16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

196 via Brixton
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For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.