

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 337

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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. 337.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 337.

3. TERMINALS

Route No. 337 will operate between Clapham Junction, Bolingbroke Grove and Richmond Bus Station.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

4. DAYS OF OPERATION

One timetable must be offered for Route No. 337 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Fridays Schooldays	Section 6.2
Saturdays & Good Friday	Section 6.3
Sundays	Section 6.4
Christmas Day	No service
Boxing Day	Section 6.5
Other Public Holidays	Sunday service

5. VEHICLE TYPE

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

Route No. 337 is currently approved for vehicles which are a maximum of 10.6 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.

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).

Tenderers should indicate how they would minimise the effects of vandalism and other problems on vehicles (new or existing).

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. In addition, journeys with specific start times are required. These times must be adhered to.

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. Clapham Junction, Bolingbroke Grove to Richmond Bus Station

0525 - 0600	Every 15 minutes
0601 - 1945	Every 12 minutes
1946 - 0035	Every 15 minutes

First departure from Clapham Junction, Bolingbroke Grove no later than 0530.
Last departure from Clapham Junction, Bolingbroke Grove no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at East Sheen, Sheen Lane between 0730 and 0830 and between 1530 and 1630.

2. Richmond Bus Station to Clapham Junction, Bolingbroke Grove

0525 - 0600	Every 15 minutes
0601 - 1950	Every 12 minutes
1951 - 0025	Every 15 minutes

First departure from Richmond Bus Station no later than 0530.
Last departure from Richmond Bus Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Wandsworth, Fairfield Street between 0730 and 0830 and between 1530 and 1630.

6.2 Mondays to Fridays Schooldays

1. East Sheen, Black Horse to Clapham Junction, Bolingbroke Grove

1520*

One journey

*** - This journey should be scheduled to arrive at East Sheen at 1510 (10 minutes earlier than the specified departure time) in order to allow pupils to board.**

Tenderers should note that this journey is expected to be provided without incurring additional buses.

The journey shown in section 6.2 is specifically designed to meet the finish times of Shene School. It is possible that this time may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the time of the specified journey by up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for afternoon journeys to operate earlier than stated at the end of term and on other occasions at short notice.

6.3 Saturdays & Good Friday

1. Clapham Junction, Bolingbroke Grove to Richmond Bus Station

0525 - 0830	Every 15 minutes
0831 - 1800	Every 12 minutes
1801 - 0035	Every 15 minutes

First departure from Clapham Junction, Bolingbroke Grove no later than 0530.
Last departure from Clapham Junction, Bolingbroke Grove no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at East Sheen, Sheen Lane between 0930 and 1100.

2. Richmond Bus Station to Clapham Junction, Bolingbroke Grove

0525 - 0830	Every 15 minutes
0831 - 1800	Every 12 minutes
1801 - 0025	Every 15 minutes

First departure from Richmond Bus Station no later than 0530.
Last departure from Richmond Bus Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Wandsworth, Fairfield Street between 0930 and 1100.

6.4 Sundays

1. Clapham Junction, Bolingbroke Grove to Richmond Bus Station

0525 - 0800	Every 30 minutes
0801 - 0900	Every 20 minutes
0901 - 0035	Every 15 minutes

First departure from Clapham Junction, Bolingbroke Grove no later than 0530.
Last departure from Clapham Junction, Bolingbroke Grove no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at East Sheen, Sheen Lane between 1030 and 1100.

2. Richmond Bus Station to Clapham Junction, Bolingbroke Grove

0525 - 0800	Every 30 minutes
0801 - 0900	Every 20 minutes
0901 - 0025	Every 15 minutes

First departure from Richmond Bus Station no later than 0530.
Last departure from Richmond Bus Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Wandsworth, Fairfield Street between 1030 and 1100.

6.5 Boxing Day

1. Clapham Junction, Bolingbroke Grove to Richmond Bus Station

0755 - 0900	Every 20 minutes
0901 - 0035	Every 15 minutes

First departure from Clapham Junction, Bolingbroke Grove no later than 0800.
Last departure from Clapham Junction, Bolingbroke Grove no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at East Sheen, Sheen Lane between 1030 and 1100.

2. Richmond Bus Station to Clapham Junction, Bolingbroke Grove

0755 - 0900	Every 20 minutes
0901 - 0025	Every 15 minutes

First departure from Richmond Bus Station no later than 0800.
Last departure from Richmond Bus Station no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Wandsworth, Fairfield Street between 1030 and 1100.

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. 337 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. 337 shall be:

Average Excess Wait Time:	No more than 1.20 minutes
Minimum Operated Mileage:	No less than 98.00%

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 = 1.05 minutes

Summary of proposed QSI coverage: Route No. 337

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 Richmond Bus Station	Towards Clapham Junction, Bolingbroke Grove
Clapham Junction	Richmond
Wandsworth	Barnes Common \$ (except evenings and Sundays)
Barnes Common \$ (except evenings and Sundays)	Wandsworth

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

Total scheduled manual QSI surveys per quarter = 92.

8. RUNNING TIMES

The current timetable for Route No. 337 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 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. 337 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. 337 should interwork with Route No. 493 between Richmond Bus Station and Barnes Common, Roehampton Lane on Mondays to Saturdays daytimes and be best separated at all other times.

Route No. 337 should be best separated, where possible, from Route No. 37 between Clapham Junction Station, St John's Hill and Putney Station, Upper Richmond Road.

Route No. 337 should be best separated, where possible, from Route No.33 between East Sheen, Sheen Lane and Richmond Bus Station.

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. 337 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. 337:

- Route No. 337 can suffer from unpredictable traffic delays in the Richmond, Putney and Wandsworth areas.

Tenderers should also note the following factors / events which may have an impact on Route No. 337 in the foreseeable future:

- 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. 337 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. 337

Clapham Junction, Bolingbroke Grove to Richmond Bus Station	6.7 miles
Richmond Bus Station to Clapham Junction, Bolingbroke Grove	7.1 miles
East Sheen, Black Horse to Clapham Junction, Bolingbroke Grove	6.2 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. 337 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:

337 via Putney

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.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 337: Clapham Junction, Bolingbroke Grove - Richmond Bus Station

Date of Structural Change: 28 May 2011.

Date of Service Change: 28 May 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Richmond Bus Station: Battersea Rise, St John's Road, St John's Hill, Marcilly Road, North Side Wandsworth Common, Huguenot Place, East Hill, Wandsworth High Street, West Hill, Upper Richmond Road, Upper Richmond Road West, Sheen Road, The Square, Eton Street, Paradise Road, Church Terrace, Richmond Bus Station.

Towards Clapham Junction, Bolingbroke Grove: Richmond Bus Station, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, George Street, The Square, Sheen Road, Upper Richmond Road West, Upper Richmond Road, West Hill, Putney Bridge Road, Armoury Way, Fairfield Street, East Hill, St John's Hill, Falcon Road, St John's Road, Battersea Rise.

STANDING AND TURNING POINTS

CLAPHAM JUNCTION, BOLINGBROKE GROVE

Public stand for four buses on west side of Bolingbroke Grove, commencing 14 metres south of junction Strath Terrace extending 50 metres south.

Buses proceed from Battersea Rise via Bolingbroke Grove to stand, departing via Bolingbroke Grove and Boutflower Road to Battersea Rise. Set down in Battersea Rise, at Stop SC and pick up in Battersea Rise, at Stop X.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 337 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: Clapham Junction.

WANDSWORTH, RAM STREET (from RICHMOND BUS STATION)

Public stand for two buses on east side of Ram Street, commencing at a point 36 metres south of Shoreham Close extending 20 metres north.

Buses proceed from Armoury Way via Ram Street to stand, departing via Ram Street to Wandsworth High Street. Set down in Armoury Way, at Stop E and pick up in Wandsworth High Street, at Stop Y.

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:	Wandsworth.

PUTNEY HEATH, GREEN MAN

Private stand for 7 buses in marked bays in Putney Heath Bus Parking Area opposite the Green Man public house.

From Clapham Junction, Bolingbroke Grove.

Buses proceed from Upper Richmond Road via Putney Hill, Putney Heath and Bus Standing Area to stand, departing via Bus Standing Area, Wildcroft Road and Putney Hill to Upper Richmond Road. Set down in Upper Richmond Road, at Stop G and pick up in Upper Richmond Road, at Stop F.

From Richmond Bus Station.

Buses proceed from Upper Richmond Road via Putney Hill, Putney Heath and Bus Standing Area to stand, departing via Bus Standing Area, Wildcroft Road and Putney Hill to Upper Richmond Road. Set down in Upper Richmond Road, at Stop JA and pick up in Upper Richmond Road, at Stop JB.

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:	Putney Station.
OTHER INFORMATION:	-Buses must not stand for longer than 10 minutes.

BARNES COMMON, QUEENS RIDE

Public stand for one bus on north side of Queen's Ride, commencing 50 metres east of the eastern kerbline of Rocks Lane and extending 12 metres west.

From Clapham Junction, Bolingbroke Grove.

Buses proceed from Upper Richmond Road via Priests Bridge, Upper Richmond Road and Queen's Ride to stand, departing via Queen's Ride and Queen's Ride Slip Road to Upper Richmond Road. Set down in Upper Richmond Road, at Stop K and pick up in Upper Richmond Road, at Stop F.

From Richmond Bus Station.

Buses proceed from Upper Richmond Road via Queen's Ride to stand, departing via Queen's Ride and Queen's Ride Slip Road to Upper Richmond Road. Set down in Upper Richmond Road, at Stop E and pick up in Upper Richmond Road, at Stop M.

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:	Barnes Common.

EAST SHEEN, BLACK HORSE (from Clapham Junction, Bolingbroke Grove)

Public stand for two buses in layby on west side of Queen's Road, adjacent to Black Horse public house. Commencing at entrance to Marshgate Primary School extending 22 metres south.

Buses proceed from Upper Richmond Road West via Sheen Road and Queen's Road to stand, departing via Queen's Road to Sheen Road. Set down in Upper Richmond Road West, at Stop Z and pick up in Sheen Road, at Stop SD.

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 Sheen, Queens Road.

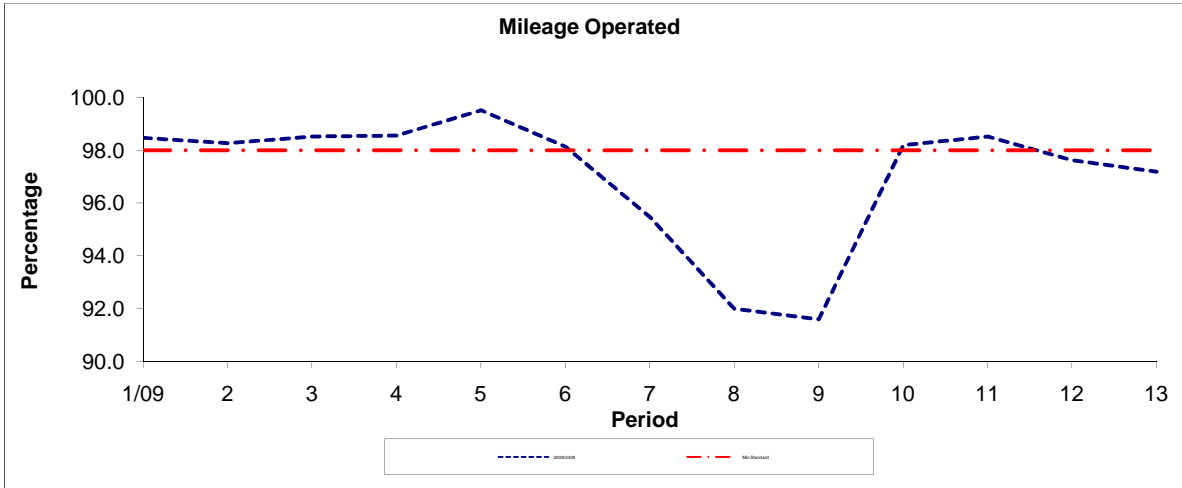
RICHMOND BUS STATION, WAKEFIELD ROAD

Private stand for five buses in bus station on north side of Wakefield Road.
Buses proceed from Richmond Bus Station direct to stand, departing to Richmond Bus Station. Set down in Richmond Bus Station, at Stop H and pick up in Richmond Bus Station, at Stop H.

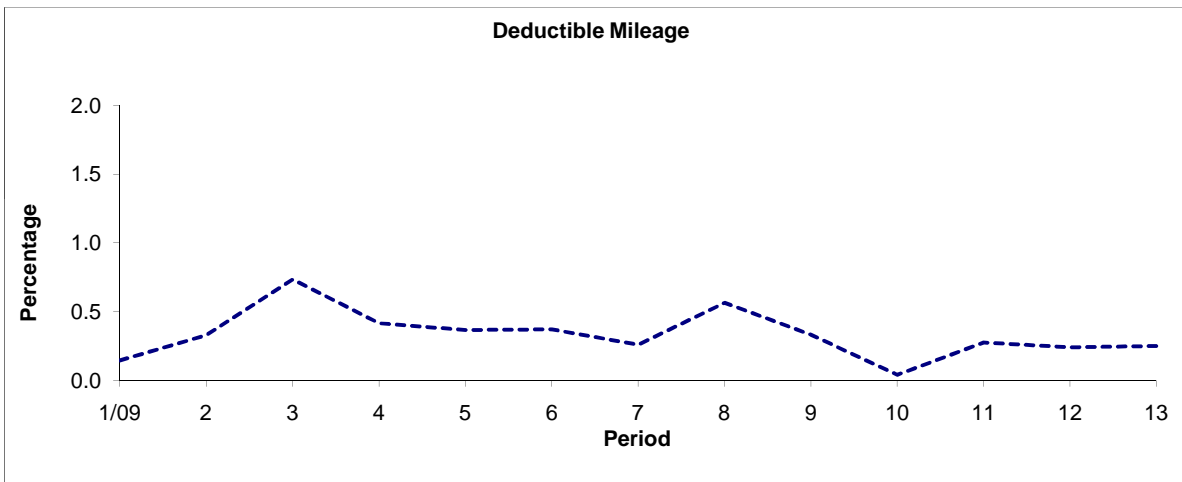
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Richmond.
OTHER INFORMATION:	-A maximum scheduled stand time of 15 minutes per bus is permitted with no more than two vehicles on route 337 scheduled to stand at any time.

PART B - PERFORMANCE STATISTICS

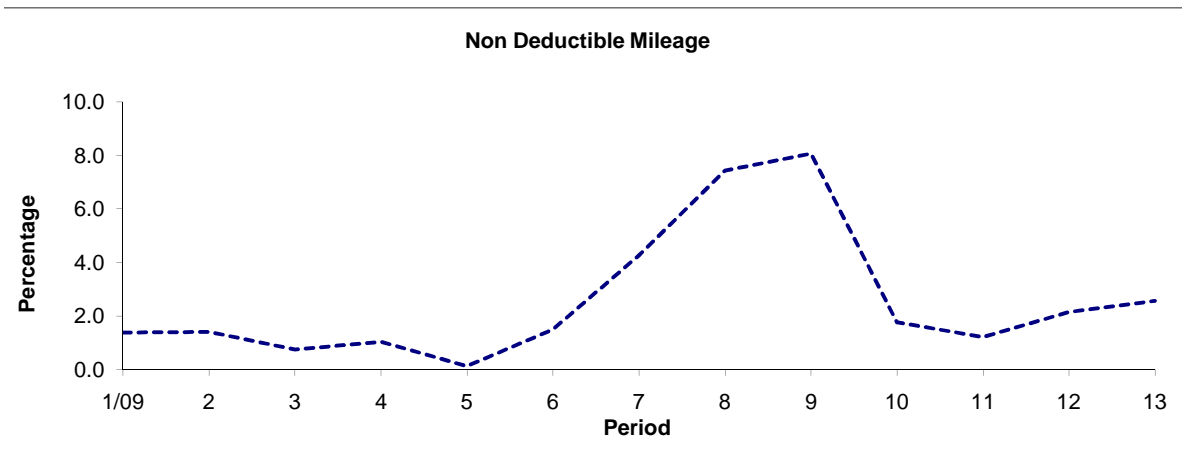
Route 337



Period	1/09	2	3	4	5	6	7	8	9	10	11	12	13
2008/2009	98.47	98.27	98.52	98.55	99.51	98.13	95.47	92.00	91.60	98.20	98.52	97.62	97.18
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	1/09	2	3	4	5	6	7	8	9	10	11	12	13
2008/2009	0.14	0.33	0.73	0.41	0.36	0.37	0.26	0.56	0.33	0.04	0.27	0.24	0.25

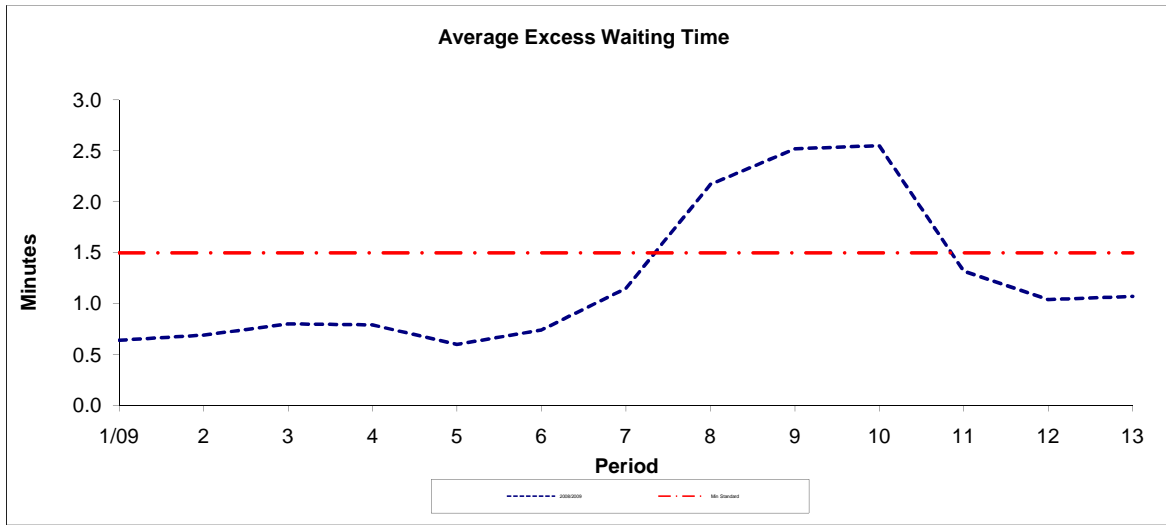


Period	1/09	2	3	4	5	6	7	8	9	10	11	12	13
2008/2009	1.38	1.40	0.75	1.03	0.12	1.50	4.27	7.44	8.07	1.76	1.21	2.14	2.57

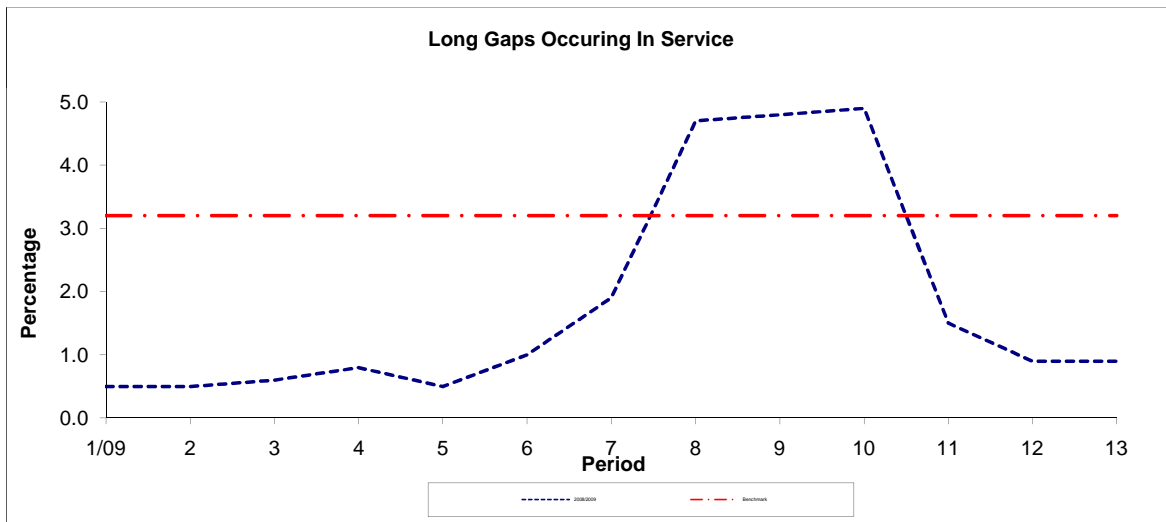
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 337



Period	1/09	2	3	4	5	6	7	8	9	10	11	12	13
2008/2009	0.64	0.69	0.80	0.79	0.60	0.74	1.15	2.17	2.52	2.55	1.32	1.04	1.07
Min Standard	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50	1.50



Period	1/09	2	3	4	5	6	7	8	9	10	11	12	13
2008/2009	0.50	0.50	0.60	0.80	0.50	1.00	1.90	4.70	4.80	4.90	1.50	0.90	0.90
Benchmark	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20	3.20

Note : Reliability is based on 12 weeks rolling data