

7. Service Specification

Route: H20

Contract Reference: QC54302

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	Hounslow Civic Centre and Twickenham, Tesco
Contract Basis	Incentivised
Commencement Date	19 th November 2016
Vehicle Type	45 capacity, single door, single deck, minimum 8.9m long
Current Maximum Approved Dimensions	8.9 metres long and 2.44 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 0.80 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.75 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 14th December 2015

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. H20.

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:

- On Mondays to Saturdays, the traffic day is extended ex Hounslow Civic Centre, for Tesco employees to travel to work.

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.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Civic Centre to Twickenham, Tesco			Twickenham, Tesco to Hounslow, Civic Centre		
First departure no later than 0530.			First departure no later than 0535.		
0525 - 0700	Every 15 minutes		0530 - 0620	Every 15 minutes	
0701 - 1855	Every 12 minutes		0621 - 1825	Every 12 minutes	
1856 - 1910	Every 15 minutes		1826 - 0010	Every 20 minutes	
1911 - 0015	Every 20 minutes				
Last departure no earlier than 0010.			Last departure no earlier than 0005.		
Pinchpoints					
Maswell Park, Central Avenue/ Heath Road	0710 - 0910	12 minutes	Hounslow, Treaty Centre	0700 - 0900	12 minutes
	1505 - 1630	12 minutes		1500 - 1635	12 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Civic Centre to Twickenham, Tesco			Twickenham, Tesco to Hounslow, Civic Centre		
First departure no later than 0530.			First departure no later than 0535.		
0525 - 0730	Every 30 minutes		0530 - 0705	Every 30 minutes	
0731 - 0750	Every 20 minutes		0706 - 0745	Every 20 minutes	
0751 - 0920	Every 15 minutes		0746 - 0815	Every 15 minutes	
0921 - 1810	Every 12 minutes		0816 - 1745	Every 12 minutes	
1811 - 0015	Every 20 minutes		1746 - 0010	Every 20 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0005.		
Pinchpoints					
Maswell Park, Central Avenue/ Heath Road	0920 - 1120	12 minutes	Hounslow, Treaty Centre	0915 - 1115	12 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS – Continued

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Civic Centre to Twickenham, Tesco			Twickenham, Tesco to Hounslow, Civic Centre		
First departure no later than 0730.			First departure no later than 0730.		
0725 - 0930	Every 30 minutes		0725 - 1025	Every 30 minutes	
0931 - 0015	Every 20 minutes		1026 - 0010	Every 20 minutes	
Last departure no earlier than 0010.			Last departure no earlier than 0005.		
Pinchpoints					
Maswell Park, Central Avenue/ Heath Road	1000 - 1200	20 minutes	Hounslow, Treaty Centre	1020 - 1220	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. H20 suffers from unpredictable traffic delays in the Hounslow area.
- 4.2) Smaller buses are used on Route No. H20 due to highway constraints between Whitton Road and Heath Road, Central Avenue and Hall Road, and at the Worton Road mini roundabout.
- 4.3) The redevelopment and relocation of Hounslow Civic Centre along with other projects to regenerate Hounslow town centre are likely to impact Route No. H20 during the life of the next contract.

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 H20: Hounslow, Civic Centre - Ivybridge, Twickenham Tesco

Date of Structural Change: 19 November 2016.

Date of Service Change: 19 November 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Ivybridge, Twickenham Tesco: Civic Centre Forecourt, Lampton Road, Bell Corner, Bath Road, Steve Biko Way, Staines Road, Grove Road, Bell Road, Hanworth Terrace, Whitton Road, Heath Road, Central Avenue, Hall Road, Worton Road, Twickenham Road, Mogden Lane, Summerwood Road, Mogden Lane, Tesco Access Road.

Towards Hounslow, Civic Centre: Tesco Access Road, Tesco Access Road Roundabout, Tesco Access Road, Mogden Lane, Summerwood Road, Mogden Lane, Twickenham Road, Worton Road, Hall Road, Central Avenue, Heath Road, Whitton Road, Hanworth Terrace, Hanworth Road, Grove Road, Bell Road, Lampton Road, Civic Centre Forecourt.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HOUNSLOW, CIVIC CENTRE

Private stand for one bus in slip road between Lampton Road and Civic Centre car park entrance road, extending 18 metres.

Buses proceed from Civic Centre Forecourt direct to stand, departing to Civic Centre Forecourt. Set down in Civic Centre Forecourt (BP1090 - Hounslow Civic Centre, Last Stop on LOR: BP1090 - Hounslow Civic Centre) and pick up in Civic Centre Forecourt (BP1090 - Hounslow Civic Centre, First Stop on LOR: BP1090 - Hounslow Civic Centre).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route H20 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:	Hounslow, Civic Centre.

HOUNSLOW, BELL CORNER (from IVYBRIDGE, TWICKENHAM TESCO)

Buses proceed from Grove Road via Bell Road, Bath Road and Steve Biko Way departing to Staines Road. Set down in Grove Road, At stop T (BP1364 - Treaty Centre, Last Stop on LOR: BP1364 - Treaty Centre) and pick up in Staines Road, At stop U (BP930 - The Bell, First Stop on LOR: BP930 - The Bell).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Hounslow, Bell Corner.

WHITTON, WHITTON DENE

Public stand for one bus on south side of Whitton Dene (north arm), commencing opposite the east flank wall of No.170 and extending 12 metres east.

From Hounslow, Civic Centre.

Buses proceed from Central Avenue via Hall Road, Whitton Dene and Whitton Dene (Northern Arm) to stand, departing via Whitton Dene (Northern Arm), Whitton Dene (Western Arm), Whitton Dene and Hall Road to Central Avenue. Set down in Central Avenue (R0649 - Norbury Avenue, Last Stop on LOR: R0649 - Norbury Avenue) and pick up in Central Avenue (R0650 - Southland Way, First Stop on LOR: R0650 - Southland Way).

From Ivybridge, Twickenham Tesco.

Buses proceed from Hall Road via Whitton Dene and Whitton Dene (Northern Arm) to stand, departing via Whitton Dene (Northern Arm), Whitton Dene (Western Arm) and Whitton Dene to Hall Road. Set down in Hall Road (25803 - Eaton Road, Last Stop on LOR: 25803 - Eaton Road) and pick up in Hall Road (25804 - Reapers Way, First Stop on LOR: 25804 - Reapers 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:	Whitton Dene.

TWICKENHAM, TESCO

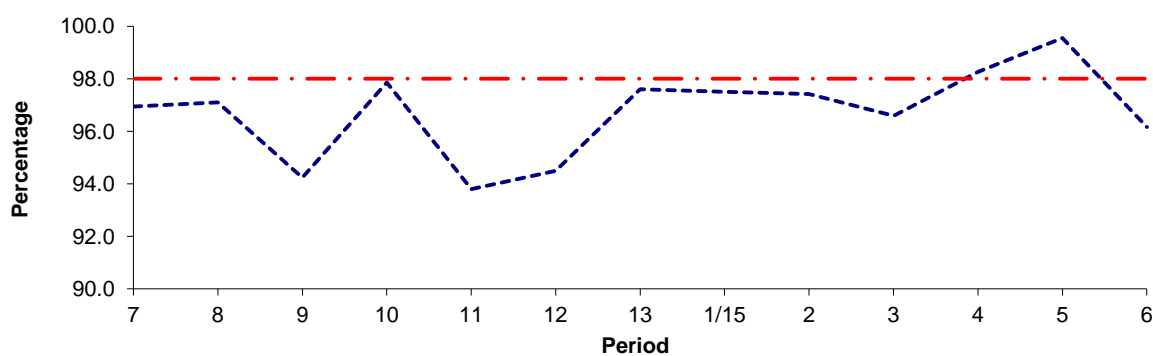
Private stand for one bus in bus bay on north side of access road leading to Tesco car park. Buses proceed from Tesco Access Road direct to stand, departing to Tesco Access Road. Set down in Tesco Access Road, at Alighting Point (BP1009 - Twickenham Tesco, Last Stop on LOR: BP1009 - Twickenham Tesco) and pick up in Tesco Access Road, F (BP1009 - Twickenham Tesco, First Stop on LOR: BP1009 - Twickenham Tesco).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route H20 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:	Ivybridge, Tesco.
OTHER INFORMATION:	Toilet facilities available within Tesco superstore.

PART B - PERFORMANCE STATISTICS

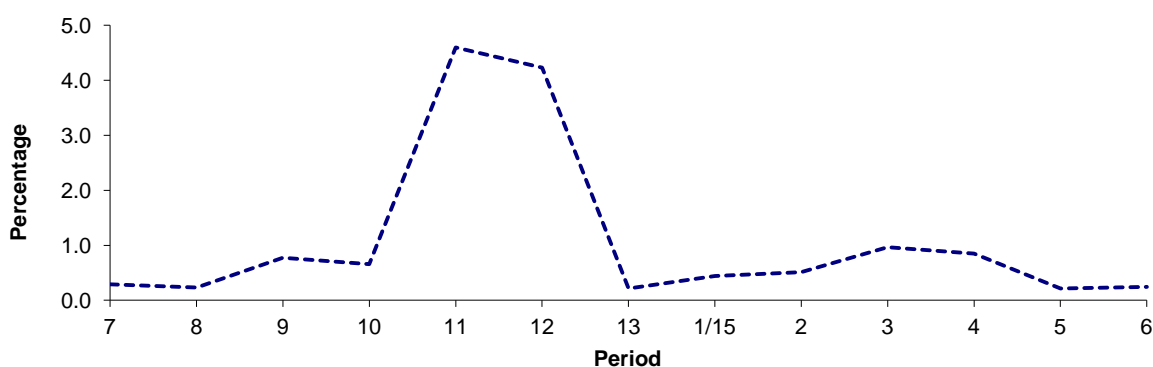
Route H20

Mileage Operated



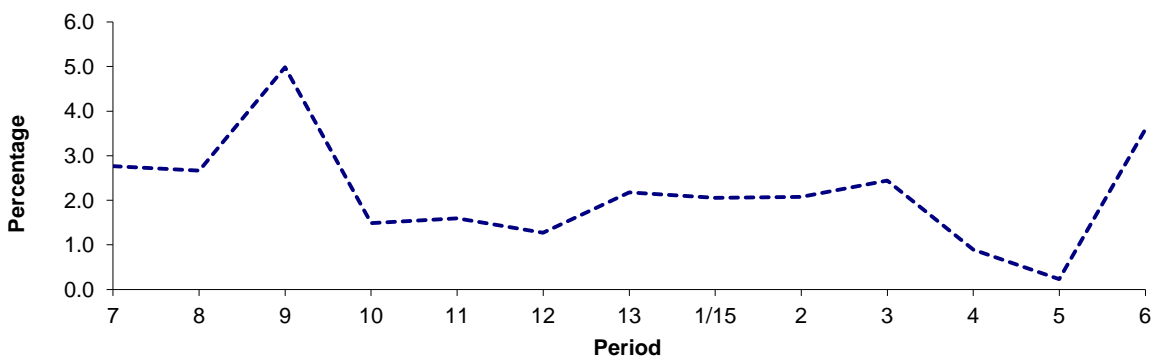
Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	96.94	97.10	94.24	97.86	93.80	94.50	97.60	97.51	97.42	96.59	98.26	99.56	96.16
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	0.29	0.23	0.77	0.66	4.60	4.23	0.22	0.44	0.51	0.97	0.85	0.21	0.25

Non Deductible Mileage

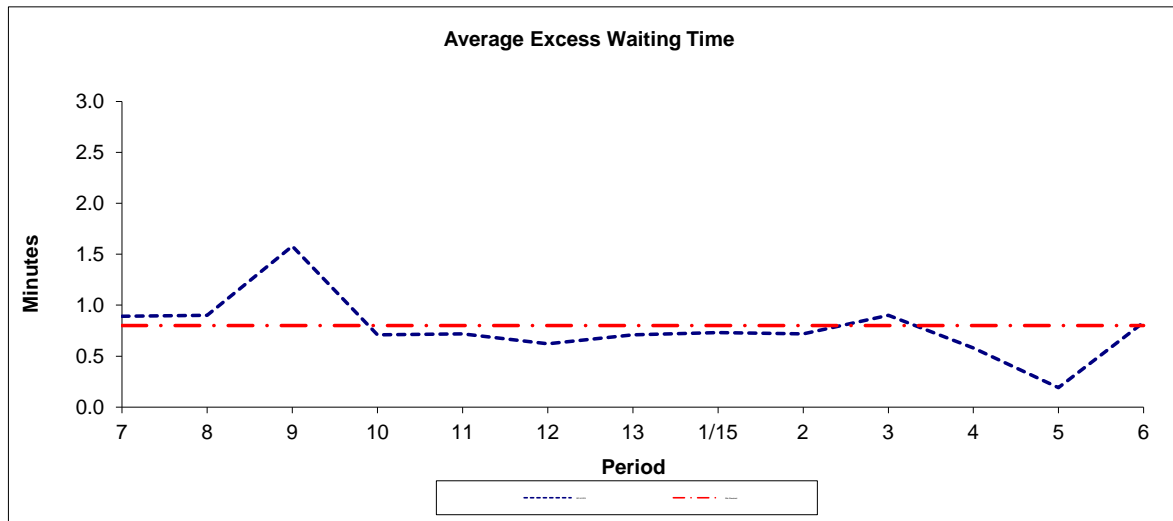


Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014/2015	2.77	2.67	4.99	1.49	1.60	1.27	2.18	2.05	2.07	2.44	0.89	0.23	3.59

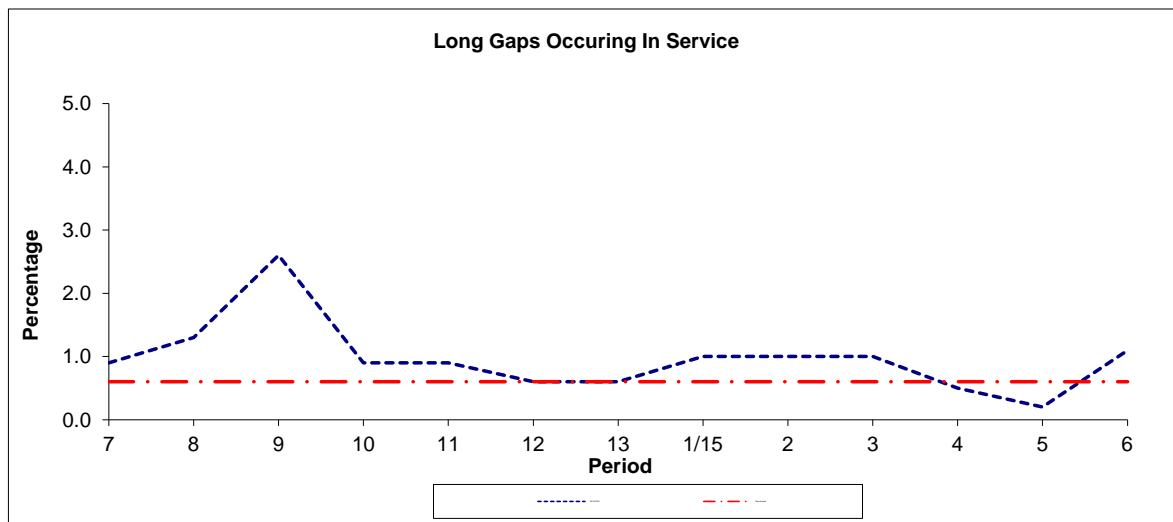
Note : Mileage is based on 4 weeks data
Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route H20



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014-2015	0.89	0.90	1.58	0.71	0.72	0.62	0.71	0.73	0.72	0.90	0.58	0.19	0.83
Min Standard	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80	0.80



Period	7	8	9	10	11	12	13	1/15	2	3	4	5	6
2014-2015	0.9	1.3	2.6	0.9	0.9	0.6	0.6	1.0	1.0	1.0	0.5	0.2	1.1
Benchmark	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6	0.6

Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE H20 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/0915)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	12,252.	11,962.	97.6	7.27	0.21	7.49	75.9	23.5	0.6	0.1	1.1	36
07:00 - 10:00	35,096.	32,970.	93.9	6.02	1.13	7.15	74.3	22.9	2.5	0.4	1.3	56
10:00 - 13:00	34,296.	33,858.	98.7	6.00	0.58	6.58	78.7	20.2	1.0	0.1	0.4	56
13:00 - 16:00	34,221.	33,071.	96.6	5.96	0.75	6.71	76.5	21.4	1.8	0.3	1.0	49
16:00 - 19:00	33,054.	31,617.	95.7	6.13	1.39	7.52	71.7	24.7	3.1	0.5	1.5	62
19:00 - 22:00	21,652.	21,780.	100.6	9.49	0.41	9.90	52.0	42.2	4.9	0.9	0.3	63
22:00 - 24:00	14,040.	14,384.	102.5	10.00	-0.02	9.98	51.1	45.6	3.2	0.1	0.0	43
All Locations	184,611.	179,642.	97.3	6.64	0.87	7.51	71.3	25.8	2.5	0.4	1.0	63

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	1,542.	1,546.	100.3	14.22	0.29	14.50	50.4	26.5	20.9	2.2	6.9	49
07:00 - 10:00	5,953.	5,900.	99.1	8.30	0.17	8.47	67.4	30.1	2.3	0.2	0.0	62
10:00 - 13:00	7,414.	7,179.	96.8	6.02	0.57	6.58	77.8	20.9	1.1	0.2	0.6	38
13:00 - 16:00	7,275.	7,123.	97.9	6.00	1.07	7.07	75.7	21.7	2.3	0.3	1.2	60
16:00 - 19:00	6,563.	6,460.	98.4	6.82	0.96	7.79	68.3	26.6	3.5	1.7	2.0	67
19:00 - 22:00	4,560.	4,615.	101.2	9.93	0.82	10.75	50.4	41.4	6.2	2.0	0.6	80
22:00 - 24:00	3,000.	3,063.	102.1	10.00	0.03	10.03	50.9	45.7	3.4	0.0	0.0	60
All Locations	36,307.	35,886.	98.8	7.32	0.73	8.05	68.4	27.4	3.3	0.8	1.1	80

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	30.	30.	100.0	14.20	-0.36	13.84	51.5	27.1	20.4	1.0	6.6	32
07:00 - 10:00	3,103.	3,067.	98.8	14.45	0.27	14.72	44.4	29.4	24.3	1.9	7.0	60
10:00 - 13:00	5,156.	5,283.	102.5	10.38	0.08	10.46	50.8	42.9	6.0	0.3	0.0	54
13:00 - 16:00	5,343.	5,486.	102.7	9.90	0.23	10.13	51.8	41.6	6.1	0.6	0.1	49
16:00 - 19:00	5,393.	5,544.	102.8	9.90	0.08	9.98	52.2	42.9	4.7	0.2	0.0	47
19:00 - 22:00	5,311.	5,409.	101.8	9.99	0.02	10.01	50.6	45.4	3.9	0.1	0.0	40
22:00 - 24:00	3,534.	3,519.	99.6	10.00	0.16	10.16	49.9	46.3	3.6	0.3	0.0	41
All Locations	27,870.	28,338.	101.7	10.37	0.13	10.50	50.7	41.8	7.1	0.5	0.7	60

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	AWT (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
05:00 - 07:00	13,824.	13,538.	97.9	7.83	0.22	8.05	72.9	23.9	2.9	0.3	1.8	49
07:00 - 10:00	44,152.	41,937.	95.0	6.55	1.02	7.57	72.1	23.8	3.6	0.5	1.5	62
10:00 - 13:00	46,866.	46,320.	98.8	6.55	0.51	7.06	75.1	23.1	1.6	0.1	0.4	56
13:00 - 16:00	46,839.	45,680.	97.5	6.43	0.74	7.17	73.5	23.9	2.4	0.3	0.9	60
16:00 - 19:00	45,010.	43,621.	96.9	6.59	1.21	7.80	69.3	26.8	3.3	0.6	1.4	67
19:00 - 22:00	31,523.	31,804.	100.9	9.61	0.41	10.02	51.6	42.5	5.0	0.9	0.3	80
22:00 - 24:00	20,574.	20,966.	101.9	10.00	0.01	10.01	50.9	45.7	3.3	0.1	0.0	60
All Locations	248,788.	243,866.	98.0	7.09	0.78	7.87	68.9	27.6	3.1	0.5	1.0	80

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 543

Route: 290

Service change 22122

Date 30 October 2009

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HOUNCC S	HOUNCC S	HOUNSLOW, CIVIC CENTRE		
HOUNCC	BP1090	Hounslow Civic Centre	0	0.00
	16279	Hounslow Civic Centre	146	0.09
HWCNSN	16281	Hounslow Central Station	349	0.22
	BP1992	Bell Corner	271	0.17
HOUNBL	BP930	The Bell	483	0.30
	C101	Bell Road	231	0.14
	BP941	Pownall Gardens	278	0.17
	BP937	Heath Road	208	0.13
MWLPCH	R0647	Lyncroft Gardens	358	0.22
	R0649	Norbury Avenue	349	0.22
	25804	Reapers Way	233	0.14
	25802	Eaton Road	265	0.16
	25800	Heath Road	265	0.16
	R0644	Clayton Road	417	0.26
ISLEWR	BP923	Ruskin Road	332	0.21
	R0643	Clock Tower Industrial Estate	270	0.17
	20513	Isleworth Library	342	0.21
	27558	Brantwood Avenue	219	0.14
	6373	Lynton Close	280	0.17
	R0871	Briar Close	350	0.22
IVYBSR	R0642	Thirlmere House	126	0.08
	BP1701	Kirkstone Lodge	284	0.18
	BP1702	Easedale House	264	0.16
TWICTS	BP1009	Twickenham Tesco	579	0.36
TWICTS S	TWICTS S	TWICKENHAM, TESCO	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			6899 metres	4.29 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TWICTS S	TWICTS S	TWICKENHAM, TESCO		
TWICTS	BP1009	Twickenham Tesco	0	0.00
	BP2439	Easedale House	722	0.45
	BP2440	Langdale Community Centre	308	0.19
IVYBSR	BP2682	Thirlmere House	327	0.20
	6411	Woodstock Avenue	241	0.15
	6410	Lynton Close	299	0.19
	6372	Isleworth Library	323	0.20
	BP925	Clock Tower Industrial Estate	398	0.25
ISLEWR	BP922	Ruskin Road	293	0.18
	R0645	Clayton Road	396	0.25
	25801	Heath Road	468	0.29
	25803	Eaton Road	239	0.15
	R0650	Southland Way	267	0.17
	R0646	Rosebery Road	260	0.16
MWLPCH	R0648	Lyncroft Gardens	283	0.18
	BP938	Heath Road	267	0.17
	BP1196	Pownall Gardens	298	0.19
	BP1365	Grove Road	295	0.18
HOUNTC	BP1364	Treaty Centre	146	0.09
	BP5009	Bell Corner	317	0.20
HWCNSN	16286	Hounslow Central Station	367	0.23
	16280	Hounslow Civic Centre	239	0.15
HOUNCC	BP1090	Hounslow Civic Centre	84	0.05
HOUNCC S	HOUNCC S	HOUNSLOW, CIVIC CENTRE	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			6837 metres	4.25 miles