

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. C3

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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. C3.

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:

- Double-deck, low-floor, dual door, 90 capacity vehicles are specified, subject to a satisfactory route test;
- Boxing Day frequencies are specified at Sunday frequency levels but with a later start. **Please identify the cost of the Boxing Day element of this service separately.**

3. TERMINALS

Route No. C3 will operate between Clapham Junction, Grant Road and Earl's Court Tesco.

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. C3 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. C3 is currently approved for vehicles which are a maximum of 9.9 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 90, of which approximately 66 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 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. Clapham Junction, Grant Road to Earl's Court, Tesco

0520 - 0630	Every 15 minutes
0631 - 0720	Every 10 minutes
0721 - 1905	Every 7½ minutes
1906 - 2005	Every 10 minutes
2006 - 0040	Every 12 minutes

First departure from Clapham Junction, Grant Road no later than 0525.

Last departure from Clapham Junction, Grant Road no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 7½ minutes apart at Chelsea Harbour, Imperial Wharf between 0740 and 0840 and between 1520 and 1620.

2. Earl's Court, Tesco to Clapham Junction, Grant Road

0525 - 0630	Every 15 minutes
0631 - 0720	Every 10 minutes
0721 - 1905	Every 7½ minutes
1906 - 2005	Every 10 minutes
2006 - 0035	Every 12 minutes

First departure from Earl's Court, Tesco no later than 0530.

Last departure from Earl's Court, Tesco no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 7½ minutes apart at Sands End, Sainsbury's between 0740 and 0840 and between 1530 and 1630.

6.2 Saturdays & Good Friday

1. Clapham Junction, Grant Road to Earl's Court, Tesco

0520 - 0740	Every 15 minutes
0741 - 0900	Every 10 minutes
0901 - 1805	Every 7½ minutes
1806 - 2005	Every 10 minutes
2006 - 0040	Every 12 minutes

First departure from Clapham Junction, Grant Road no later than 0525.

Last departure from Clapham Junction, Grant Road no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 7½ minutes apart at Chelsea Harbour, Imperial Wharf between 1000 and 1100.

2. Earl's Court, Tesco to Clapham Junction, Grant Road

0525 - 0730	Every 15 minutes
0731 - 0840	Every 10 minutes
0841 - 1805	Every 7½ minutes
1806 - 2005	Every 10 minutes
2006 - 0035	Every 12 minutes

First departure from Earl's Court, Tesco no later than 0530.

Last departure from Earl's Court, Tesco no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 7½ minutes apart at Sands, End Sainsbury's between 1000 and 1100.

6.3 Sundays

1. Clapham Junction, Grant Road to Earl's Court, Tesco

0520 - 0845	Every 15 minutes
0846 - 0040	Every 12 minutes

First departure from Clapham Junction, Grant Road no later than 0525.
Last departure from Clapham Junction, Grant Road no earlier than 0035.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Chelsea Harbour, Imperial Wharf between 1000 and 1100.

2. Earl's Court, Tesco to Clapham Junction, Grant Road

0525 - 0900	Every 15 minutes
0901 - 0035	Every 12 minutes

First departure from Earl's Court, Tesco no later than 0530.
Last departure from Earl's Court, Tesco no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Sands End, Sainsbury's between 1030 and 1130.

6.4 Boxing Day

1. Clapham Junction, Grant Road to Earl's Court, Tesco

0755 - 0845	Every 15 minutes
0846 - 0040	Every 12 minutes

First departure from Clapham Junction, Grant Road no later than 0800.
Last departure from Clapham Junction, Grant Road no earlier than 0035.

2. Earl's Court, Tesco to Clapham Junction, Grant Road

0755 - 0900	Every 15 minutes
0901 - 0035	Every 12 minutes

First departure from Earl's Court, Tesco no later than 0800.
Last departure from Earl's Court, Tesco no earlier than 0030.

Tenderers are asked to indicate costs for this element of the service separately.

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. C3 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. C3 shall be:

Average Excess Wait Time:	No more than 0.90 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 = 0.80 minutes

Summary of proposed QSI coverage: Route No. C3

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

Northbound

Clapham Junction
Sands End Sainsbury's \$ (not eves or Suns)

Southbound

Earl's Court Station
Sands End Sainsbury's \$ (not eves or Suns)

Total scheduled manual QSI surveys per quarter = 60.

\$ Observed simultaneously in both directions. Counted as two surveys.

8. RUNNING TIMES

Extracts from the public timetable with sample running times for Route No. C3 are attached at Appendix B. This gives an indication of the time required to travel the route. 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 Sunday afternoon shopping period.

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

- the minimum performance standards for Route No. C3 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. C3 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. C3 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. C3:

- Home matches at Chelsea Football Club can cause traffic congestion in Fulham Broadway, West Brompton and the surrounding areas;
- There is a traffic control barrier in Chelsea Harbour which causes tailbacks in the Lots Road area at peak times;
- Events and shows at the Earls Court Exhibition Centre can cause traffic congestion in the Warwick Road and Cromwell Road area.

Tenderers should also note the following factors which may have an impact on Route No. C3 in the foreseeable future:

- Ongoing works at the Imperial Wharf development, including the new Imperial Wharf rail station;
- The site of the Lots Road power station is being developed into a complex of private and social housing;
- 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. C3 must serve all stops on the line of route designated for the route. There are two types of bus stop:

- Compulsory (white stop flag): where all buses must stop.
- Request (red stop flag): where buses are only required to stop if a passenger rings the bell or an intending passenger signals to the driver.

Tenderers should note that there are proposals (subject to consultation) to remove the distinction between compulsory and request stops. If approved, the successful Tenderer will be advised of these changes in detail.

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. C3 (both directions):

- Lots Road

Tenderers should note that there are proposals (subject to consultation) to replace Hail and ride operation with fixed stops. If approved, the successful Tenderer will be advised of revised stopping arrangements.

14. TIMING POINTS & MILEAGES

Timing Points

Buses should be timed at the following points:

Route No. C3

Clapham Junction *Meyrick Arms*
 Clapham Junction Station *St John's Hill*
 Plough Road *York Road*
 Sands End *Sainsbury's*
 Chelsea Harbour *Imperial Wharf*
 Earl's Court Station *Warwick Road*
Earl's Court *Tesco*

Earl's Court *Tesco*
 Earl's Court Station *Earl's Court Road*
 Chelsea Harbour *Imperial Wharf*
 Sands End *Sainsbury's*
 Plough Road *York Road*
 Clapham Junction Station *St John's Hill*
Clapham Junction *Falcon*

Mileages for Route No. C3

Clapham Junction, Grant Road to Earl's Court, Tesco	4.1 miles
Earl's Court, Tesco to Clapham Junction, Grant Road	4.3 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. C3 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.

APPENDIX A: ROUTE RECORD

ROUTE No. C3: CLAPHAM JUNCTION, GRANT ROAD - EARL'S COURT, TESCO

STREETS TRAVERSED

Towards Earl's Court, Tesco: Falcon Road, St John's Hill, Plough Road, York Road, Wandsworth Bridge Roundabout, Bridgend Road, Wandsworth Bridge, Townmead Road, Harbour Avenue, Chelsea Harbour Drive, Lots Road, King's Road, Gunter Grove, Finborough Road, Warwick Road.

Towards Clapham Junction, Grant Road: Warwick Road, Pembroke Road, Earl's Court Road, Redcliffe Gardens, Fulham Road, Edith Grove, King's Road, Lots Road, Chelsea Harbour Drive, Harbour Avenue, Townmead Road, Wandsworth Bridge, Bridgend Road, Wandsworth Bridge Roundabout, York Road, Plough Road, St John's Hill, Falcon Road.

STANDS, TURNING POINTS AND DESTINATION 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:

C3 via Sands End

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.

CLAPHAM JUNCTION, GRANT ROAD

Public stand in slip road off Falcon Road (west side) south of Grant Road.

Buses proceed from Falcon Road via slip road to stand, departing via slip road and Grant Road to Falcon Road. Set down in Falcon Road, at stop E and pick up in Falcon Road, at stop G.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. C3 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.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.
BLIND DISPLAY:	Clapham Junction

WANDSWORTH, WANDSWORTH BRIDGE ROAD (from Earl's Court, Tesco)

Buses proceed from Bridgend Road via Wandsworth Bridge Roundabout departing to Bridgend Road. Set down in Bridgend Road, at stop TM and pick up in Bridgend Road, at stop TD.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand.
BLIND DISPLAY:	Wandsworth Bridge, South Side

CHELSEA HARBOUR, IMPERIAL WHARF

From Clapham Junction, Grant Road

Buses proceed from Townmead Road (circling Townmead Road / Imperial Road roundabout) departing to Townmead Road. Set down and pick up in Townmead Road.

From Earl's Court, Tesco

Buses proceed from Townmead Road (circling Townmead Road / Imperial Road roundabout) departing to Townmead Road. Set down and pick up in Townmead Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand.
BLIND DISPLAY:	Chelsea Harbour

EARL'S COURT, TESCO

Public stand in layby (southern end) on west side of Warwick Road, north of West Cromwell Road.

Buses proceed from Warwick Road direct to stand, departing to Warwick Road. Set down and pick up on Warwick Road, at stop E.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 vehicles on Route No. C3 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.
OTHER INFORMATION:	Toilet facilities available in Tesco: M-F 24 hrs, Sat until 2200 & Sun 1100-1700.
BLIND DISPLAY:	Earl's Court, Tesco

APPENDIX B: SAMPLE RUNNING TIMES

(based on current schedule)

MONDAYS TO FRIDAYS1. Clapham Junction, Grant Road to Earl's Court, Tesco

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Clapham Junction Falcon Road	0525	0809	1201	1631	2259
Clapham Junction Stn <i>St John's Hill</i>	0527	0812	1204	1634	2301
Plough Road <i>York Road</i>	0530	0816	1208	1638	2304
Sands End <i>Sainsbury's</i>	0534	0821	1213	1643	2308
Chelsea Harbour	0539	0827	1219	1649	2313
Earl's Court Station <i>Warwick Road</i>	0549	0837	1229	1659	2323
Earl's Court Tesco	0552	0842	1236	1711	2330
	27 minutes	33 minutes	35 minutes	40 minutes	31 minutes

2. Earl's Court, Tesco to Clapham Junction, Grant Road

	Typical early morning	Longest morning peak	Typical interpeak	Longest afternoon peak	Typical late evening
Earl's Court Tesco	0530	0800	1207	1637	2306
Earl's Court Station <i>Earl's Court Road</i>	0536	0808	1217	1647	2314
Chelsea Harbour	0544	0818	1227	1657	2322
Sands End <i>Sainsbury's</i>	0548	0822	1231	1701	2326
Plough Road <i>York Road</i>	0552	0827	1236	1706	2330
Clapham Junction Stn <i>St John's Hill</i>	0555	0831	1240	1710	2333
Clapham Junction Falcon Road	0558	0834	1243	1713	2335
	28 minutes	34 minutes	36 minutes	36 minutes	29 minutes

SATURDAYS1. Clapham Junction, Grant Road to Earl's Court, Tesco

	Typical early morning	Typical AM shopping	Typical PM shopping	Typical early evening	Typical late evening
Clapham Junction Falcon Road	0525	1031	1201	1831	2259
Clapham Junction Stn <i>St John's Hill</i>	0527	1034	1204	1833	2301
Plough Road <i>York Road</i>	0530	1038	1208	1836	2304
Sands End <i>Sainsbury's</i>	0534	1043	1213	1840	2308
Chelsea Harbour	0539	1049	1219	1845	2313
Earl's Court Station <i>Warwick Road</i>	0549	1059	1229	1855	2323
Earl's Court Tesco	0552	1109	1239	1902	2330
	27 minutes	38 minutes	38 minutes	31 minutes	31 minutes

2. Earl's Court, Tesco to Clapham Junction, Grant Road

	Typical early morning	Typical AM shopping	Typical PM shopping	Typical early evening	Typical late evening
Earl's Court Tesco	0530	1037	1207	1834	2306
Earl's Court Station <i>Earl's Court Road</i>	0536	1046	1216	1842	2314
Chelsea Harbour	0544	1054	1224	1850	2322
Sands End <i>Sainsbury's</i>	0548	1058	1228	1854	2326
Plough Road <i>York Road</i>	0552	1104	1234	1858	2330
Clapham Junction Stn <i>St John's Hill</i>	0555	1109	1239	1901	2333
Clapham Junction Falcon Road	0558	1112	1242	1903	2335
	28 minutes	35 minutes	35 minutes	29 minutes	29 minutes

SUNDAYS**1. Clapham Junction, Grant Road to Earl's Court, Tesco**

	Typical early morning	Typical AM shopping	Typical PM shopping	Typical early evening	Typical late evening
Clapham Junction Falcon Road	0525	1035	1211	1835	2311
Clapham Junction Stn <i>St John's Hill</i>	0527	1037	1213	1837	2313
Plough Road <i>York Road</i>	0530	1040	1216	1840	2316
Sands End <i>Sainsbury's</i>	0534	1044	1220	1844	2320
Chelsea Harbour	0539	1049	1225	1849	2325
Earl's Court Station <i>Warwick Road</i>	0549	1059	1235	1859	2335
Earl's Court Tesco	0552	1109	1245	1906	2342
	27 minutes	34 minutes	34 minutes	31 minutes	31 minutes

2. Earl's Court, Tesco to Clapham Junction, Grant Road

	Typical early morning	Typical AM shopping	Typical PM shopping	Typical early evening	Typical late evening
Earl's Court Tesco	0530	1030	1206	1830	2306
Earl's Court Station <i>Earl's Court Road</i>	0536	1039	1215	1838	2314
Chelsea Harbour	0544	1047	1223	1846	2322
Sands End <i>Sainsbury's</i>	0548	1051	1227	1850	2326
Plough Road <i>York Road</i>	0552	1057	1233	1854	2330
Clapham Junction Stn <i>St John's Hill</i>	0555	1102	1238	1857	2333
Clapham Junction Falcon Road	0558	1105	1241	1859	2335
	28 minutes	35 minutes	35 minutes	29 minutes	29 minutes

The above tables have been included to assist Tenderers. They represent the information currently available to the Corporation. Tenderers should form their own views about what is appropriate in terms of running times. (See Section 8).