

7. Service Specification

Route: R68

Contract Reference: QC57101

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	Kew Retail Park to Hampton Court Station
Contract Basis	Incentivised
Commencement Date	24 th June 2017
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long
Current Maximum Approved Dimensions	10.2 metres long and 2.44 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 78.00%
Extension Threshold	Departing on Time Threshold - 81.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 22nd August 2016.

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. R68.

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 are specified, subject to a satisfactory route test.

Operators should provide the following prices:

1. Annual diesel price - based on minimum 5 year contract.

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).
2. Zero emission vehicles (e.g. electric or fuel cell).
3. Existing vehicles.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kew Retail Park to Hampton Court Station		Hampton Court Station to Kew Retail Park			
First departure no later than 0550.		First departure no later than 0515.			
0545 - 0610	Every 20 minutes	0510 - 0555	Every 20 minutes		
0611 - 2000	Every 15 minutes	0556 - 1930	Every 15 minutes		
2001 - 0105	Every 20 minutes	1931 - 0015	Every 20 minutes		
Last departure no earlier than 0100.		Last departure no earlier than 0010.			
Pinchpoints					
Hampton Hill High Street, Hampton Road	0730 - 0900	15 minutes	Richmond Station	0730 - 0900	15 minutes
	1500 - 1630	15 minutes		1500 - 1630	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kew Retail Park to Hampton Court Station			Hampton Court Station to Kew Retail Park		
First departure no later than 0550.			First departure no later than 0515.		
0545 - 0710	Every 20 minutes		0510 - 0545	Every 30 minutes	
0711 - 1900	Every 15 minutes		0546 - 0705	Every 20 minutes	
1901 - 0105	Every 20 minutes		0706 - 1910	Every 15 minutes	
			1911 - 0015	Every 20 minutes	
Last departure no earlier than 0100.			Last departure no earlier than 0010.		
Pinchpoints					
Hampton Hill High Street, Hampton Road	0900 - 1100	15 minutes	Richmond Station	0900 - 1100	15 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Kew Retail Park to Hampton Court Station			Hampton Court Station to Kew Retail Park		
First departure no later than 0640.			First departure no later than 0605.		
0635 - 0820	Every 20 minutes		0600 - 0635	Every 30 minutes	
0821 - 1900	Every 15 minutes		0636 - 0855	Every 20 minutes	
1901 - 0105	Every 20 minutes		0856 - 1850	Every 15 minutes	
			1851 - 0015	Every 20 minutes	
Last departure no earlier than 0100.			Last departure no earlier than 0010.		
Pinchpoints					
Hampton Hill High Street, Hampton Road	1000 - 1200	15 minutes	Richmond Station	1000 - 1200	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. R68 can suffer from unpredictable traffic delays in the Richmond, Twickenham and Teddington areas.

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 R68: Kew Retail Park, Bessant Drive - Hampton Court Station

Date of Structural Change: 24 June 2017.

Date of Service Change: 24 June 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hampton Court Station: Bessant Drive, Kew Meadow Path, Mortlake Road, Lower Richmond Road, Manor Circus, Lower Mortlake Road, Richmond Circus, Kew Road, The Quadrant, The Square, Eton Street, Paradise Road, Church Terrace, Wakefield Road, Lewis Road, Red Lion Street, Hill Street, Bridge Street, Richmond Bridge, Richmond Road, York Street, King Street, Cross Deep, Strawberry Vale, Twickenham Road, Manor Road, Ferry Road, Teddington High Street, Broad Street, Hampton Road, Hampton Hill High Street, Hampton High Street, Church Street, Hampton Court Road, Hampton Court Roundabout, Hampton Court Bridge, Hampton Court Way, Hampton Court Station Forecourt.

Towards Kew Retail Park, Bessant Drive: Hampton Court Station Forecourt, Hampton Court Way, Hampton Court Bridge, Hampton Court Roundabout, Hampton Court Road, Church Street, Hampton High Street, Hampton Hill High Street, Hampton Road, Broad Street, Teddington High Street, Ferry Road, Manor Road, Twickenham Road, Strawberry Vale, Cross Deep, King Street, York Street, Richmond Road, Richmond Bridge, Bridge Street, Hill Street, George Street, The Square, The Quadrant, Kew Road, Richmond Circus, Lower Mortlake Road, Manor Circus, Lower Richmond Road, Mortlake Road, Kew Meadow Path, Bessant Drive.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

KEW RETAIL PARK

Public stand for two buses on south side of Bessant Drive outside entrance to Unit 1a (Mothercare) of Kew Retail Park.

Buses proceed from Bessant Drive direct to stand, departing to Bessant Drive. Set down in Bessant Drive, at Stop RC (BP3807 - Kew Retail Park, Last Stop on LOR: BP3807 - Kew Retail Park) and pick up in Bessant Drive, at Stop RC (BP3807 - Kew Retail Park, First Stop on LOR: BP3807 - Kew Retail Park).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route R68 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:	Kew Retail Park.
OTHER INFORMATION:	Toilet facilities to be confirmed.

RICHMOND, LOWER MORTLAKE ROAD (from HAMPTON COURT STATION)

Buses proceed from Lower Mortlake Road via Manor Circus departing to Lower Mortlake Road. Set down in Lower Mortlake Road, at Stop SA (9347 - Manor Circus, Last Stop on LOR: 9347 - Manor Circus) and pick up in Lower Mortlake Road, at Stop SB (R0293 - Manor Circus, First Stop on LOR: R0293 - Manor Circus).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Richmond, Manor Circus.

RICHMOND STATION (from HAMPTON COURT STATION)

Buses proceed from Kew Road via Richmond Circus departing to Kew Road. Set down in Kew Road, at stop M (14726 - Richmond Station <> #, Last Stop on LOR: 16350 - Richmond Station # <>) and pick up in Kew Road, at stop D (20703 - Richmond Station <> #, First Stop on LOR: BP5963 - Richmond Station <> #).

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

RICHMOND BUS STATION (from HAMPTON COURT STATION)

Buses proceed from George Street via The Square, Eton Street, Paradise Road and Church Terrace departing to Wakefield Road. Set down in George Street, at stop B (29982 - George Street, Last Stop on LOR: 29982 - George Street) and pick up in Wakefield Road, at stop J (36782 - Richmond Bus Station, First Stop on LOR: 36782 - Richmond Bus Station).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Richmond Bus Station.

TWICKENHAM, ALBANY (from HAMPTON COURT STATION)

Private stand for three buses in layby on north side of Station Yard.
Buses proceed from King Street via London Road, Railway Approach and Station Yard to stand, departing via Station Yard, Railway Approach and London Road to King Street. Set down in King Street, at Stop N (R0271 - Twickenham / King Street, Last Stop on LOR: 15893 - Poulett Gardens) and pick up in King Street, at Stop K (BP3284 - Twickenham / King Street, First Stop on LOR: BP5813 - Poulett Gardens).

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: Twickenham.

TEDDINGTON, PARK ROAD

Public stand for two buses on west side of Park Road, 25 metres north of junction with The Causeway.

From Hampton Court Station.

Buses proceed from Broad Street via The Causeway and Park Road to stand, departing via Park Road to Broad Street. Set down in Broad Street, at Stop E (R0653 - Broad Street / Teddington, Last Stop on LOR: R0653 - Broad Street / Teddington) and pick up in Broad Street, at Stop F (19484 - Broad Street / Teddington, First Stop on LOR: 19484 - Broad Street / Teddington).

From Kew Retail Park, Bessant Drive.

Buses proceed from Teddington High Street via Broad Street, The Causeway and Park Road to stand, departing via Park Road and Broad Street to Teddington High Street. Set down in Teddington High Street, at Stop D (27351 - Elmfield Avenue, Last Stop on LOR: 27351 - Elmfield Avenue) and pick up in Teddington High Street, at Stop C (27350 - Elmfield Avenue, First Stop on LOR: 27350 - Elmfield Avenue).

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:	Teddington.

HAMPTON CHURCH, WHITE HART (from Kew Retail Park, Bessant Drive)

Public stand on west side Church Street (outside St Marys Church) commencing 70 metres north of Johnsons Drive and combined with stop R0153.

Buses proceed from Hampton High Street via Thames Street and Church Street to stand, departing to Church Street. Set down in Hampton High Street, at Stop M (6451 - Park Close, Last Stop on LOR: 6451 - Park Close) and pick up in Church Street, at Stop T (R0153 - Hampton Church, First Stop on LOR: R0153 - Hampton Church).

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:	Hampton Church.

HAMPTON COURT STATION

Private stand for two buses in station forecourt on east side of Hampton Court Way. Buses proceed from Hampton Court Station Forecourt direct to stand, departing to Hampton Court Station Forecourt. Set down in Hampton Court Station Forecourt, at Stop G1 (BP1385 - Hampton Court Station #, Last Stop on LOR: BP1385 - Hampton Court Station #) and pick up in Hampton Court Station Forecourt, at Stop G1 (BP1385 - Hampton Court Station #, First Stop on LOR: BP1385 - Hampton Court Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route R68 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:	Hampton Court.

ROUTE R68 - FULL iBUS RESULTS BY TIME OF DAY

QUARTERS 1 TO 4 2015/16 (01/04/15 - 31/03/16)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	20,131	19,542	97.1	99.3	96.7	0.7	0.7	1.9
07:00 - 10:00	50,307	49,689	98.8	98.7	78.5	1.2	1.1	19.2
10:00 - 13:00	49,731	49,031	98.6	98.8	79.8	1.2	0.7	18.3
13:00 - 16:00	49,871	49,208	98.7	98.5	77.9	1.5	0.7	19.8
16:00 - 19:00	48,822	48,797	99.9	98.4	73.7	1.7	0.7	23.9
19:00 - 22:00	43,252	43,169	99.8	97.6	86.4	2.4	0.5	10.6
22:00 - 24:00	24,703	24,681	99.9	99.6	94.0	0.4	0.6	4.9
All Locations Summary	286,817	284,117	99.1	98.6	79.7	1.5	0.8	18.1

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,274	3,226	98.5	99.4	97.7	0.5	0.7	1.1
07:00 - 10:00	9,652	9,451	97.9	99.3	89.4	0.7	0.9	9.0
10:00 - 13:00	10,332	10,148	98.2	98.3	75.0	1.7	0.9	22.3
13:00 - 16:00	10,278	10,033	97.6	96.3	66.1	3.9	1.0	29.0
16:00 - 19:00	10,476	10,257	97.9	97.2	77.2	2.8	1.3	18.6
19:00 - 22:00	8,426	8,409	99.8	97.8	81.0	2.4	0.3	16.3
22:00 - 24:00	5,196	5,097	98.1	99.6	88.4	0.4	0.2	10.9
All Locations Summary	57,634	56,621	98.2	98.0	77.2	2.4	0.9	19.6

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	1,255	1,284	102.3	99.3	98.6	0.7	0.2	0.4
07:00 - 10:00	9,797	9,676	98.8	99.7	95.3	0.4	0.5	3.9
10:00 - 13:00	12,099	11,820	97.7	98.7	78.4	1.4	0.8	19.4
13:00 - 16:00	12,108	12,105	100.0	98.3	76.1	1.7	1.2	21.0
16:00 - 19:00	12,274	12,178	99.2	98.7	84.5	1.3	1.0	13.2
19:00 - 22:00	9,639	9,590	99.5	99.1	91.5	0.9	0.5	7.0
22:00 - 24:00	6,039	6,068	100.5	99.8	95.9	0.3	1.7	2.1
All Locations Summary	63,211	62,721	99.2	99.0	84.0	1.2	0.9	13.9

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	24,660	24,052	97.5	99.3	96.9	0.7	0.7	1.8
07:00 - 10:00	69,756	68,816	98.7	99.0	80.2	1.1	1.0	17.6
10:00 - 13:00	72,162	70,999	98.4	98.7	78.9	1.3	0.7	19.1
13:00 - 16:00	72,257	71,346	98.7	98.2	76.1	1.9	0.8	21.2
16:00 - 19:00	71,572	71,232	99.5	98.3	75.2	1.8	0.8	22.2
19:00 - 22:00	61,317	61,168	99.8	97.9	86.3	2.2	0.5	11.0
22:00 - 24:00	35,938	35,846	99.7	99.7	93.3	0.4	0.7	5.5
All Locations Summary	407,662	403,459	99.0	98.6	79.8	1.6	0.8	17.8

Transport for London - QSI Points and Live Mileage List

Route R68
Service change 22131
Date 5 November 2009
QSI Points are highlighted

TRANCHE 571

OUT DIRECTION				
Timing Point	Code	Stop Number	Stop Name	Metres Miles
KEW RP S	KEW RP S		KEW RETAIL PARK	
KEW RP	BP 3807		Kew Retail Park	0 0.00
	BP 3809		West Park Road	396 0.25
	BP 5281		Taylor Avenue	259 0.16
	FW 38		Courtlands Avenue	196 0.12
	BP 3808		Chalkers Corner	442 0.27
	16246		Mortlake Road	242 0.15
	BP 396		Manor Grove	386 0.24
RICHLM	R 0293		Manor Circus	479 0.30
	16241		Sheendale Road	206 0.13
	16240		Richmond Circus	363 0.23
RICH SN	BP 5963		Richmond Station	385 0.24
	16351		The Quadrant	156 0.10
	36782		Richmond Bus Station	479 0.30
	15210		Cresswell Road	655 0.41
	14886		Cambridge Park	266 0.17
	15557		St Stephen's Church	222 0.14
	15558		Crown Road	312 0.19
	BP 5096		Orleans Park School	280 0.17
	9391		Lebanon Court	308 0.19
TWICKS	BP 5814		York Street / Twickenham	344 0.21
	BP 5813		Poulett Gardens	
	R 0168		Popes Grotto	
	BP 282		Michelham Gardens	404 0.25
SVLETR	BP 115		Mallard Place	266 0.17
	BP 118		Grove Gardens	522 0.32
	BP 117		Manor Road	205 0.13
	BP 202		Teddington Lock	370 0.23
	20786		Cambridge Road	338 0.21
	27351		Teddington / Elmfield Avenue	236 0.15
TEDDHG	19484		Broad Street	371 0.23
	19485		Teddington Memorial Hospital	279 0.17
	19487		National Physical Laboratory	221 0.14
	19490		Oxford Road	437 0.27
	25919		Wellington Road	282 0.18
HPHLHH	6433		Park Road	123 0.08
	6398		Cross Street	268 0.17
	20524		Holly Road	229 0.14
	35828		Park Place	166 0.10
	6437		Uxbridge Road	215 0.13
	6439		Hampton Pool	303 0.19
	6451		Park Close	291 0.18
HPTNCH	R 0152		Hampton Church	189 0.12
	19587		Garrick Villa	276 0.17
	19584		St Albans Riverside	
	19586		St Albans Lodge	
	1958		Hampton Lodge	708 0.44
	19580		Hampton Court Green / Cardinal Wolsey	363 0.23
	14117		Hampton Court Palace	242 0.15
HCRTSN	BP 1385		Hampton Court Station	202 0.13
HCRTSN S	HCRTSN S		Hampton Court Station	0 0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			14772 metres	9.18 miles

BACK DIRECTION				
Timing Point	Code	Stop Number	Stop Name	Metres Miles
HCRTSN S	HCRTSN S		Hampton Court Station	
HCRTSN	BP 1385		Hampton Court Station	0 0.00
	19579		Hampton Court Green / Cardinal Wolsey	459 0.29
	19581		Hampton Lodge	220 0.14
	19583		The Thames Riviera	594 0.37
	19585		Garrick Villa	381 0.24
HPTNCH	R 0153		Hampton Church	343 0.21
	6441		Park Close	249 0.15
	6449		Hampton Pool	318 0.20
	6440		Uxbridge Road	445 0.28
	20523		Holly Road	279 0.17
	6435		Cross Street	242 0.15
HPHLHH	R 0125		Park Road	175 0.11
	34958		Kings Road	349 0.22
	R 0113		Oxford Road	176 0.11
	19488		National Physical Laboratory	210 0.13
	19846		Teddington Memorial Hospital	359 0.22
TEDDHG	R 0653		Broad Street	293 0.18
	27350		Teddington / Elmfield Avenue	280 0.17
	20785		Cambridge Road	409 0.25
	27367		Teddington Lock	235 0.15
	BP 124		Manor Road	407 0.25
	BP 125		Grove Gardens	233 0.14
SVLETR	BP 116		Mallard Place	359 0.22
	BP 141		Michelham Gardens	282 0.18
	15895		Popes Grotto	353 0.22
	15893		Poulett Gardens	425 0.26
TWICKS	29987		York Street / Twickenham	405 0.25
	9390		Lebanon Court	306 0.19
	15559		Orleans Park School	206 0.13
	BP 5097		Crown Road	397 0.25
	15556		St Stephen's Church	312 0.19
	15211		Cresswell Road	394 0.24
	29982		George Street	737 0.46
RICH SN	16350		Richmond Station	280 0.17
	16239		Richmond Circus	546 0.34
	16242		Sheendale Road	211 0.13
RICHLM	9347		Manor Circus	317 0.20
	25974		Sandycombe Road	252 0.16
	16243		Marksbury Avenue	306 0.19
	16245		Mortlake Road	257 0.16
	BP 3811		Chalkers Corner	280 0.17
	FW 37		Courtlands Avenue	602 0.37
	BP 5280		Taylor Avenue	60 0.04
	BP 3810		West Park Road	160 0.10
KEW RP	BP 3807		Kew Retail Park	650 0.40
KEW RP S	KEW RP S		KEW RETAIL PARK	0 0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			14753 metres	9.17 miles