

7. Service Specification

Route: T32

QC47403

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	New Addington, Tramlink, Parkway to Addington Village Interchange
Contract Basis	Incentivised
Commencement Date	4 th April 2015
Vehicle Type	60 capacity, dual door, single deck vehicles (55 capacity, dual door, single deck vehicles are acceptable)
Current Maximum Approved Dimensions	10.3 metres long and 2.55 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 94.00%
Extension Threshold	Departing on Time Threshold - 98.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 19th May 2014

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. T32.

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 vehicles are specified (55 capacity, dual door, single deck vehicles are acceptable), subject to a satisfactory route test.

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

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.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

Cash-Free Boarding will be extended throughout London before, or at some stage during the lifetime of this contract. Tenderers are required to identify and submit the level of saving that would be achieved when the scheme is introduced.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

New Addington, Tramlink, Parkway to Addington Village Interchange			Addington Village Interchange to New Addington, Tramlink, Parkway		
First departure no later than 0445.			First departure no later than 0450.		
0440 - 0545	Every 20 minutes		0445 - 0610	Every 20 minutes	
0546 - 2005	Every 15 minutes		0611 - 2020	Every 15 minutes	
2006 - 0110	Every 30 minutes		2021 - 0055	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0050.		
Pinchpoints					
Goldcrest Way, King Henry's Drive	0715 - 0900	15 minutes	Goldcrest Way, King Henry's Drive	0715 - 0900	15 minutes
	1500 - 1630	15 minutes		1500 - 1630	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

New Addington, Tramlink, Parkway to Addington Village Interchange			Addington Village Interchange to New Addington, Tramlink, Parkway		
First departure no later than 0445.			First departure no later than 0450.		
0440 - 0605	Every 20 minutes		0445 - 0550	Every 20 minutes	
0606 - 1905	Every 15 minutes		0551 - 1920	Every 15 minutes	
1906 - 0110	Every 30 minutes		1921 - 0055	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0050.		
Pinchpoints					
Goldcrest Way, King Henry's Drive	0910 - 0930	20 minutes	Goldcrest Way, King Henry's Drive	0910 - 0950	20 minutes
	0931 - 1100	15 minutes		0951 - 1105	15 minutes

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

New Addington, Tramlink, Parkway to Addington Village Interchange			Addington Village Interchange to New Addington, Tramlink, Parkway		
First departure no later than 0635.			First departure no later than 0620.		
0630 - 0110	Every 30 minutes		0615 - 0055	Every 30 minutes	
Last departure no earlier than 0105.			Last departure no earlier than 0050.		
Pinchpoints					
Goldcrest Way, King Henry's Drive	1020 - 1220	30 minutes	Goldcrest Way, King Henry's Drive	1015 - 1215	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. T32 is part of the Addington area review and may be subject to change before the start of this 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 T32: New Addington Tramlink, Parkway - Addington Village Interchange

Date of Structural Change: 4 April 2015.

Date of Service Change: 4 April 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Addington Village Interchange: Tram Stop Slip Road, Parkway, Central Parade, Arnhem Drive, King Henry's Drive, Goldcrest Way, Headley Drive, Lodge Lane, Lodge Lane Roundabout, Kent Gate Way, Addington Village Interchange.

Towards New Addington Tramlink, Parkway: Addington Village Interchange, Lodge Lane, Lodge Lane Roundabout (Circumnavigate Roundabout), Lodge Lane, Headley Drive, Goldcrest Way, King Henry's Drive, Arnhem Drive, Central Parade, Parkway, Tram Stop Slip Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

NEW ADDINGTON, PARKWAY TRAM STOP, STAND B

Private stand for 2 buses on north side of link road immediately north and east of New Addington Parkway Tram Stop between the two carriageways of Parkway.
Buses proceed from Tram Stop Slip Road direct to stand, departing to Tram Stop Slip Road. Set down in Tram Stop Slip Road, at Stop B (27762 - New Addington Tram Stop >t<, Last Stop on LOR: 27762 - New Addington Tram Stop >t<) and pick up in Tram Stop Slip Road, at Stop B (27762 - New Addington Tram Stop >t<, First Stop on LOR: 27762 - New Addington Tram Stop >t<).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route T32 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:	New Addington.
OTHER INFORMATION:	Borough coin operated toilet facilities available 24 hours daily.

ADDINGTON VILLAGE INTERCHANGE

Private offside stand for 2 buses in Addington Village Interchange Bus Station south of the Kent Gate Way/Lodge Lane roundabout facing west on north side of bus station at Stop BP4061.

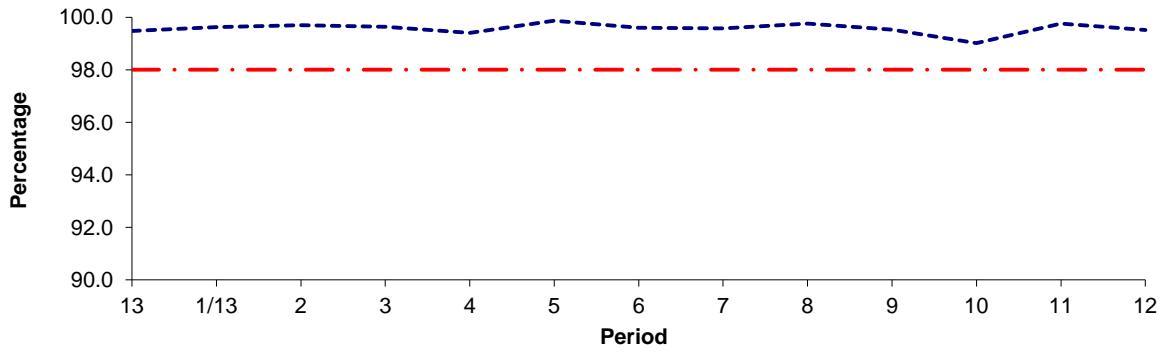
Buses proceed from Addington Village Interchange direct to stand, departing to Addington Village Interchange. Set down in Addington Village Interchange, at Stop E (BP2331 - Addington Village Interchange, Last Stop on LOR: BP2331 - Addington Village Interchange) and pick up in Addington Village Interchange, at Stop A (BP2330 - Addington Village Interchange, First Stop on LOR: BP2330 - Addington Village Interchange).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route T32 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:	Addington Village.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours daily.

PART B - PERFORMANCE STATISTICS

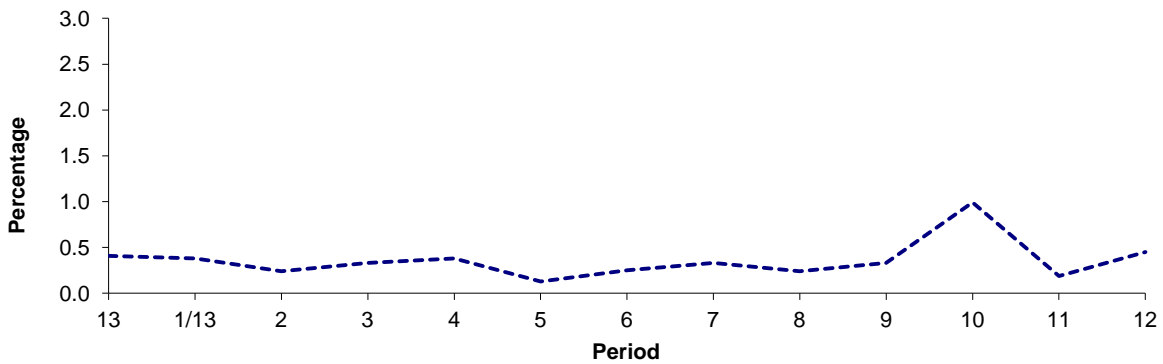
Route T32

Mileage Operated



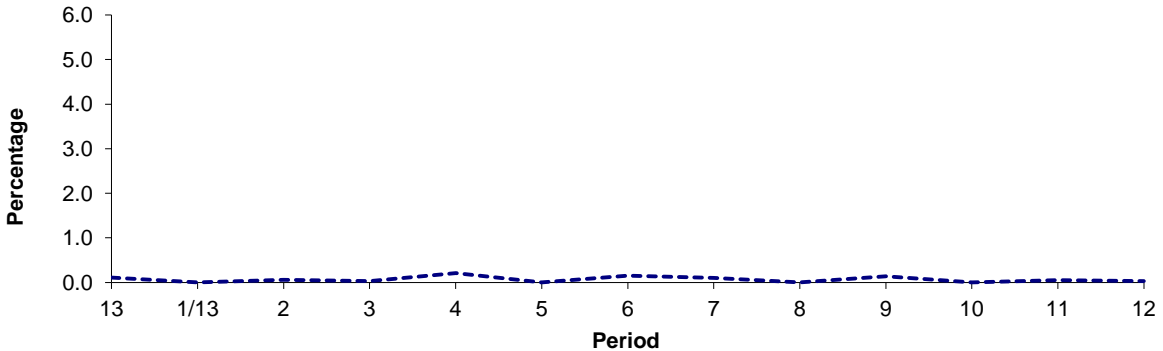
Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	99.48	99.62	99.70	99.64	99.41	99.87	99.60	99.57	99.76	99.53	99.01	99.76	99.52
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	0.41	0.38	0.24	0.33	0.38	0.13	0.25	0.33	0.24	0.33	0.99	0.19	0.45

Non Deductible Mileage

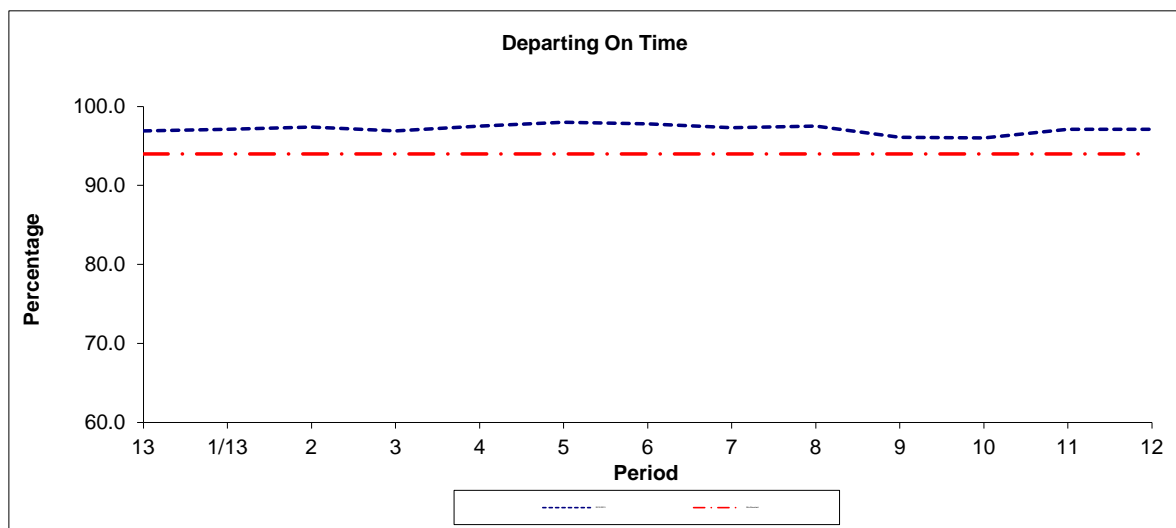


Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	0.11	0.00	0.06	0.03	0.21	0.00	0.15	0.10	0.00	0.14	0.00	0.05	0.03

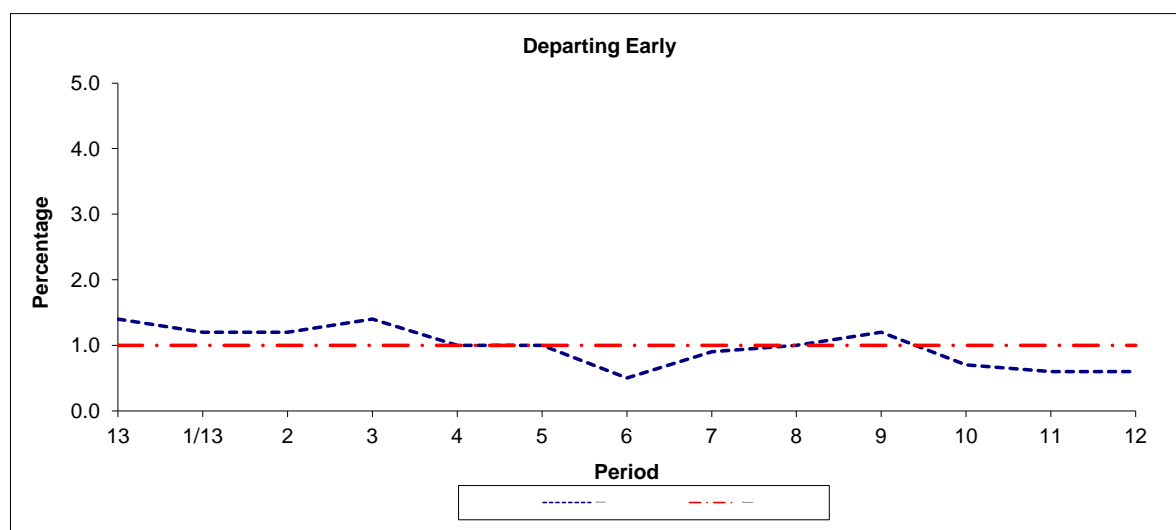
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route T32



Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	96.9	97.1	97.4	96.9	97.5	98.0	97.8	97.3	97.5	96.1	96.0	97.1	97.1
Min Standard	94.0	94.0	94.0	94.0	94.0	94.0	94.0	94.0	94.0	94.0	94.0	94.0	94.0



Period	13	1/13	2	3	4	5	6	7	8	9	10	11	12
2012/2013	1.4	1.2	1.2	1.4	1.0	1.0	0.5	0.9	1.0	1.2	0.7	0.6	0.6
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

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

ROUTE T32 - FULL iBUS RESULTS BY TIME OF DAY

QUARTER 4 12/13 TO QUARTER 3 13/14 (05/01/13 - 03/01/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	13,206.	100.5	99.5	98.8	0.5	0.2	0.5
0700 - 1000	24,087.	98.9	99.4	97.7	0.6	1.2	0.5
1000 - 1300	23,542.	99.5	99.4	97.8	0.6	0.7	1.0
1300 - 1600	23,774.	100.2	99.1	97.0	0.9	0.3	1.8
1600 - 1900	23,320.	98.1	98.6	95.0	1.4	2.6	1.0
1900 - 2200	16,704.	100.7	99.8	98.3	0.2	0.5	1.0
2200 - 2400	7,895.	100.1	99.7	98.6	0.3	0.3	0.8
Summary	132,528.	99.6	99.3	97.1	0.8	1.1	1.0

SATURDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	2,868.	99.3	99.1	98.4	1.1	0.2	0.3
0700 - 1000	4,965.	99.4	99.5	98.7	0.5	0.5	0.3
1000 - 1300	4,945.	99.8	99.7	98.5	0.3	0.8	0.4
1300 - 1600	4,972.	99.8	99.3	97.4	0.7	0.6	1.3
1600 - 1900	4,960.	99.1	99.2	97.0	0.8	0.8	1.3
1900 - 2200	2,689.	101.2	99.7	98.4	0.3	0.5	0.8
2200 - 2400	1,653.	99.0	99.1	97.9	1.1	0.1	0.9
Summary	27,052.	99.6	99.4	97.9	0.6	0.6	0.9

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	712.	98.0	98.0	95.9	3.1	0.3	0.7
0700 - 1000	2,801.	99.5	99.9	98.8	0.2	0.4	0.6
1000 - 1300	2,776.	100.2	99.7	96.6	0.4	1.0	2.1
1300 - 1600	2,820.	98.2	98.7	96.6	1.5	1.0	0.9
1600 - 1900	2,832.	99.4	99.5	96.0	0.5	1.3	2.1
1900 - 2200	2,772.	100.1	99.8	99.2	0.2	0.4	0.2
2200 - 2400	1,820.	99.7	99.3	97.7	0.7	0.7	1.0
Summary	16,533.	99.4	99.4	97.1	0.7	0.9	1.3

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	16,786.	100.2	99.4	98.6	0.7	0.2	0.5
0700 - 1000	31,853.	99.1	99.4	97.8	0.6	1.1	0.5
1000 - 1300	31,263.	99.6	99.5	97.8	0.5	0.7	1.0
1300 - 1600	31,566.	100.0	99.1	97.0	0.9	0.4	1.7
1600 - 1900	31,112.	98.4	98.8	95.3	1.2	2.3	1.1
1900 - 2200	22,165.	100.7	99.8	98.4	0.2	0.5	0.9
2200 - 2400	11,368.	99.9	99.6	98.4	0.4	0.3	0.8
Summary	176,113.	99.6	99.3	97.2	0.7	1.0	1.0

Transport for London - QSI Points and Live Mileage List

Route T32
Service change 22957
Date 21 September 2009
QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NADDPT S	NADDPT S	New Addington, Parkway Tram Stop Stand		
NADDPTB	27762	New Addington Tram Stop	0	0.00
	25755	St Edward's Church	619	0.38
	25756	New Addington Baptist Church	235	0.15
NADDAD	25758	Calley Down Crescent	291	0.18
	BP2519	Redstart Close	379	0.24
	BP2520	Vulcan Way	222	0.14
	BP2521	Kestrel Way	579	0.36
NADDGW	27759	Goldcrest Way / King Henrys Drive	157	0.10
	27757	Goldcrest Community Centre	212	0.13
	27755	Frimley Close	247	0.15
	BP1629	Frensham Drive	544	0.34
	BP1630	Dunley Drive	259	0.16
NADDLF	BP2444	Fieldway Tram Stop	278	0.17
ADDNVL	BP2331	Addington Village Interchange	1054	0.65
ADDNVL S	ADDNVL S	ADDINGTON VILLAGE INTERCHANGE	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			5076 metres	3.15 miles

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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ADDNVL S	ADDNVL S	ADDINGTON VILLAGE INTERCHANGE		
ADDNVL	BP2330	Addington Village Interchange	0	0.00
	33491	Fieldway	923	0.57
NADDLF	BP1631	Ivers Way	377	0.23
	BP1632	Netley Close	566	0.35
	27754	Frimley Close	455	0.28
	27756	Goldcrest Community Centre	229	0.14
NADDGW	27758	Goldcrest Way / King Henrys Drive	208	0.13
	BP2517	Kestrel Way	181	0.11
	BP4989	Vulcan Way	358	0.22
	BP2518	Redstart Close	430	0.27
NADDAD	25759	Calley Down Crescent	372	0.23
	25757	New Addington Baptist Church	340	0.21
	25754	Central Parade	333	0.21
NADDPTB	27762	New Addington Tram Stop	508	0.32
NADDPT S	NADDPT S	New Addington, Parkway Tram Stop Stand	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			5280 metres	3.28 miles