

## 7. Service Specification

Route: 129

Contract Reference: QC51503

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.

<b>Route Number</b>	129
<b>Terminus Points</b>	North Greenwich Station, Bus Station and Greenwich, Cutty Sark, King William Walk
<b>Contract Basis</b>	Incentivised
<b>Commencement Date</b>	4 <sup>th</sup> June 2016
<b>Vehicle Type</b>	87 capacity, dual door, double deck buses
<b>Current Maximum Approved Dimensions</b>	10.1 metres long and 2.55 metres wide
<b>New Vehicles Mandatory</b>	Yes
<b>Hybrid Price Required</b>	Yes
<b>Sponsored Route</b>	No
<b>Advertising Rights</b>	Operator
<b>Minimum Performance Standard</b>	Average Excess Wait Time - No more than 1.00 minutes
<b>Extension Threshold</b>	Average Excess Wait Time Threshold - 0.90 minutes
<b>Minimum Operated Mileage Standard</b>	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 26<sup>th</sup> May 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. 129.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 129.

**Tenderers are also encouraged to offer two axle vehicles with a longer wheelbase and increased capacity, subject to route constraints. Tenders offering such vehicles will be welcomed and carefully considered by the Corporation. Triaxle vehicles are not being considered by the Corporation at this time.**

**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

North Greenwich Station, Bus Station to Greenwich, Cutty Sark, King William Walk			Greenwich, Cutty Sark, King William Walk to North Greenwich Station, Bus Station		
First departure no later than 0520.			First departure no later than 0535.		
0515 - 0540	Every 20 minutes		0530 - 0555	Every 20 minutes	
0541 - 0555	Every 15 minutes		0556 - 0610	Every 15 minutes	
0556 - 0630	Every 12 minutes		0611 - 0655	Every 12 minutes	
0631 - 0700	Every 10 minutes		0656 - 0725	Every 10 minutes	
0701 - 0900	Every 8 minutes		0726 - 0915	Every 8 minutes	
0901 - 0930	Every 10 minutes		0916 - 0955	Every 10 minutes	
0931 - 1530	Every 12 minutes		0956 - 1555	Every 12 minutes	
1531 - 1600	Every 10 minutes		1556 - 1625	Every 10 minutes	
1601 - 1845	Every 8 minutes		1626 - 1900	Every 8 minutes	
1846 - 1905	Every 10 minutes		1901 - 1920	Every 10 minutes	
1906 - 2005	Every 12 minutes		1921 - 2020	Every 12 minutes	
2006 - 2050	Every 15 minutes		2021 - 2105	Every 15 minutes	
2051 - 0055	Every 20 minutes		2106 - 0110	Every 20 minutes	
Last departure no earlier than 0050.			Last departure no earlier than 0105.		
Pinchpoints					
East Greenwich, Vanbrugh Hill	0710 - 0910	8 minutes	Greenwich Peninsula, Sainsbury's	0735 - 0905	8 minutes
	1505 - 1540	12 minutes		1505 - 1605	12 minutes
	1541 - 1610	10 minutes		1606 - 1635	10 minutes
	1611 - 1640	8 minutes		1636 - 1705	8 minutes

### 3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

#### 3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

North Greenwich Station, Bus Station to Greenwich, Cutty Sark, King William Walk			Greenwich, Cutty Sark, King William Walk to North Greenwich Station, Bus Station		
First departure no later than 0520.			First departure no later than 0535.		
0515 - 0700	Every 20 minutes		0530 - 0715	Every 20 minutes	
0701 - 0900	Every 15 minutes		0716 - 0915	Every 15 minutes	
0901 - 1845	Every 12 minutes		0916 - 1905	Every 12 minutes	
1846 - 1930	Every 15 minutes		1906 - 2005	Every 15 minutes	
1931 - 0055	Every 20 minutes		2006 - 0110	Every 20 minutes	
Last departure no earlier than 0050.			Last departure no earlier than 0105.		
Pinchpoints					
East Greenwich, Vanbrugh Hill	0910 - 1110	12 minutes	Greenwich Peninsula, Sainsbury's	0925 - 1100	12 minutes

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

North Greenwich Station, Bus Station to Greenwich, Cutty Sark, King William Walk			Greenwich, Cutty Sark, King William Walk to North Greenwich Station, Bus Station		
First departure no later than 0615.			First departure no later than 0630.		
0610 - 0055	Every 20 minutes		0625 - 0110	Every 20 minutes	
Last departure no earlier than 0050.			Last departure no earlier than 0105.		
<b>Pinchpoints</b>					
East Greenwich, Vanbrugh Hill	1005 - 1145	20 minutes	Greenwich Peninsula, Sainsbury's	1000 - 1140	20 minutes

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

#### **4) OPERATIONAL CONSIDERATIONS**

- 4.1) Route No. 129 can suffer from unpredictable traffic delays in the Greenwich Town Centre area.
- 4.2) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 129 and it is anticipated that some passenger demand for Route No. 129 may shift to this line when it opens. Route No. 129 will be reviewed closer to the opening date.

#### **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 129: North Greenwich Station - Greenwich Cutty Sark**

**Date of Structural Change:** 4 June 2016.

**Date of Service Change:** 4 June 2016.

**Reason for Issue:** New Tender.

#### **STREETS TRAVERSED**

**Towards Greenwich Cutty Sark:** North Greenwich Bus Station, Edmund Halley Way, Pilot Busway, Southern Way, Commercial Way, Peartree Way, Horn Lane Roundabout, Woolwich Road, Trafalgar Road, Romney Road, Nelson Road, Greenwich Church Street, College Approach, King William Walk.

**Towards North Greenwich Station:** King William Walk, Romney Road, Trafalgar Road, Woolwich Road, Horn Lane Roundabout, Peartree Way, Commercial Way, Southern Way, Pilot Busway, Edmund Halley Way, North Greenwich Bus Station.

#### **AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS**

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

#### **GREENWICH, CUTTY SARK**

Public stand for two buses on east side of King William Walk, commencing 3 metres north of a point opposite the centre of Turnpin Lane and extending 23 metres north.

Buses proceed from King William Walk direct to stand, departing to King William Walk.

Set down in King William Walk, at Stop C (29439 - Greenwich Town Centre / Cutty Sark, Last Stop on LOR: 29439 - Greenwich Town Centre / Cutty Sark) and pick up in King William Walk, at Stop C (29439 - Greenwich Town Centre / Cutty Sark, First Stop on LOR: 29439 - Greenwich Town Centre / Cutty Sark).

**AVAILABILITY:** At any time.

**OPERATING RESTRICTIONS:** No more than 1 bus on Route 129 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:** Greenwich, Cutty Sark.

**OTHER INFORMATION:** .

### **EAST GREENWICH, LIBRARY (from North Greenwich Station)**

Buses proceed from Woolwich Road via Denham Street and Tunnel Avenue to stand, departing via Tunnel Avenue, Woolwich Road, Horn Lane Roundabout and Peartree Way to Commercial Way. Set down in Woolwich Road, at stop D (34401 - East Greenwich Library, Last Stop on LOR: 34401 - East Greenwich Library) and pick up in Commercial Way, at stop MH (BP2402 - Sainsbury's At Greenwich Peninsula, First Stop on LOR: BP2402 - Sainsbury's At Greenwich Peninsula).

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:	East Greenwich.

### **EAST GREENWICH, LIBRARY (from GREENWICH CUTTY SARK)**

Buses proceed from Woolwich Road via Horn Lane Roundabout departing to Woolwich Road. Set down in Woolwich Road, at stop E (34284 - East Greenwich Library, Last Stop on LOR: 34284 - East Greenwich Library) and pick up in Woolwich Road, at stop D (34401 - East Greenwich Library, First Stop on LOR: 34401 - East Greenwich Library).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	<b>Turning Point Only - Buses must not stand</b>
BLIND DISPLAY:	East Greenwich.

### **NORTH GREENWICH STATION**

Private stand in three sections for 21 buses in Bus Parking Areas within North Greenwich Bus Station complex:

- 1 - offside facing south commencing 6.7 metres south of lamp standard No. NG18 and extending 51.8 metres north.
  - 2 - facing north commencing 11.5 metres north of lamp standard No. NG07 and extending 95.8 metres south.
  - 3 - offside facing north opposite Section 2 stand and extending 87.3 metres south.
- Buses proceed from North Greenwich Bus Station direct to stand, departing to North Greenwich Bus Station. Set down in North Greenwich Bus Station, at Stop E (BP2277 - North Greenwich Station <>, Last Stop on LOR: BP2277 - North Greenwich Station <>) and pick up in North Greenwich Bus Station, at Stop C (BP2275 - North Greenwich Station <>, First Stop on LOR: BP2275 - North Greenwich Station <>).

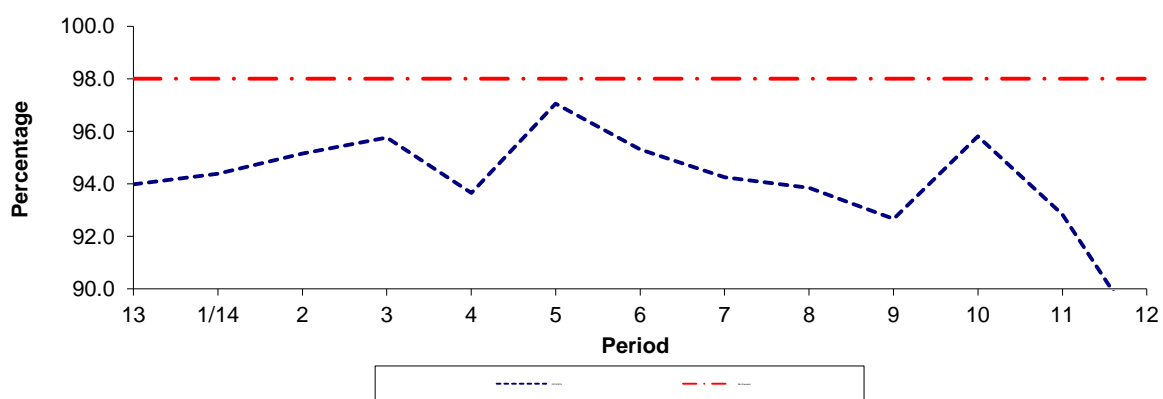
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 129 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	North Greenwich.



## PART B - PERFORMANCE STATISTICS

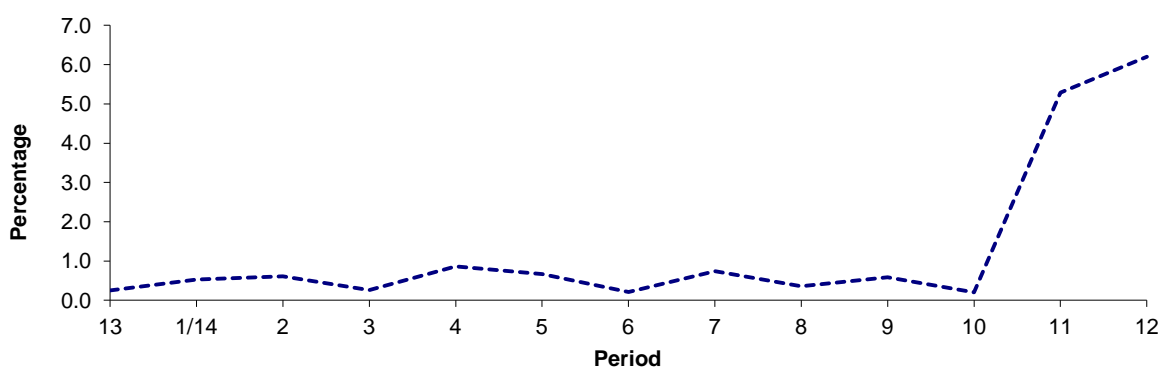
### Route 129

**Mileage Operated**



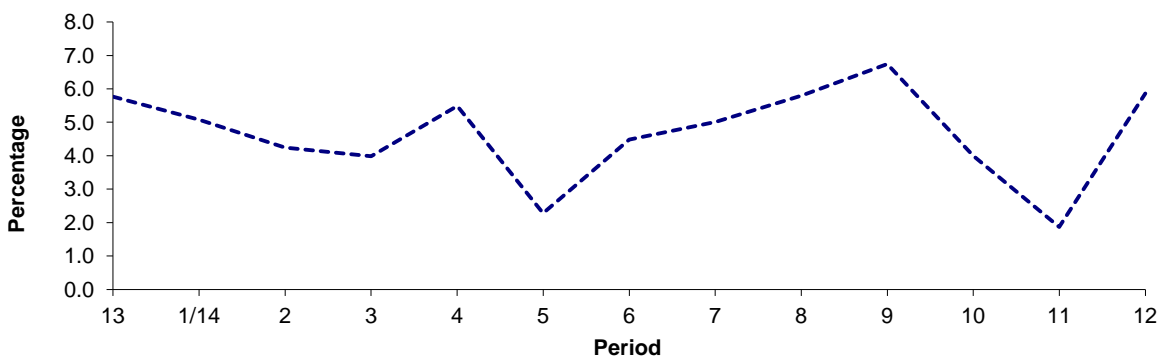
Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	93.98	94.39	95.15	95.76	93.65	97.05	95.31	94.25	93.85	92.67	95.81	92.84	87.94
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

**Deductible Mileage**



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	0.25	0.53	0.61	0.26	0.86	0.67	0.21	0.74	0.36	0.59	0.20	5.29	6.20

**Non Deductible Mileage**

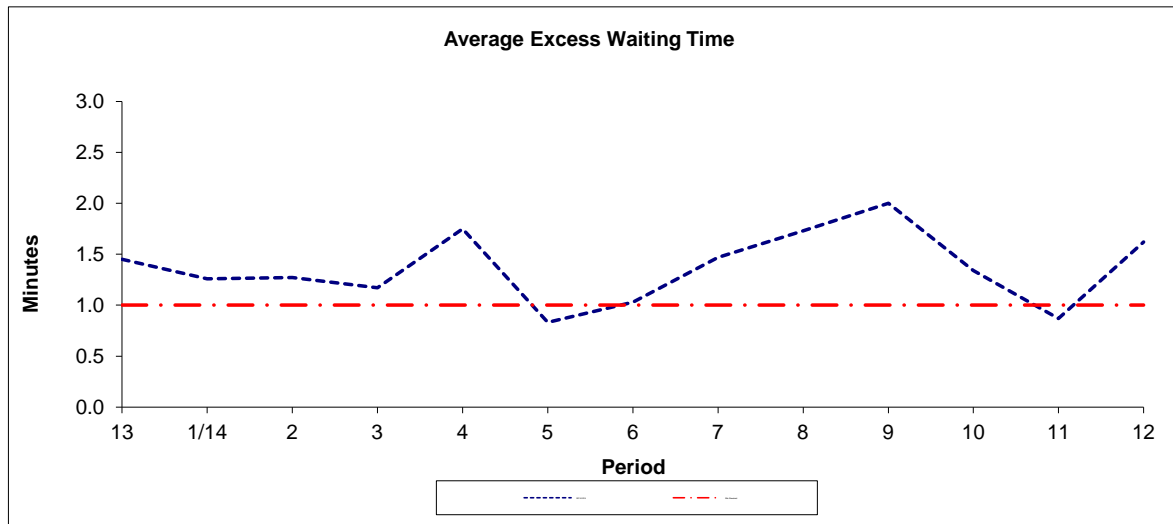


Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013/2014	5.77	5.08	4.24	3.98	5.49	2.28	4.48	5.01	5.79	6.74	3.99	1.87	5.86

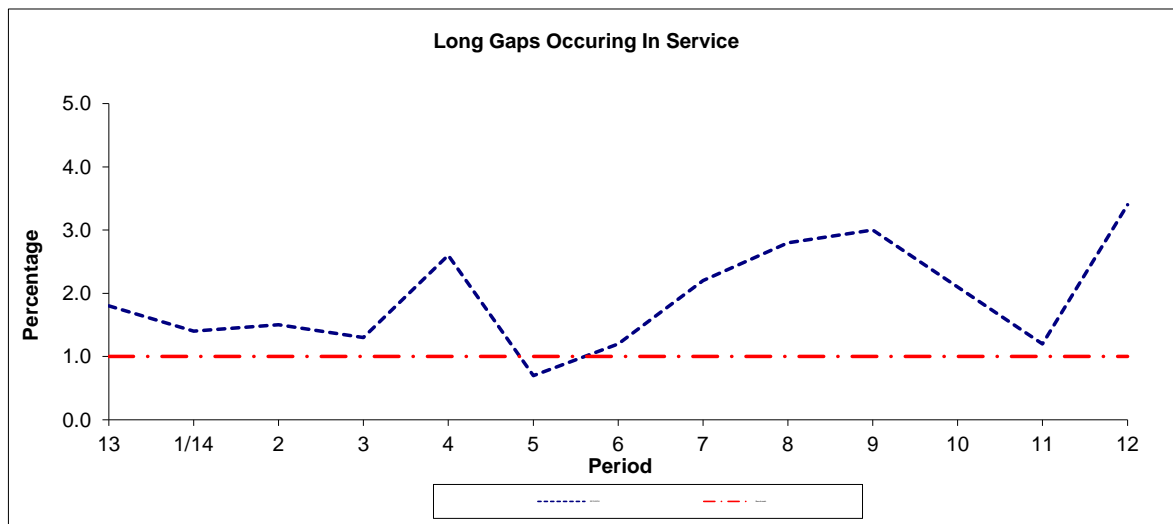
**Note :** Mileage is based on 4 weeks data  
Deductible mileage performance adversely affected by industrial action by drivers in periods 11 and 12.

## PART B - PERFORMANCE STATISTICS

### Route 129



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	1.45	1.26	1.27	1.17	1.75	0.83	1.03	1.47	1.73	2.00	1.34	0.87	1.62
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Period	13	1/14	2	3	4	5	6	7	8	9	10	11	12
2013-2014	1.8	1.4	1.5	1.3	2.6	0.7	1.2	2.2	2.8	3.0	2.1	1.2	3.4
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 129 - FULL iBUS RESULTS BY TIME OF DAY

### QUARTER 4 13/14 TO QUARTER 3 14/15 (04/01/14 - 02/01/15)

#### MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	8,725.	94.3	7.92	0.46	8.39	69.4	29.2	1.3	0.1	0.8	37
0700 - 1000	20,628.	89.4	5.98	2.13	8.11	67.8	25.9	5.0	1.3	3.4	64
1000 - 1300	20,480.	94.9	6.00	1.28	7.28	74.0	23.2	2.3	0.5	1.3	60
1300 - 1600	20,685.	95.8	5.96	1.03	7.00	75.9	21.9	1.7	0.4	1.1	72
1600 - 1900	20,739.	92.7	6.01	1.51	7.52	71.5	24.5	3.1	0.9	2.0	60
1900 - 2200	15,789.	97.8	7.96	1.01	8.97	59.4	35.1	4.7	0.8	0.9	84
2200 - 2400	8,505.	98.5	9.95	0.41	10.36	49.2	44.5	5.3	1.0	0.3	79
<b>Summary</b>	<b>115,551.</b>	<b>94.3</b>	<b>6.45</b>	<b>1.37</b>	<b>7.82</b>	<b>69.6</b>	<b>26.3</b>	<b>3.3</b>	<b>0.8</b>	<b>1.8</b>	<b>84</b>

#### SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	1,428.	99.1	10.00	0.18	10.18	56.9	39.4	3.2	0.4	1.1	42
0700 - 1000	3,888.	98.2	7.07	0.35	7.42	72.6	26.6	0.7	0.1	0.1	44
1000 - 1300	4,425.	94.2	6.01	0.95	6.95	74.5	22.9	1.9	0.7	1.4	62
1300 - 1600	4,295.	82.4	6.01	3.48	9.49	60.3	28.3	8.2	3.1	6.7	66
1600 - 1900	4,314.	87.1	5.99	2.72	8.71	64.9	27.4	5.7	2.0	4.5	56
1900 - 2200	2,996.	94.1	8.90	2.09	10.99	50.3	35.9	10.0	3.8	2.6	71
2200 - 2400	1,836.	97.1	9.96	0.84	10.80	48.5	42.1	8.1	1.4	0.1	50
<b>Summary</b>	<b>23,182.</b>	<b>91.9</b>	<b>6.78</b>	<b>1.99</b>	<b>8.77</b>	<b>64.1</b>	<b>28.5</b>	<b>5.4</b>	<b>1.9</b>	<b>3.3</b>	<b>71</b>

#### SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	746.	102.4	10.00	0.00	10.00	65.8	31.6	2.6	0.0	0.0	25
0700 - 1000	2,922.	98.3	9.77	0.28	10.05	51.0	44.8	3.8	0.5	0.2	41
1000 - 1300	3,006.	99.8	9.81	0.27	10.08	50.4	44.7	4.6	0.2	0.1	60
1300 - 1600	3,006.	97.2	9.88	0.74	10.63	49.3	41.8	7.1	1.9	0.6	60
1600 - 1900	3,050.	98.5	9.90	0.88	10.78	49.5	42.1	6.8	1.5	0.5	70
1900 - 2200	3,085.	99.0	9.89	0.33	10.22	50.0	44.5	5.0	0.5	0.1	59
2200 - 2400	1,950.	99.3	10.00	0.30	10.30	49.8	44.8	4.9	0.4	0.2	54
<b>Summary</b>	<b>17,765.</b>	<b>98.8</b>	<b>9.87</b>	<b>0.54</b>	<b>10.41</b>	<b>50.1</b>	<b>43.2</b>	<b>5.7</b>	<b>1.0</b>	<b>0.3</b>	<b>70</b>

#### ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (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)
0500 - 0700	10,899.	95.4	8.25	0.41	8.66	67.8	30.5	1.6	0.1	0.8	42
0700 - 1000	27,438.	91.6	6.26	1.89	8.14	67.5	26.9	4.5	1.1	2.9	64
1000 - 1300	27,911.	95.3	6.43	1.11	7.54	71.4	25.6	2.5	0.5	1.2	62
1300 - 1600	27,986.	93.9	6.38	1.38	7.75	70.8	25.0	3.3	1.0	1.9	72
1600 - 1900	28,103.	92.5	6.39	1.58	7.97	68.7	26.5	3.7	1.1	2.2	70
1900 - 2200	21,870.	97.5	8.29	1.07	9.37	57.2	36.3	5.4	1.2	1.1	84
2200 - 2400	12,291.	98.5	9.96	0.45	10.41	49.2	44.2	5.6	1.0	0.3	79
<b>Summary</b>	<b>156,498.</b>	<b>94.5</b>	<b>6.81</b>	<b>1.37</b>	<b>8.18</b>	<b>67.1</b>	<b>28.2</b>	<b>3.8</b>	<b>0.9</b>	<b>1.8</b>	<b>84</b>

## Transport for London - QSI Points and Live Mileage List

Route 129 Reason for  
Service change 24215 Re-issue  
Date 17 March 2011

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NGNHNSN S	NGNHNSN S	NORTH GREENWICH STATION		
NGNHNSN	BP2275	North Greenwich Station	0	0.00
	BP2463	Millennium Village / Oval Square	1036	0.64
	BP2461	Millennium Village South	301	0.19
	BP2782	Odeon Cinema	297	0.18
GNCPYSY	BP2401	Sainsbury's At Greenwich Peninsula	221	0.14
	34401	East Greenwich Library	590	0.37
	18821	Marlton Street	235	0.15
	19620	Calvert Road	148	0.09
EGRNVH	20627	Vanbrugh Hill	147	0.09
	13829	Tyler Street	248	0.15
	13827	Trafalgar Road / Maze Hill	425	0.26
	13825	Trafalgar Estate	214	0.13
	26707	National Maritime Museum	322	0.20
GNCHCS	29439	Greenwich Town Centre / Cutty Sark	449	0.28
GNCHCS S	GNCHCS S	GREENWICH, CUTTY SARK	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			4633 metres	2.88 miles

## New Contract Route 129

### TRANCHE 515

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GNCHCS S	GNCHCS S	GREENWICH, CUTTY SARK		
GNCHCS	29439	Greenwich Town Centre / Cutty Sark	0	0.00
	8624	National Maritime Museum	163	0.10
	13824	Trafalgar Estate	405	0.25
	13826	Trafalgar Road / Maze Hill	257	0.16
	13828	King William Lane	177	0.11
	13830	Tyler Street	193	0.12
EGRNVH	34293	Vanbrugh Hill	179	0.11
	18820	Marlton Street	357	0.22
	34284	East Greenwich Library	187	0.12
GNCPY	BP2402	Sainsbury's At Greenwich Peninsula	498	0.31
	BP2783	Odeon Cinema	218	0.14
	BP2462	Millennium Village South	306	0.19
	BP2460	Millennium Village / Oval Square	304	0.19
NGNHSN	BP2277	North Greenwich Station	1305	0.81
NGNHSN S	NGNHSN S	NORTH GREENWICH STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			4549 metres	2.83 miles