

7. Service Specification

Route: 301

Contract Reference: QC63108

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.

Route Number	301
Terminus Points	Bexleyheath, Shopping Centre/Bexleyheath Shopping Centre, Friswell Place and Woolwich, Woolwich High Street
Contract Basis	Incentivised
Commencement Date	8 th December 2018
Vehicle Type	87 capacity, dual door, double deck vehicles, subject to a satisfactory route test
Current Maximum Approved Dimensions	To be confirmed
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.85 minutes
Minimum Operated Mileage Standard	No less than 98%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 2nd July 2018.

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, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposals:

Tenderers should note that the following (subject to consultation) are proposed as part of this Service Specification for introduction with the new Route Agreement:

- New Route No. 301 is specified to operate between Bexleyheath, Shopping Centre/Bexleyheath Shopping Centre, Friswell Place and Woolwich, Woolwich High Street.
- It is expected a new stand will be provided in the Bexleyheath, Market Place/Shopping Centre area.
- At Woolwich, Woolwich High Street, a coach parking bay has been identified as a stand.
- Route No. 301 will operate via the current routeing of Route Nos. 244, 401, 472 and B11. Please see Section 5.2 for full details.
- Please note, Route No. 301 will NOT operate via Thamesmere Drive. Please see Section 4.4 for further information.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**
- Mondays to Sundays daytime frequencies are specified at every 12 minutes.
- All evening frequencies are specified at every 15 minutes.
- 87 capacity, dual door, double deck vehicles are specified, subject to a satisfactory route test.

Hail & Ride Operation Sections:

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. 301 in both directions:

- Long Lane and Brampton Road.

Operators should provide the following prices:

1. Annual diesel-electric hybrid 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. **New two door, single staircase vehicles inspired by the New Routemaster in respect of both their external and internal design, to the appropriate specification agreed between TfL and the manufacturers.**
2. **Vehicles that offer genuine increased capacity on two axles and are certified as such.**
3. **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
4. **Existing vehicles. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bexleyheath, Shopping Centre to Woolwich, Woolwich High Street		Woolwich, Woolwich High Street to Bexleyheath Shopping Centre, Friswell Place			
First departure no later than 0610.		First departure no later than 0540.			
0605 - 0710	Every 15 minutes	0535 - 0640	Every 15 minutes		
0711 - 1910	Every 12 minutes	0641 - 1840	Every 12 minutes		
1911 - 0030	Every 15 minutes	1911 - 2400	Every 15 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 2355.			
Pinchpoints					
Thamesmead, Central Way	0740 - 0915	12 minutes	Abbey Wood Station	0710 - 0910	12 minutes
	1500 - 1635	12 minutes		1500 - 1635	12 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Bexleyheath, Shopping Centre to Woolwich, Woolwich High Street		Woolwich, Woolwich High Street to Bexleyheath Shopping Centre, Friswell Place			
First departure no later than 0610.		First departure no later than 0540.			
0605 - 0810	Every 20 minutes	0605 - 0740	Every 20 minutes		
0811 - 0840	Every 15 minutes	0741 - 0810	Every 15 minutes		
0841 - 1840	Every 12 minutes	0811 - 1810	Every 12 minutes		
1841 - 0030	Every 15 minutes	1811 - 2400	Every 15 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 2355.			
Pinchpoints					
Thamesmead, Central Way	0925 - 1100	12 minutes	Abbey Wood Station	0900 - 1100	12 minutes

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

Bexleyheath, Shopping Centre to Woolwich, Woolwich High Street		Woolwich, Woolwich High Street to Bexleyheath Shopping Centre, Friswell Place			
First departure no later than 0730.		First departure no later than 0700.			
0725 - 0830	Every 20 minutes	0655 - 0800	Every 20 minutes		
0831 - 0930	Every 15 minutes	0801 - 0900	Every 15 minutes		
0931 - 1740	Every 12 minutes	0901 - 1710	Every 12 minutes		
1741 - 0030	Every 15 minutes	1711 - 2400	Every 15 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 2355.			
Pinchpoints					
Thamesmead, Central Way	1025 - 1135	12 minutes	Abbey Wood Station	1000 - 1135	12 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 301 should interwork with Route No. 401 between Bexleyheath, Shopping Centre and Long Lane, Bedonwell Road during Mondays to Saturdays daytimes.
- 4.2) Route No. 301 should interwork with Route No. 244 between Abbey Wood Station and Bentham Road (at junction with Thamesmere Drive roundabout) during all evenings and the Sunday Shopping period.
- 4.3) Route No. 301 could suffer from unpredictable traffic delays in the Bexleyheath, Thamesmead and Woolwich areas.
- 4.4) A proposal exists to locate a new bus stop on Central Way between the Thamesmere Drive roundabout and Twin Tumps Way roundabout ex Bexleyheath, Shopping Centre.
- 4.5) The Elizabeth line is expected to open in December 2018 and 3 separate services will operate from Paddington to Abbey Wood/Heathrow and from Liverpool Street to Shenfield. The full Elizabeth line service will operate from Reading and Heathrow to Shenfield and Abbey Wood and is expected to commence in late 2019. There is potential for a change in passenger demand once the line becomes fully operational. A review, post opening of the Elizabeth line, will be undertaken if required.

5) ROUTE RECORD, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet printout.
- 5.2) IBUS MILEAGE & QSI POINTS
As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 301: Bexleyheath, Shopping Centre - Woolwich, Woolwich High Street

Date of Structural Change: 8 December 2018.

Date of Service Change: 8 December 2018.

Reason for Issue: New route between Bexleyheath and Woolwich in conjunction with the opening of the Elizabeth Line.

STREETS TRAVERSED

Towards Woolwich, Woolwich High Street: Market Place, Friswell Place, Woolwich Road, Long Lane, Brampton Road, Woolwich Road, New Road, Abbey Road, Abbey Wood Road, Knee Hill, Harrow Manor Way, Harrow Manor Way Roundabout, Harrow Manor Way, Carlyle Road, Boiler House Roundabout, Bentham Road, Thamesmere Drive Roundabout, Central Way, Twin Tumps Way Roundabout, Central Way, Eastern Way, Nathan Way, Pettman Crescent, Plumstead Road, Beresford Street, Woolwich High Street.

Towards Bexleyheath, Shopping Centre: Woolwich High Street, Beresford Street, Plumstead Road, Pettman Crescent, Nathan Way, Eastern Way, Western Way, Central Way, Twin Tumps Way Roundabout, Central Way, Thamesmere Drive Roundabout, Bentham Road, Boiler House Roundabout, Carlyle Road, Harrow Manor Way, Lensbury Way Roundabout, Harrow Manor Way, Knee Hill, Abbey Wood Road, Abbey Road, New Road, Woolwich Road, Brampton Road, Long Lane, Woolwich Road, North Street, Chapel Road, Geddes Place, Market Place, Friswell Place, Arnsberg Way, Friswell Place Bus Stand.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

BEXLEYHEATH SHOPPING CENTRE, FRISWELL PLACE

Private stand for five buses in marked bays in parking area on south side of Arnsberg Way west of junction with Friswell Place.

Buses proceed from Friswell Place Bus Stand direct to stand, departing via Friswell Place Bus Stand, Friswell Place, Arnsberg Way and Geddes Place to Market Place. Set down in Friswell Place Bus Stand, at Alighting Point (BP1776 - Friswell Place and pick up in Market Place, at stop L (11121 - Bexleyheath Clock Tower.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 301 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: Bexleyheath, Shopping Centre.

ABBEY WOOD STATION (from WOOLWICH, WOOLWICH HIGH STREET)

Buses proceed from Harrow Manor Way via Lensbury Way Roundabout departing to Harrow Manor Way. Set down in Harrow Manor Way, A (33045 - Harrow Manorway / Lensbury Way and pick up in Harrow Manor Way, BA (33041 - Overton Road.

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

THAMESMEAD TOWN CENTRE (from WOOLWICH, WOOLWICH HIGH STREET)

Buses proceed from Central Way via Thamesmere Drive Roundabout, Thamesmere Drive, Turning Circle, Thamesmere Drive and Thamesmere Drive Roundabout departing to Central Way. Set down in Thamesmere Drive, at stop C (37417 - Thamesmead Town Centre and pick up in Thamesmere Drive, at stop A (BP1582 - Thamesmead Town Centre.

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

WOOLWICH, WOOLWICH HIGH STREET

Stand created for route 301 on northern side of Woolwich High Street, adjacent to Waterfront Leisure Centre.

Buses proceed from Woolwich High Street direct to stand, departing to Woolwich High Street. Set down on stand and pick up on stand.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 301 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: Woolwich.

Transport for London - QSI Points and Live Mileage List

Route 301 Reason for Service change Re-issue Date
QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BEXHSC	11121	Bexleyheath Clock Tower		
	23255	Pelham Road	437	0.27
	23256	Long Lane / Woolwich Road	569	0.35
	23258	Heversham Road	244	0.15
	23260	Belvedere Road	310	0.19
	H1239	Hail and Ride Long Lane	TBA	TBA
LNGKIP	19632	Long Lane / Kipling Road	TBA	TBA
	19630	Melanie Close	210	0.13
	12074	Long Lane / Brampton Road	373	0.23
	H0034	Hail and Ride Brampton Road	267	0.17
	17585	Woolwich Road / Brampton Road	756	0.47
	BP3814	Hurst Lane	372	0.23
	BP3815	Woodland Way	721	0.45
	34318	Florence Road	277	0.17
ABWDSN	3963	Abbey Wood Road	163	0.10
	35308	Harrow Manorway / Abbey Wood Station	308	0.19
	33045	Harrow Manorway / Lensbury Way	374	0.23
	34813	Newacres Library	399	0.25
	34918	Carlyle Road / Bentham Road	718	0.45
THMDBR	35918	Titmuss Avenue	250	0.16
	R0748	Southwood Road	306	0.19
	35920	Hawksmoor School	261	0.16
	36667	Gallions Reach Health Centre	289	0.18
THMDCT**	New Stop	Central Way / Thamesmead Town Centre	TBA	TBA
	BP1812	Watersmeet Place	TBA	TBA
	BP3113	Grasshaven Way	447	0.28
NATWEW	BP2144	Nathan Way / Eastern Way	593	0.37
	BP2143	Purland Road East	317	0.20
	BP2151	Purland Road West	285	0.18
	BP2147	Boughton Road	352	0.22
	BP2152	Hadden Road	389	0.24
	BP2149	Pettman Crescent	223	0.14
PLUMSN	36510	Plumstead Road / Plumstead Station	314	0.20
	34579	Greenwich Community College	246	0.15
	8931	Maxey Road	229	0.14
WOOLPR	BP4397	Plumstead Road / Woolwich Public Market	404	0.25
	3681	Beresford Square / Woolwich Arsenal Station	171	0.11
WOOLWH	TBA	Woolwich, Waterfront Leisure Centre	TBA	TBA
TOTAL ROUTE MILEAGE - BACK DIRECTION			14645	9.10
			metres	miles

** This point is dependent upon the implementation of a proposal to locate a new bus stop on Central Way between the Thamesmere Drive roundabout and Twin Tumps Way roundabout ex Bexleyheath, Shopping Centre.

Mileage information in blue font has been extracted from Route No. 401.

Mileage information in purple font has been extracted from Route No. B11.

Mileage information in green font has been extracted from Route No. 244.

Mileage information in brown font has been extracted from Route No. 472.

Total Route Mileage in red font is a planning estimate & not an ibus calculation and is to be confirmed.

TRANCHE 631
New Route Woolwich - Bexleyheath

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WOOLWH	TBA	Woolwich, Waterfront Leisure Centre		
	BP5540	Plumstead Road / Woolwich Public Market	TBA	TBA
	R 0385	Maxey Road	442	0.27
PD GRP	BP1283	Plumstead Bus Garage	272	0.17
	BP2142	Pettman Crescent	698	0.43
	BP2150	Hadden Road	362	0.22
	BP2146	Boughton Road	273	0.17
	BP2145	Purland Road West	381	0.24
	BP2141	Purland Road East	295	0.18
NATWEW	BP2148	Nathan Way / Eastern Way	358	0.22
	BP3114	Grasshaven Way	627	0.39
	BP1813	Watersmeet Place	356	0.22
THMDCT	BP1583	Central Way / Thamesmead Town Centre	175	0.11
	36668	Gallions Reach Health Centre	391	0.24
	35921	Hawksmoor School	224	0.14
	35922	Southwood Road	254	0.16
THMDBR	35926	Titmuss Avenue	392	0.24
	35406	Carlyle Road / Crossway	167	0.10
	34812	Newacres Library	782	0.49
	33040	Harrow Manorway / Yarnton Way	267	0.17
	33041	Overton Road	201	0.12
	35309	Harrow Manorway / Abbey Wood Station	292	0.18
ABWDSN	26601	Abbey Wood Road	413	0.26
	BP3816	Abbey Road	244	0.15
	BP4516	Woodland Way	230	0.14
	BP3817	Hurst Lane	728	0.45
	17587	New Road	152	0.09
	12073	Brampton Road / Long Lane	TBA	TBA
	19629	Melanie Close	368	0.23
LNGKIP	19631	Long Lane / Kipling Road	263	0.16
	23259	Heversham Road	TBA	TBA
	23257	Woolwich Road / Long Lane	381	0.24
	23254	Garden Avenue	252	0.16
	23253	Pelham Road	318	0.20
BEXHFP	BP1776	Friswell Place	TBA	TBA
TOTAL ROUTE MILEAGE - OUT DIRECTION			14645	9.10
			metres	miles

Mileage information in brown font has been extracted from Route No. 472.

Mileage information in green font has been extracted from Route No. 244.

Mileage information in purple font has been extracted from Route No. B11.

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