

7. Service Specification

Route: A10

Contract Reference: QC48702

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	Uxbridge Station and Heathrow Airport Central Bus Station
Contract Basis	Incentivised
Commencement Date	29 th August 2015
Vehicle Type	60 capacity, dual door, single deck buses, subject to a satisfactory route test. (55 capacity, dual door, single deck, will be acceptable)
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 86.00%
Extension Threshold	Departing on Time Threshold - 90.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 15th September 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 intA10.

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

Limited Stop Sections:

Route No. A10 has the following express sections:

Ex Uxbridge Station:

Between Stockley Park West, Horton Road and Heathrow Airport Central Bus Station.

Ex Heathrow Airport Central Bus Station:

Between Heathrow Airport Central Bus Station and Stockley Park West, Horton Road.

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 was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

any moment to obtain a schedule of requirements at those sites

Uxbridge Station to Heathrow Airport Central Bus Station			Heathrow Airport Central Bus Station to Uxbridge Station, Belmont Road		
First departure no later than 0430.			First departure no later than 0505.		
0425 - 1900	Every 15 minutes		0500 - 1920	Every 15 minutes	
1901 - 0005	Every 20 minutes		1921 - 0045	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0040.		
Pinchpoints					
Stockley Park East, The Square	0700 - 0900	15 minutes	Merrimans Corner Harlington Road	0710 - 0910	15 minutes
	1500 - 1630	15 minutes		1505 - 1635	15 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Uxbridge Station to Heathrow Airport Central Bus Station			Heathrow Airport Central Bus Station to Uxbridge Station, Belmont Road		
First departure no later than 0430.			First departure no later than 0505.		
0425 - 1900	Every 15 minutes		0500 - 1920	Every 15 minutes	
1901 - 0005	Every 20 minutes		1921 - 0045	Every 20 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0040.		
Pinchpoints					
Stockley Park East, The Square	0900 - 1100	15 minutes	Merrimans Corner Harlington Road	0905 - 1105	15 minutes

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

Uxbridge Station to Heathrow Airport Central Bus Station			Heathrow Airport Central Bus Station to Uxbridge Station, Belmont Road		
First departure no later than 0430.			First departure no later than 0510.		
0425 - 0005	Every 30 minutes		0505 - 0045	Every 30 minutes	
Last departure no earlier than 2400.			Last departure no earlier than 0040.		
Pinchpoints					
Stockley Park East, The Square	1045 - 1215	30 minutes	Merrimans Corner Harlington Road	1055 - 1225	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. A10 can suffer from unpredictable traffic delays in the Stockley Park and Heathrow 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 A10: Uxbridge Station - Heathrow Airport, Central Bus Station

Date of Structural Change: 29 August 2015.

Date of Service Change: 29 August 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Heathrow Airport, Central Bus Station: Uxbridge Bus Station, Bakers Road, Belmont Road, York Road, Chippendale Way, Park Road, Hillingdon Road, Hillingdon Hill, Uxbridge Road, Harlington Road, Dawley Road, Bolingbroke Way, Furzeground Way, The Square, Furzeground Way, Longwalk Road, Bennetsfield Road, Stockley Road, Horton Road (Circumnavigate Roundabout At Junction With Iron Bridge Road), Stockley Road, M4 Motorway Slip Road, M4 Motorway Junction 4 Roundabout, M4 Motorway (Towards Heathrow Airport), Tunnel Road East, Inner Ring East, Heathrow Airport Central Bus Station.

Towards Uxbridge Station: Heathrow Airport Central Bus Station, Inner Ring West, Tunnel Road West, M4 (Motorway), M4 Motorway Junction 4 Roundabout, M4 Motorway Slip Road, Stockley Road, Horton Road (Circumnavigate Roundabout At Junction With Iron Bridge Road), Stockley Road, Bennetsfield Road, Roundwood Avenue, Furzeground Way, The Square, Furzeground Way, Bolingbroke Way, Dawley Road, Harlington Road, Uxbridge Road, Hillingdon Hill, Hillingdon Road, Park Road, Chippendale Way, York Road, Belmont 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.

DUMMY STAND WITHIN 5 MINUTES

Dummy stand to be used for specifications where a stand definition is unknown but will be within 5 minutes of the set down and pick up points.

Buses proceed from Belmont Road direct to stand, departing to Uxbridge Bus Station. Set down in Belmont Road, at Stop E (BP774 - Belmont Road, Last Stop on LOR: BP774 - Belmont Road) and pick up in Uxbridge Bus Station, at Stop M (23061 - Uxbridge Station <>, First Stop on LOR: 23061 - Uxbridge Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None
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:	Uxbridge.

HILLINGDON HILL, UXBRIDGE ROAD (from HEATHROW AIRPORT, CENTRAL BUS STATION)

Public stand for one bus on south side of Uxbridge Road, commencing 43 metres west of Harlington Road and extending 12 metres east.

Buses proceed from Uxbridge Road direct to stand, departing via Uxbridge Road and Turn Through Gap In Central Reservation At The Junction With Crossway to Uxbridge Road. Set down in Uxbridge Road, at Stop UM (C50 - Coney Green and pick up in Uxbridge Road, at Stop UB (27577 - St John's Church, First Stop on LOR: 27577 - St John's 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:	Coney Green.

HEATHROW AIRPORT, CENTRAL BUS STATION

Private stand for 10 buses in marked bays on north side of Heathrow Airport Central Bus Station.

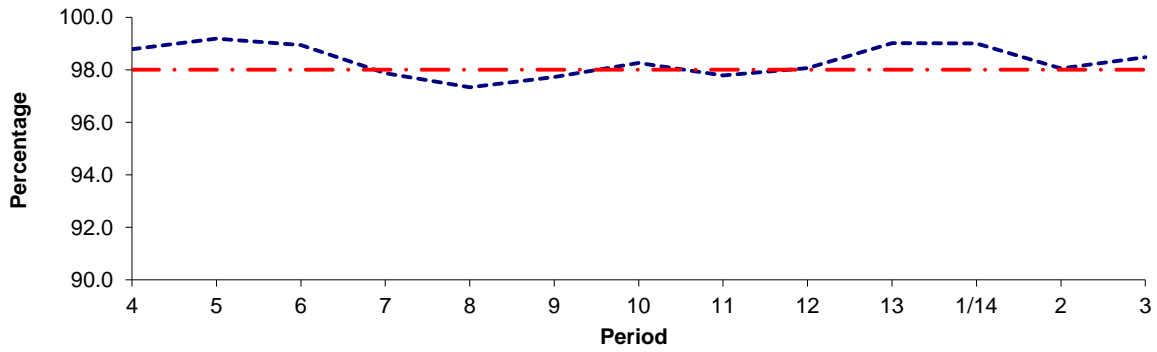
Buses proceed from Heathrow Airport Central Bus Station via Bus Parking Area to stand, departing via Bus Parking Area to Heathrow Airport Central Bus Station. Set down in Heathrow Airport Central Bus Station, at Stand 16 (OC901 - Heathrow Central Bus Station, Last Stop on LOR: OC901 - Heathrow Central Bus Station) and pick up in Heathrow Airport Central Bus Station, at Stand 18 (BP5116 - Heathrow Central Bus Station, First Stop on LOR: BP5116 - Heathrow Central Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route A10 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:	Heathrow Central.
OTHER INFORMATION:	Toilet facilities available (24 hours). Buses must only stand within the layover area in the bus station. Buses must not be left unattended at any other location..

PART B - PERFORMANCE STATISTICS

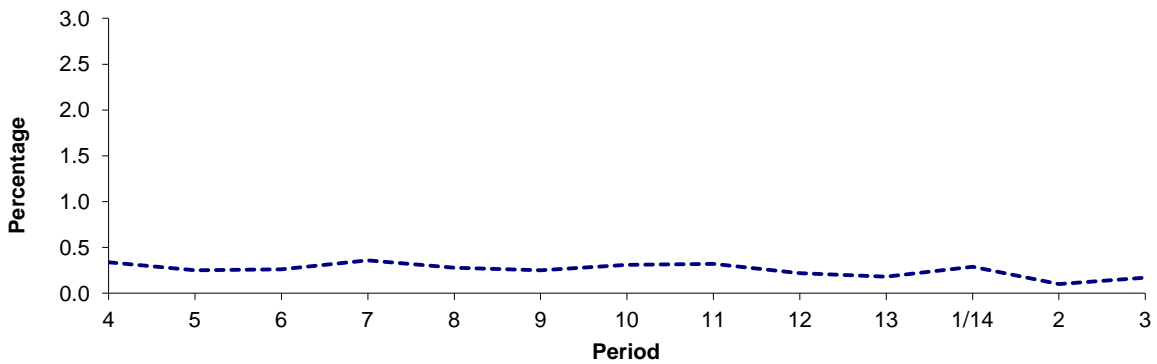
Route A10

Mileage Operated



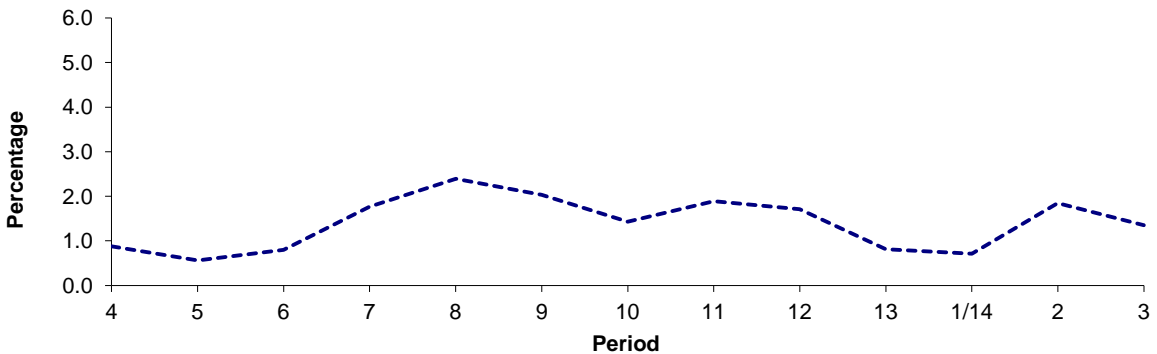
Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	98.78	99.19	98.94	97.87	97.33	97.72	98.26	97.79	98.07	99.01	99.00	98.05	98.48
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	0.34	0.25	0.26	0.36	0.28	0.25	0.31	0.32	0.22	0.18	0.29	0.10	0.17

Non Deductible Mileage

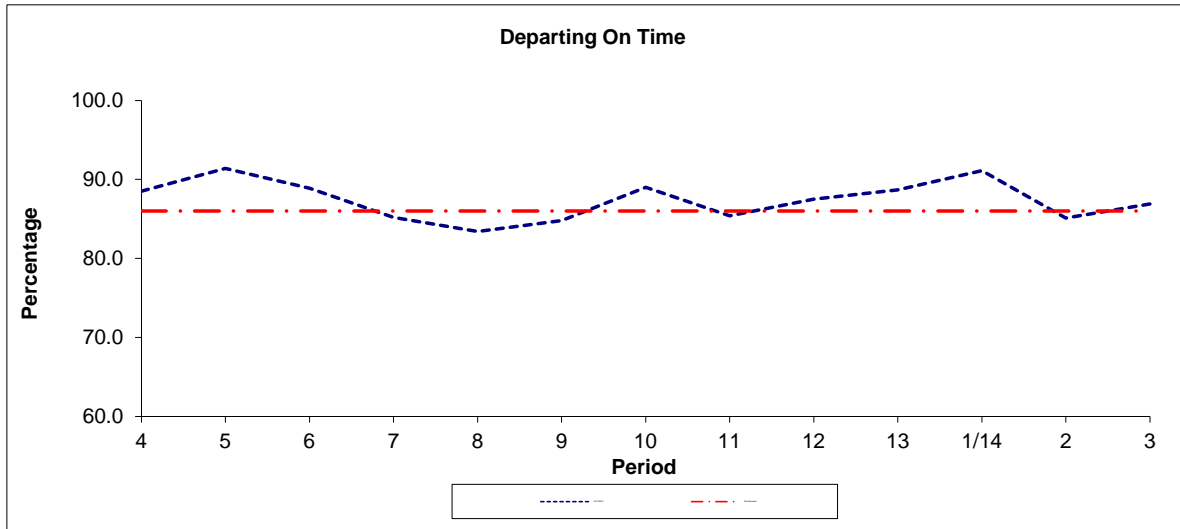


Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	0.88	0.56	0.80	1.77	2.39	2.03	1.43	1.89	1.71	0.81	0.71	1.85	1.35

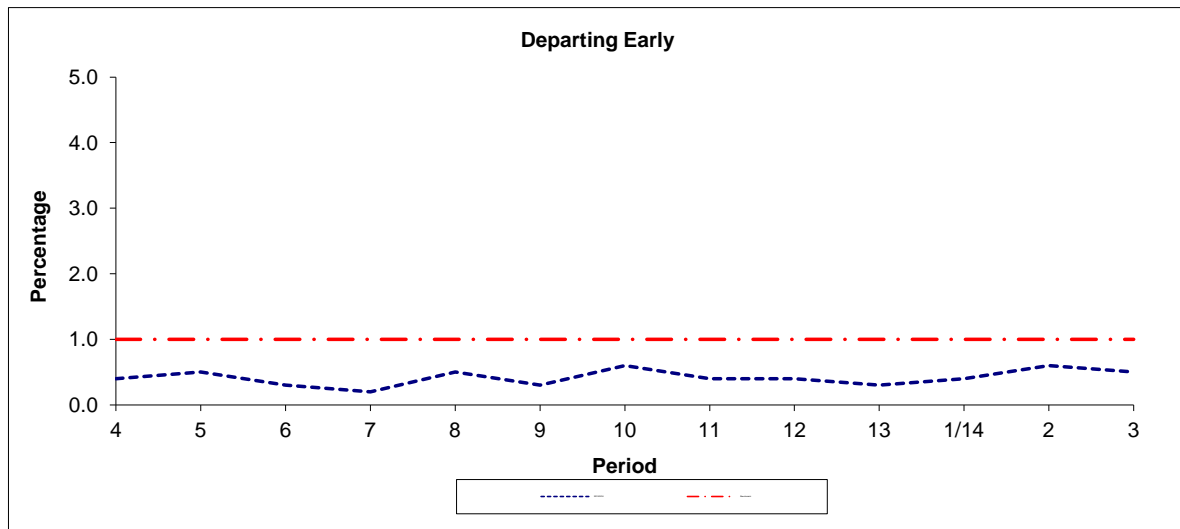
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route A10



Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	88.5	91.4	88.9	85.2	83.4	84.8	89.0	85.4	87.5	88.7	91.1	85.1	86.9
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	0.4	0.5	0.3	0.2	0.5	0.3	0.6	0.4	0.4	0.3	0.4	0.6	0.5
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 A10 - FULL iBUS RESULTS BY TIME OF DAY

QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)

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	18,366.	98.8	99.6	97.1	0.4	0.2	2.4
0700 - 1000	28,204.	98.1	96.8	83.1	3.3	1.2	12.4
1000 - 1300	28,930.	98.2	99.1	91.7	0.9	0.2	7.3
1300 - 1600	28,460.	99.3	99.4	88.6	0.6	0.2	10.6
1600 - 1900	27,837.	94.6	92.1	72.7	8.1	0.4	18.7
1900 - 2200	22,521.	98.2	97.7	89.5	2.9	0.5	7.1
2200 - 2400	14,307.	101.0	99.5	93.1	0.6	0.2	6.1
Summary	168,625.	98.1	97.5	84.7	3.3	0.5	11.5

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	3,915.	99.2	99.3	98.2	0.6	0.3	0.8
0700 - 1000	6,099.	99.5	99.6	98.3	0.4	0.2	1.1
1000 - 1300	6,023.	99.6	99.8	96.9	0.2	0.1	2.7
1300 - 1600	6,006.	99.2	99.2	92.7	0.9	0.1	6.3
1600 - 1900	5,932.	100.5	99.8	96.9	0.2	0.2	2.8
1900 - 2200	4,651.	100.2	99.3	96.8	0.6	0.3	2.3
2200 - 2400	3,013.	100.3	98.9	95.7	1.1	0.3	2.9
Summary	35,639.	99.7	99.5	96.0	0.5	0.2	3.4

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	2,175.	100.8	99.2	96.9	0.7	0.6	1.8
0700 - 1000	3,414.	99.4	99.2	98.1	0.6	0.4	0.9
1000 - 1300	3,415.	99.7	99.8	97.2	0.2	0.2	2.4
1300 - 1600	3,439.	100.0	99.8	95.1	0.2	0.1	4.6
1600 - 1900	3,444.	99.8	99.5	96.3	0.5	0.2	3.0
1900 - 2200	3,427.	99.7	99.5	97.7	0.5	0.1	1.8
2200 - 2400	2,286.	100.3	99.5	95.0	0.5	0.2	4.4
Summary	21,600.	99.9	99.5	96.5	0.4	0.2	2.9

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	24,456.	99.0	99.5	97.2	0.4	0.2	2.2
0700 - 1000	37,717.	98.5	97.5	85.1	2.9	1.1	10.9
1000 - 1300	38,368.	98.5	99.3	93.2	0.7	0.2	6.0
1300 - 1600	37,905.	99.3	99.4	89.9	0.6	0.1	9.3
1600 - 1900	37,213.	96.0	94.0	77.6	6.6	0.4	15.4
1900 - 2200	30,599.	98.6	98.1	91.3	2.4	0.5	5.9
2200 - 2400	19,606.	100.8	99.4	93.7	0.6	0.2	5.5
Summary	225,864.	98.5	98.0	87.3	2.7	0.4	9.7

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route A10
Service change 28447
Date 29/12/2011
QSI Points are highlighted.

TRANCHE 487

Reason for Issue	Mileage Update
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OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
UXBRSN	23061	Uxbridge Station		
	BP1353	York Road	429	0.27
	3153	St Andrews Church	628	0.39
	3151	Manor Way	264	0.16
	3147	The Greenway	434	0.27
	6852	Hillingdon Cemetery	496	0.31
HILLCH	27577	St John's Church	292	0.18
	BP1380	Hilliers Avenue	450	0.28
	BP1376	Southfield Close	354	0.22
	BP1331	Lees Road	526	0.33
	BP5119	Lady Craig Court	315	0.20
MMCRHR	27331	Merrimans Corner / Harlington Road	189	0.12
	27333	Corwell Gardens	508	0.32
	BP2380	Dawley Parade	496	0.31
STKPES	BP1529	The Square	880	0.55
	BP1531	Furzeground Way	384	0.24
	BP1534	Longwalk Road	535	0.33
STKPWH	BP1357	Iron Bridge Road	470	0.29
	BP4937	Stockley Road	1346	0.84
HTWABS	OC901	Heathrow Central Bus Station	3598	2.24
TOTAL ROUTE MILEAGE - OUT DIRECTION			12594 metres	7.83 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HTWABS	BP5116	Heathrow Central Bus Station		
	BP4938	Stockley Road	3818	2.37
STKPWH	BP2484	Iron Bridge Road	1156	0.72
	BP1347	Bennetsfield Road	348	0.22
	BP1533	Roundwood Avenue	497	0.31
	BP1532	Furzeground Way	227	0.14
	BP1530	The Square	295	0.18
STKPES	BP5644	Bolingbroke Way	620	0.39
	27332	Goulds Green	894	0.56
MMCRHR	BP1330	Barwick Drive	625	0.39
	BP1377	Lees Road	280	0.17
	BP1378	Southfield Close	632	0.39
	C50	Coney Green	442	0.27
	3141	St John's Church	400	0.25
HILLCH	6853	Hillingdon Cemetery	238	0.15
	3148	The Greenway	361	0.22
	3152	Manor Way	444	0.28
	BP1290	Park Road	549	0.34
	BP4185	York Road	461	0.29
UXBRBR	BP774	Belmont Road	180	0.11
TOTAL ROUTE MILEAGE - BACK DIRECTION			12467 metres	7.75 miles