

7. Service Specification

Route: 116

Contract Reference: QC48701

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	Ashford Hospital and Hounslow
Contract Basis	Incentivised
Commencement Date	29 th August 2015
Vehicle Type	70 capacity, dual door, single deck, minimum 12m long, subject to a satisfactory route test.
Current Maximum Approved Dimensions	10.7 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 0.70 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.60 minutes
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 introduction prior to the commencement of the new Route Agreement for Route No. 116.

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:

- 70 capacity, dual door, single deck buses will be specified, subject to a satisfactory route test.

Requirements for Registration:

The section of Route No. 116 between Ashford Hospital and the Surrey County Boundary at Homers Farm, London Road / Staines Road will need to be registered with the Traffic Commissioner for the London and South East Traffic Area 56 days before the operation commences. The registration should be sent to:

The London and South East Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Surrey County Council
Travel and Transport Group
Room 365
County Hall
Penrhyn Road
Kingston-upon-Thames
KT1 2DY
e-mail: passenger.transport@surreycc.gov.uk

and to:

Bus and Coach Licensing Team,
Consultation Delivery
TfL Surface Transport
11th Floor, Zone G8
Palestra
197 Blackfriars Road
London
SE1 8NJ
e-mail: lsp@tfl.gov.uk

The cost of this and any future variation to this registration are to be met by the Operator.

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

Ashford Hospital to Hounslow Bus Station, London Road		Hounslow High Street, Kingsley Road to Ashford Hospital			
First departure no later than 0540.		First departure no later than 0550.			
0535 - 0620	Every 20 minutes	0545 - 0610	Every 20 minutes		
0621 - 0650	Every 15 minutes	0611 - 0625	Every 15 minutes		
0651 - 1925	Every 12 minutes	0626 - 1940	Every 12 minutes		
1926 - 2025	Every 15 minutes	1941 - 1955	Every 15 minutes		
2026 - 0030	Every 20 minutes	1956 - 0020	Every 20 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0015.			
Pinchpoints					
Hounslow Heath, Hussar	0715 - 0910	12 minutes	Bedfont Green	0710 - 0900	12 minutes
	1455 - 1625	12 minutes		1505 - 1635	12 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Ashford Hospital to Hounslow Bus Station, London Road		Hounslow High Street, Kingsley Road to Ashford Hospital			
First departure no later than 0540.		First departure no later than 0550.			
0535 - 0740	Every 20 minutes	0545 - 0750	Every 20 minutes		
0741 - 0810	Every 15 minutes	0751 - 0820	Every 15 minutes		
0811 - 1810	Every 12 minutes	0821 - 1845	Every 12 minutes		
1811 - 1825	Every 15 minutes	1846 - 1915	Every 15 minutes		
1826 - 0030	Every 20 minutes	1916 - 0020	Every 20 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0015.			
Pinchpoints					
Hounslow Heath, Hussar	0900 - 1100	12 minutes	Bedfont Green	0900 - 1100	12 minutes

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

Ashford Hospital to Hounslow Bus Station, London Road		Hounslow High Street, Kingsley Road to Ashford Hospital			
First departure no later than 0540.		First departure no later than 0550.			
0535 - 0740	Every 30 minutes	0545 - 0715	Every 30 minutes		
0741 - 0030	Every 20 minutes	0716 - 0020	Every 20 minutes		
Last departure no earlier than 0025.		Last departure no earlier than 0015.			
Pinchpoints					
Hounslow Heath, Hussar	1105 - 1205	20 minutes	Bedfont Green	1110 - 1210	20 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 116 should be separated from Route No. 235 between Staines Road, Faggs Road and Hounslow, Bell Corner during all periods..
- 4.2) Route No. 116 can suffer from unpredictable traffic delays in the Belfont and Hounslow 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 116: Ashford Hospital - Hounslow Bus Station

Date of Structural Change: 29 August 2015.

Date of Service Change: 29 August 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Hounslow Bus Station: Private Road In Ashford Hospital Grounds, Town Lane, London Road, Staines Road, London Road, Clockhouse Roundabout, Staines Road, Grove Road, Hanworth Road, Hounslow High Street, London Road.

Towards Ashford Hospital: Hounslow High Street, Douglas Road, Grove Road, Staines Road, Clockhouse Roundabout, Staines Road, London Road, Stanwell Road, Town Lane, Private Road In Ashford Hospital Grounds.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ASHFORD HOSPITAL

Private stand for two buses in the grounds of Ashford Hospital on the north side of the access road, commencing 6 metres east of lamp standard 3 extending 24 metres west. Buses proceed from Private Road In Ashford Hospital Grounds direct to stand, departing to Private Road In Ashford Hospital Grounds. Set down in Private Road In Ashford Hospital Grounds (BP1362 - Ashford Hospital, Last Stop on LOR: BP1362 - Ashford Hospital) and pick up in Private Road In Ashford Hospital Grounds (BP1363 - Ashford Hospital, First Stop on LOR: BP1363 - Ashford Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 116 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:	Ashford Hospital.
OTHER INFORMATION:	No toilet available.

BEDFONT GREEN (from HOUNSLOW BUS STATION)

Public stand for 2 buses on south side of slip road between Staines Road and Hatton Road on north side of Bedfont Green opposite St. Mary's Church and extending 19 metres east. Buses proceed from Staines Road via Slip Road to stand, departing via Slip Road and Hatton Road to Staines Road. Set down in Staines Road, at Stop N (1839 - Bedfont Green, Last Stop on LOR: 1839 - Bedfont Green) and pick up in Staines Road, at Stop C (1838 - Bedfont Green, First Stop on LOR: 1838 - Bedfont Green).

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:	Bedfont Green.

HOUNSLOW HEATH, HUSSAR

Public stand for 2 buses on east side of Barrack Road outside The Hussar public house commencing approximately 20 metres north of Staines Road and extending 20 metres north.

From Ashford Hospital.

Buses proceed from Staines Road via Martindale Road, Corporation Avenue and Barrack Road to stand, departing via Barrack Road to Staines Road. Set down in Staines Road, at Stop D (17668 - Martindale Road, Last Stop on LOR: 17668 - Martindale Road) and pick up in Staines Road, at Stop P (4565 - Barrack Road, First Stop on LOR: 4565 - Barrack Road).

From Hounslow Bus Station.

Buses proceed from Staines Road via Martindale Road, Corporation Avenue and Barrack Road to stand, departing via Barrack Road to Staines Road. Set down in Staines Road, at Stop N (17667 - Staines Road / Martindale Road, Last Stop on LOR: 17667 - Staines Road / Martindale Road) and pick up in Staines Road, at Stop C (4554 - Frampton Road, First Stop on LOR: 4554 - Frampton Road).

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:	Hounslow Heath.

HOUNSLOW, BELL CORNER (from Ashford Hospital)

Private stand for 3 buses in separate 12-metre marked bays in Bus Parking Area on north side of Bath Road adjacent to Bath Road Car Park and opposite Nos. 22-36.

Buses proceed from Staines Road via Grove Road, Bell Road, Bath Road and Bell Corner to stand, departing via Bell Corner, Bath Road and Steve Biko Way to Staines Road. Set down in Staines Road, at Stop V (BP931 - The Bell, Last Stop on LOR: BP931 - The Bell) and pick up in Staines Road (6211 - Hibernia Road, First Stop on LOR: 6211 - Hibernia Road).

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:	Hounslow, Bell Corner.

HOUNSLOW BUS STATION

Private stand for 9 buses in marked bays in bus parking area in Hounslow Bus Station on north side of London Road.

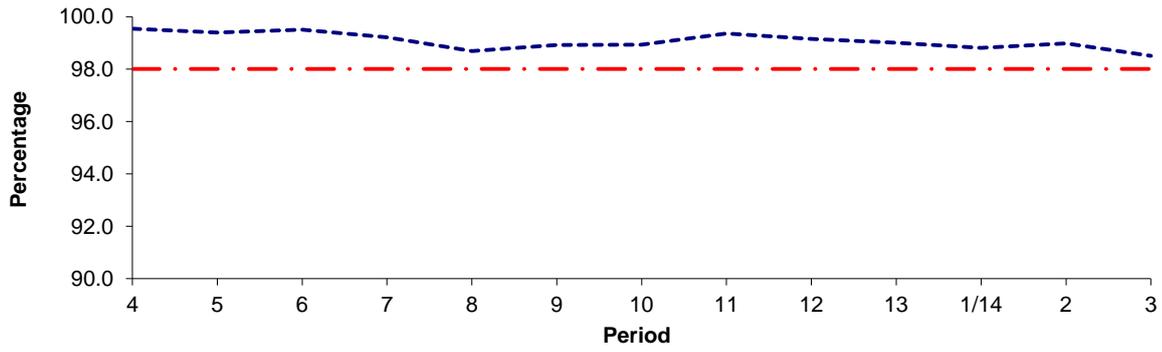
Buses proceed from London Road via Hounslow Bus Station to stand, departing via Hounslow Bus Station and Kingsley Road to Hounslow High Street. Set down in London Road, at Stop Z1 (33528 - Hounslow Bus Station, Last Stop on LOR: 33528 - Hounslow Bus Station) and pick up in Hounslow High Street, at Stop C (BP4837 - School Road, First Stop on LOR: BP4837 - School Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 116 should be scheduled to stand at any one time.
MEAL RELIEFS:	By arrangement.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Hounslow, Bus Station.
OTHER INFORMATION:	London Buses toilet facilities available 24 hours a day.

PART B - PERFORMANCE STATISTICS

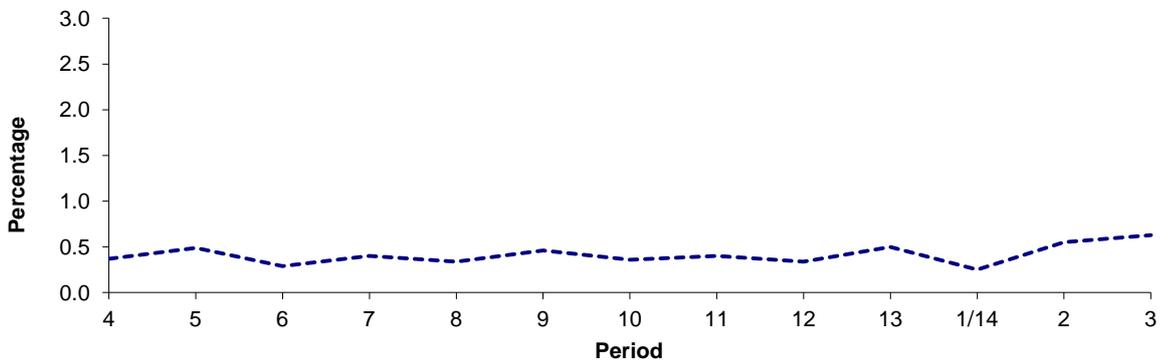
Route 116

Mileage Operated



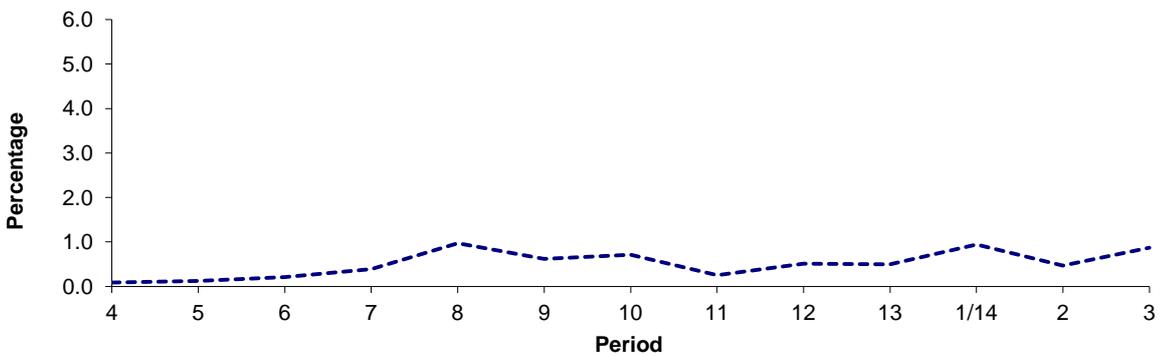
Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	99.54	99.39	99.50	99.21	98.69	98.92	98.93	99.35	99.15	99.00	98.81	98.98	98.50
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	0.37	0.49	0.29	0.40	0.34	0.46	0.36	0.40	0.34	0.50	0.25	0.55	0.63

Non Deductible Mileage

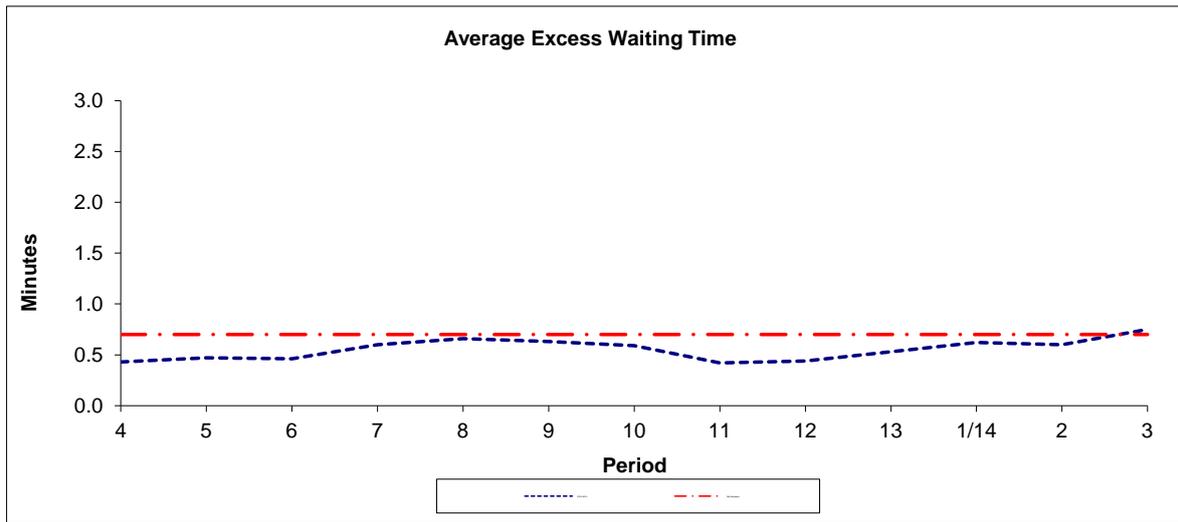


Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013/2014	0.09	0.12	0.21	0.39	0.97	0.62	0.71	0.25	0.51	0.50	0.94	0.47	0.87

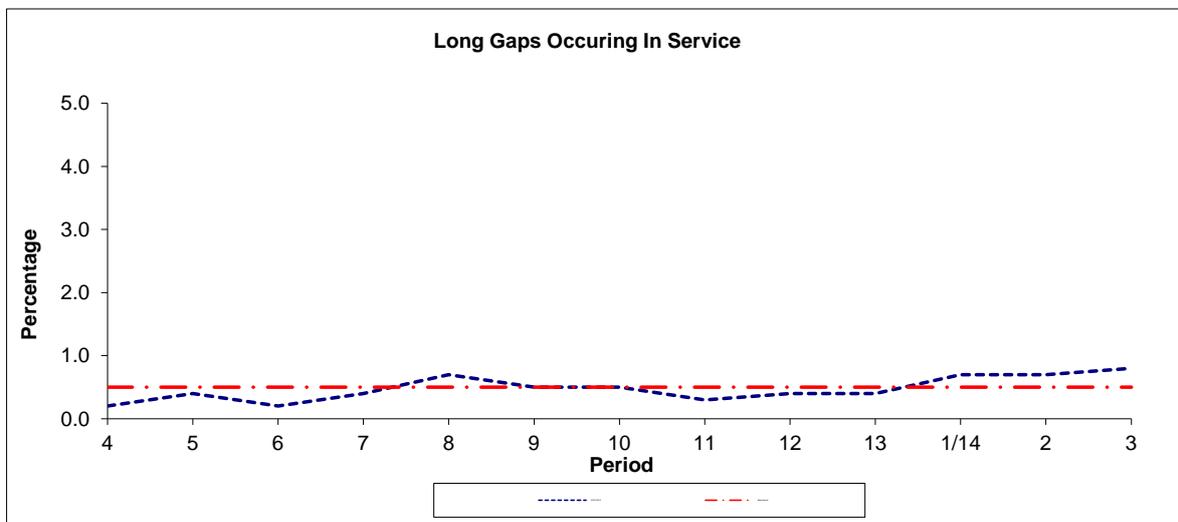
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 116



Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013-2014	0.43	0.47	0.46	0.60	0.66	0.63	0.59	0.42	0.44	0.53	0.62	0.60	0.75
Min Standard	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70



Period	4	5	6	7	8	9	10	11	12	13	1/14	2	3
2013-2014	0.20	0.40	0.20	0.40	0.70	0.50	0.50	0.30	0.40	0.40	0.70	0.70	0.80
Benchmark	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50

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

ROUTE 116 - 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 (%)	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	9,945.	98.9	8.68	0.16	8.83	71.0	27.0	1.9	0.1	2.0	45
0700 - 1000	37,964.	101.0	6.19	0.52	6.70	77.2	21.8	1.0	0.1	0.3	44
1000 - 1300	38,818.	104.9	6.01	0.26	6.28	80.4	19.2	0.4	0.0	0.1	53
1300 - 1600	38,358.	100.7	6.09	0.58	6.67	76.7	22.0	1.1	0.1	0.4	44
1600 - 1900	38,348.	100.3	5.98	1.00	6.98	76.1	21.6	1.9	0.4	1.0	75
1900 - 2200	27,727.	101.1	7.79	0.48	8.27	62.5	33.6	3.5	0.4	0.3	61
2200 - 2400	14,740.	100.2	9.92	0.30	10.22	50.7	44.1	4.8	0.4	0.0	45
Summary	205,900.	101.4	6.50	0.58	7.08	74.4	23.8	1.6	0.2	0.5	75

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	1,805.	99.3	9.93	0.04	9.97	63.2	33.6	3.1	0.1	3.7	32
0700 - 1000	6,664.	100.2	7.30	0.38	7.68	71.8	26.5	1.6	0.1	0.0	46
1000 - 1300	8,159.	100.1	6.02	0.39	6.41	79.1	20.3	0.6	0.0	0.2	30
1300 - 1600	8,065.	99.5	6.02	0.98	7.00	75.6	22.2	1.8	0.3	1.0	52
1600 - 1900	7,614.	100.4	6.23	0.65	6.87	74.7	23.4	1.7	0.2	0.5	45
1900 - 2200	4,824.	101.2	9.62	0.56	10.17	50.9	41.9	6.4	0.8	0.3	54
2200 - 2400	2,953.	99.0	9.92	0.27	10.19	50.5	44.4	4.9	0.2	0.0	44
Summary	40,084.	100.1	6.89	0.61	7.50	71.4	26.1	2.2	0.3	0.5	54

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	1,631.	98.9	15.07	0.00	15.07	52.6	23.0	21.3	3.1	5.4	49
0700 - 1000	4,976.	99.8	10.49	0.39	10.89	49.1	43.6	6.9	0.4	0.0	66
1000 - 1300	5,454.	101.0	9.74	0.18	9.91	51.8	42.7	5.3	0.2	0.0	43
1300 - 1600	5,388.	101.4	9.88	0.23	10.12	51.1	42.4	6.2	0.3	0.1	60
1600 - 1900	5,404.	100.9	9.77	0.41	10.18	51.8	40.5	7.0	0.7	0.1	45
1900 - 2200	5,147.	101.8	10.02	0.27	10.29	50.3	43.2	6.2	0.2	0.0	50
2200 - 2400	3,394.	101.0	10.04	0.04	10.09	50.7	45.2	4.1	0.0	0.0	42
Summary	31,394.	100.9	9.97	0.27	10.24	51.1	42.1	6.4	0.4	0.1	66

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	13,381.	98.9	9.04	0.17	9.20	69.0	27.5	3.2	0.3	2.4	49
0700 - 1000	49,604.	100.8	6.49	0.50	6.98	75.4	23.2	1.3	0.1	0.2	66
1000 - 1300	52,431.	103.7	6.43	0.27	6.70	77.0	22.0	1.0	0.0	0.1	53
1300 - 1600	51,811.	100.6	6.47	0.60	7.07	74.0	24.1	1.8	0.2	0.5	60
1600 - 1900	51,366.	100.4	6.36	0.91	7.27	73.7	23.6	2.4	0.4	0.9	75
1900 - 2200	37,698.	101.2	8.27	0.46	8.73	59.7	35.7	4.2	0.4	0.3	61
2200 - 2400	21,087.	100.1	9.93	0.26	10.20	50.7	44.3	4.7	0.4	0.0	45
Summary	277,378.	101.1	6.87	0.55	7.42	71.9	25.8	2.1	0.2	0.5	75

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

Route 116
 Service change 30609
 Date 08/04/2013

TRANCHE 487

Reason for Issue	Mileage Update
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QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ASHFHP	BP1363	Ashford Hospital		
	16820	Long Lane	466	0.29
	16817	Short Lane	599	0.37
	3578	Harrow Road	328	0.20
	16813	Clockhouse Roundabout	625	0.39
	BP2099	Spinney Drive	388	0.24
BEDFGN	1838	Bedfont Green	385	0.24
	BP114	Bedfont Library	316	0.20
	16811	New Road	222	0.14
	1678	Bethany Way	289	0.18
	29384	Cassiobury Avenue	336	0.21
	16810	Engleheart Drive	417	0.26
	16808	Shaftesbury Avenue	336	0.21
STSRFR	16806	Faggs Road	351	0.22
	4545	Hounslow Road	298	0.19
HHTHGL	16804	Green Lane	744	0.46
	16803	Islay Gardens	208	0.13
HHTHHR	4554	Frampton Road	342	0.21
	17668	Martindale Road	184	0.11
	BP1798	Cranbrook Road	269	0.17
	553	Wellington Road South	296	0.18
	6210	Hibernia Road	426	0.26
HOUNBL	BP931	The Bell	407	0.25
	BP1226	Treaty Centre	266	0.17
	BP2285	Hounslow High Street	503	0.31
HOUNBSL	33528	Hounslow Bus Station	264	0.16
Total Route Mileage - Out Director			9265	5.76
			9265	5.76

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HOUNHS	BP4837	School Road		
	BP1747	Fair Street	266	0.17
	BP1748	Douglas Road	193	0.12
	BP929	Treaty Centre	342	0.21
HOUNBL	20266	The Bell	373	0.23
	6211	Hibernia Road	360	0.22
	1773	Wellington Road South	508	0.32
	17667	Staines Road / Martindale Road	287	0.18
HHTHHR	4565	Barrack Road	383	0.24
	16802	Islay Gardens	285	0.18
HHTHGL	16805	Green Lane	330	0.21
	2487	Hounslow Road	618	0.38
STSRFR	3584	Faggs Road	277	0.17
	16807	Shaftesbury Avenue	413	0.26
	16809	Engleheart Drive	290	0.18
	29385	Cassiobury Avenue	257	0.16
	1679	Bedfont Lane	302	0.19
	BP2777	Bethany Way	209	0.13
	16812	New Road	192	0.12
	BP122	Bedfont Library	235	0.15
BEDFGN	1839	Bedfont Green	272	0.17
	BP2100	Spinney Drive	484	0.30
	16814	Clockhouse Roundabout	390	0.24
	3579	Harrow Road	627	0.39
	16818	Short Lane	388	0.24
	16819	Long Lane	373	0.23
ASHFHP	BP1362	Ashford Hospital	673	0.42
Total Route Mileage - Back Director			9327	5.80
			9327	5.80