

7. Service Specification

Route: 163

Contract Reference: QC50105

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	Morden Station and Wimbledon Station, Worple Road
Contract Basis	Incentivised
Commencement Date	5 th December 2015
Vehicle Type	60 capacity, dual door, 10.8 metre, single deck buses subject to a satisfactory route test. 87 capacity, dual door, double deck bus for Mondays to Friday school journeys
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	Average Excess Wait Time - No more than 1.00 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.85 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 19th January 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. 163.

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 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.

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

Morden Station to Wimbledon Station, Worple Road			Wimbledon Station, Worple Road to Morden Station		
First departure no later than 0500.			First departure no later than 0455.		
0455 - 0600	Every 20 minutes		0450 - 0610	Every 20 minutes	
0601 - 0630	Every 15 minutes		0611 - 0640	Every 15 minutes	
0631 - 0650	Every 10 minutes		0641 - 0700	Every 10 minutes	
0651 - 1925	Every 8 minutes		0701 - 1900	Every 8 minutes	
1926 - 2015	Every 10 minutes		1901 - 2000	Every 10 minutes	
2016 - 2300	Every 12 minutes		2001 - 2320	Every 12 minutes	
2301 - 0125	Every 15 minutes		2321 - 0125	Every 15 minutes	
Last departure no earlier than 0120.			Last departure no earlier than 0120.		
Pinchpoints					
Merton Park, Tramlink Stop	0730 - 0840	8 minutes	Lower Morden, The Beverley	0745 - 0900	8 minutes
	1500 - 1630	8 minutes		1500 - 1630	8 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Morden Station to Wimbledon Station, Worple Road		Wimbledon Station, Worple Road to Morden Station	
0754	One Journey	1535	One journey

The journeys shown in Section 3.2 are designed to meet school demand over this route.

3.3) SATURDAY & GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Morden Station to Wimbledon Station, Worple Road			Wimbledon Station, Worple Road to Morden Station		
First departure no later than 0500.			First departure no later than 0455.		
0455 - 0530	Every 30 minutes		0450 - 0525	Every 30 minutes	
0531 - 0630	Every 20 minutes		0526 - 0625	Every 20 minutes	
0631 - 0800	Every 15 minutes		0626 - 0755	Every 15 minutes	
0801 - 0900	Every 10 minutes		0756 - 0855	Every 10 minutes	
0901 - 1810	Every 8 minutes		0856 - 1800	Every 8 minutes	
1811 - 1900	Every 10 minutes		1801 - 1900	Every 10 minutes	
1901 - 2300	Every 12 minutes		1901 - 2320	Every 12 minutes	
2301 - 0125	Every 15 minutes		2321 - 0125	Every 15 minutes	
Last departure no earlier than 0120.			Last departure no earlier than 0120.		
Pinchpoints					
Merton Park, Tramlink Stop	0945 - 1100	8 minutes	Lower Morden, The Beverley	0945 - 1100	8 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Morden Station to Wimbledon Station, Worple Road			Wimbledon Station, Worple Road to Morden Station		
First departure no later than 0600.			First departure no later than 0600.		
0555 - 0625	Every 30 minutes		0555 - 0625	Every 30 minutes	
0626 - 0745	Every 20 minutes		0626 - 0745	Every 20 minutes	
0746 - 0930	Every 15 minutes		0746 - 0930	Every 15 minutes	
0931 - 2300	Every 12 minutes		0931 - 2320	Every 12 minutes	
2301 - 0125	Every 15 minutes		2321 - 0125	Every 15 minutes	
Last departure no earlier than 0120.			Last departure no earlier than 0120.		
Pinchpoints					
Merton Park, Tramlink Stop	1020 - 1200	12 minutes	Lower Morden, The Beverley	1020 - 1200	12 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 163 can suffer from unpredictable traffic delays in the Morden and Wimbledon areas.
- 4.2) Route No. 163 route can sometimes suffer from unpredictable and severe delays caused by the annual Wimbledon Tennis Championships (usually held in late June / early July of each year).
- 4.3) Analysis of running time has been undertaken during both the Mondays to Fridays AM and PM peaks and it is expected that the full resource should be in service no later than 0710 and 1525 respectively.

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 163: Morden Station - Wimbledon Station

Date of Structural Change: 5 December 2015.

Date of Service Change: 5 December 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Wimbledon Station: London Road, Crown Road, Crown Lane, Links Avenue, Hillcross Avenue, Grand Drive, Approach Road, Kingston Road, Hartfield Road, Hartfield Road Bus Lane, Hartfield Road, Wimbledon Bridge, St George's Road, Francis Grove, Worple Road.

Towards Morden Station: Worple Road, Wimbledon Hill Road, Wimbledon Bridge, The Broadway, Gladstone Road, Bus Turning Area, Sir Cyril Black Way, Hartfield Road, Kingston Road, Approach Road, Grand Drive, Hillcross Avenue, Links Avenue, Crown Lane.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

MORDEN STATION FORECOURT

Private stand for up to 8 buses on Morden Station Forecourt on north side of London Road. Buses proceed from Crown Lane via Morden Station Forecourt to stand, departing via Morden Station Forecourt, London Road and Morden Hall Road Roundabout to London Road. Set down in Crown Lane, at Stop M (BP2256 - Morden Station <>), Last Stop on LOR: BP2256 - Morden Station <>) and pick up in London Road, at Stop F (R0726 - London Road / Morden Station <>, First Stop on LOR: R0726 - London Road / Morden Station <>).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 buses on Route 163 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:	Morden.

LOWER MORDEN, HILLCROSS AVENUE (from Morden Station)

Public stand for one bus on south side of Hillcross Avenue, commencing opposite party wall of Nos. 412/4134 and extending 12 metres east.

Buses proceed from Hillcross Avenue direct to stand, departing via Hillcross Avenue and Lower Morden Lane to Hillcross Avenue. Set down in Hillcross Avenue, at Stop HM (17547 - Lower Morden / The Beverley, Last Stop on LOR: 17547 - Lower Morden / The Beverley) and pick up in Hillcross Avenue, at Stop HE (36762 - Tudor Drive, First Stop on LOR: 36762 - Tudor Drive).

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:	Lower Morden.

RAYNES PARK, JUNCTION TAVERN

Public stand for three buses on north side of Kingston Road, commencing 35 metres west of lamp standard 096 extending 33 metres west.

From Morden Station.

Buses proceed from Approach Road via Kingston Road to stand, departing via Kingston Road to Approach Road. Set down in Approach Road, at Stop P (17538 - Raynes Park Station #, Last Stop on LOR: 17538 - Raynes Park Station #) and pick up in Approach Road, at Stop S (1005 - Raynes Park Station #, First Stop on LOR: 1005 - Raynes Park Station #).

From Wimbledon Station.

Buses proceed from Kingston Road direct to stand, departing to Kingston Road. Set down in Kingston Road, at Stop R (17720 - Raynes Park Library, Last Stop on LOR: 17720 - Raynes Park Library) and pick up in Kingston Road, at Stop Q (33160 - Raynes Park Library, First Stop on LOR: 33160 - Raynes Park Library).

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:	Raynes Park.

WIMBLEDON, WORPLE ROAD

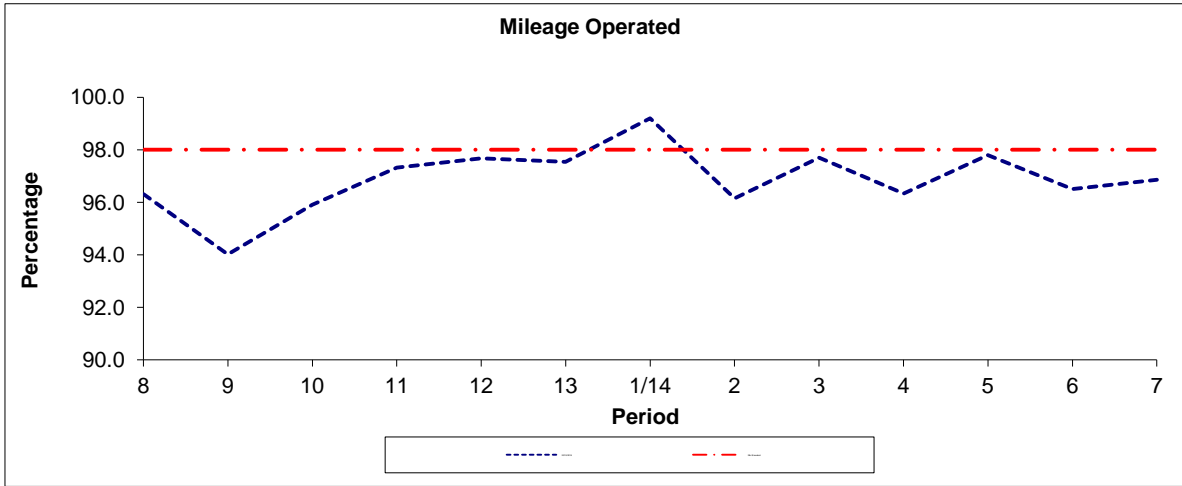
Public stand for up to 3 buses on west side of Worple Road commencing 4 metres south of lamp standard No. 007 and extending 26.5 metres south.

Buses proceed from Worple Road direct to stand, departing to Worple Road. Set down in Worple Road, at Alighting Point (BP4202 - Francis Grove, Last Stop on LOR: BP4202 - Francis Grove) and pick up in Worple Road, at Stop N (9127 - Francis Grove, First Stop on LOR: 9127 - Francis Grove).

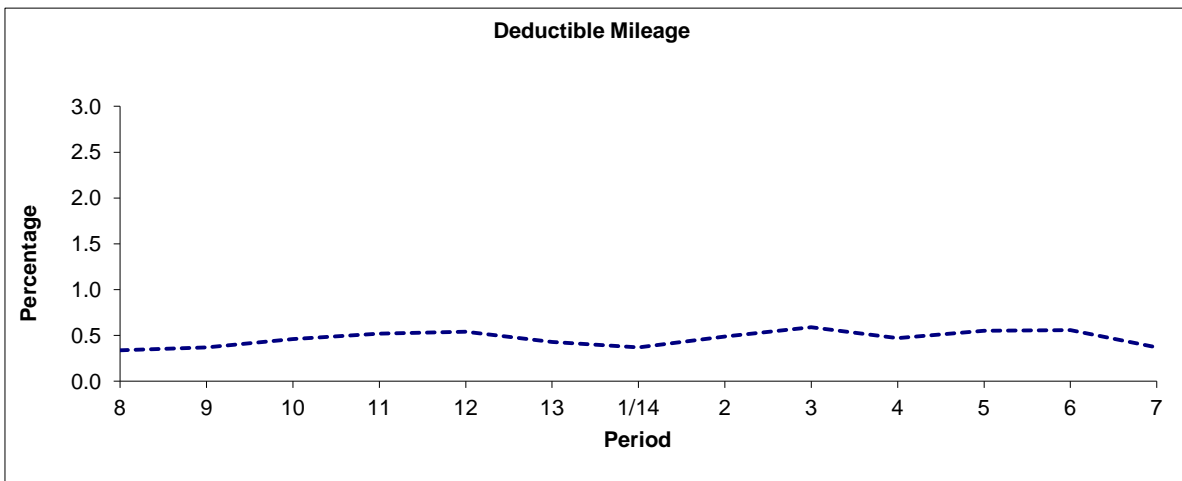
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 163 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Wimbledon.

PART B - PERFORMANCE STATISTICS

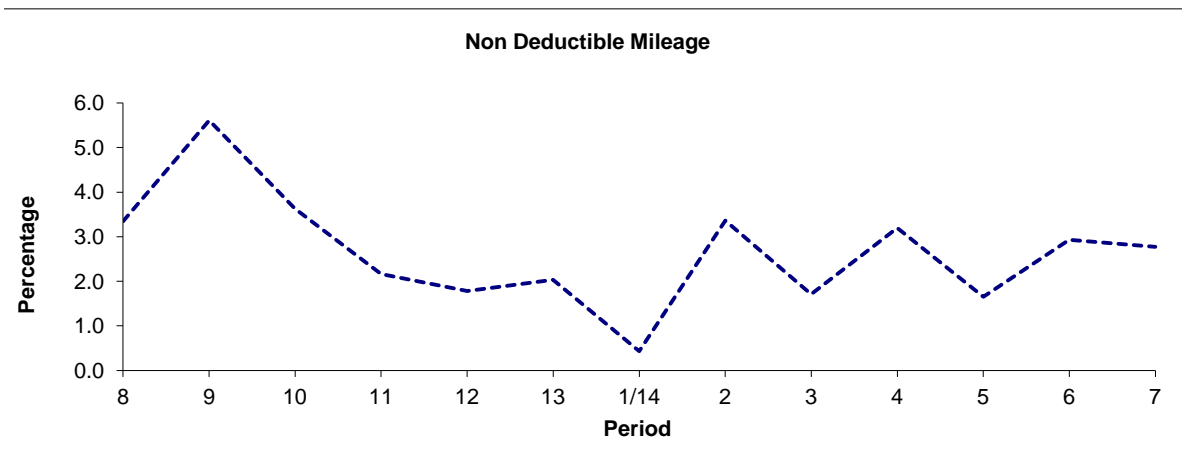
Route 163



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	96.31	94.02	95.91	97.32	97.68	97.54	99.20	96.15	97.70	96.33	97.80	96.51	96.86
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



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	0.34	0.37	0.46	0.52	0.54	0.43	0.37	0.49	0.59	0.47	0.55	0.56	0.37

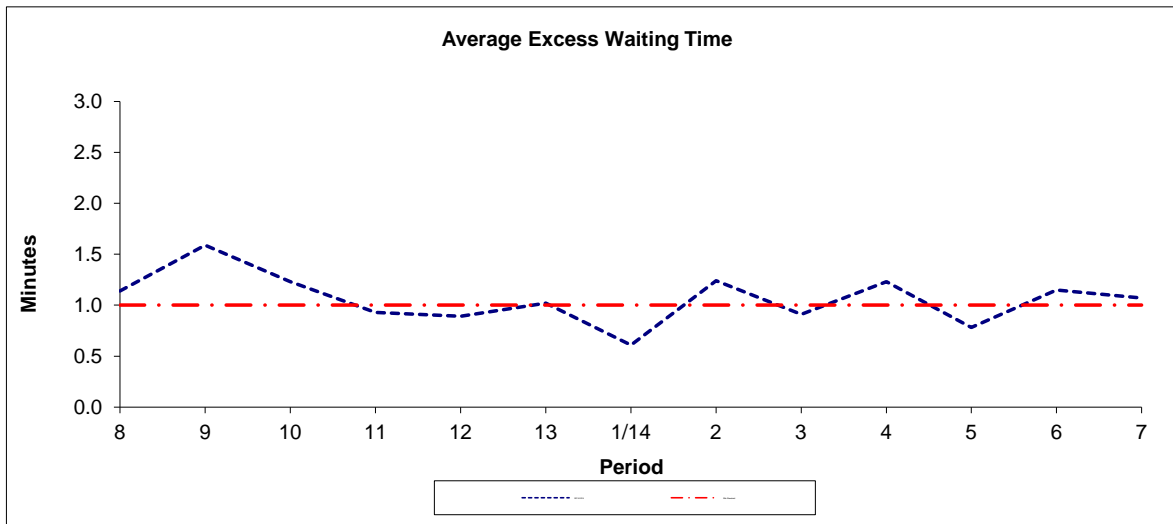


Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013/2014	3.35	5.61	3.63	2.16	1.78	2.03	0.43	3.36	1.71	3.20	1.65	2.93	2.77

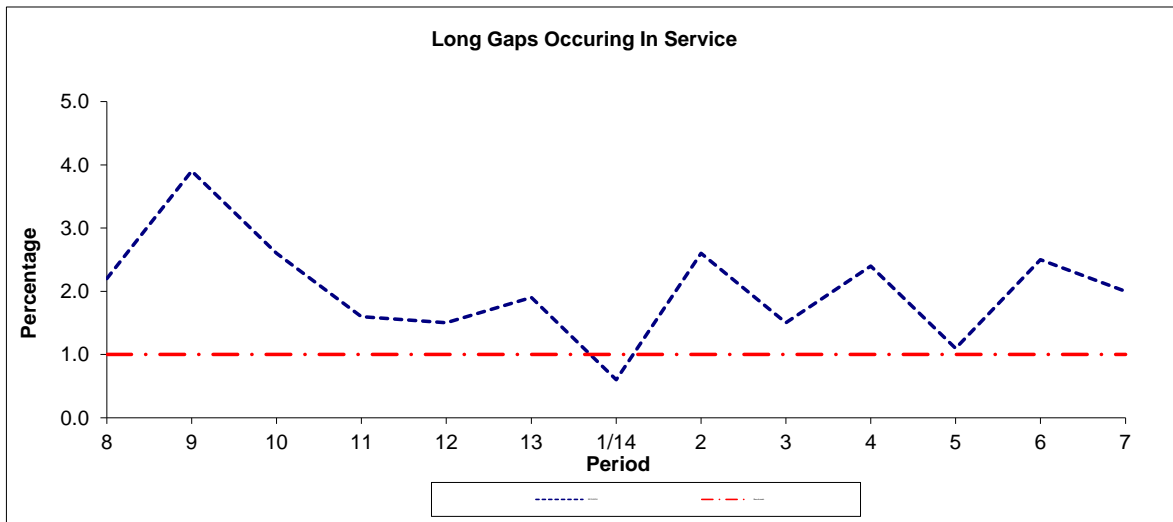
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 163



Period	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013-2014	1.14	1.59	1.23	0.93	0.89	1.02	0.61	1.24	0.91	1.23	0.78	1.15	1.07
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	8	9	10	11	12	13	1/14	2	3	4	5	6	7
2013-2014	2.2	3.9	2.6	1.6	1.5	1.9	0.6	2.6	1.5	2.4	1.1	2.5	2.0
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 163 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 13/14 TO QUARTER 2 14/15 (14/09/13 - 12/09/14)**

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	13,910.	96.2	8.58	0.51	9.09	65.2	32.0	2.6	0.3	0.1	75
0700 - 1000	46,300.	91.7	3.93	1.44	5.37	86.5	12.1	1.2	0.2	3.6	51
1000 - 1300	42,714.	99.3	4.00	0.93	4.93	91.0	8.5	0.4	0.1	1.5	71
1300 - 1600	45,254.	95.8	3.90	1.03	4.94	90.1	9.3	0.6	0.1	2.1	52
1600 - 1900	44,915.	95.5	3.96	1.22	5.18	88.1	11.0	0.8	0.1	2.7	45
1900 - 2200	34,081.	98.9	5.12	0.97	6.08	81.4	17.6	1.0	0.1	1.3	52
2200 - 2400	17,714.	101.1	6.32	0.38	6.70	75.6	23.9	0.4	0.1	0.1	43
Summary	244,888.	96.4	4.32	1.09	5.42	86.7	12.4	0.9	0.1	2.2	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	2,312.	98.7	10.74	0.26	10.99	51.8	40.5	7.1	0.5	0.0	52
0700 - 1000	6,909.	97.9	5.50	0.38	5.87	85.4	14.3	0.2	0.1	0.1	36
1000 - 1300	9,423.	95.9	3.96	1.01	4.97	89.5	9.8	0.6	0.0	2.0	44
1300 - 1600	9,393.	93.1	3.98	1.51	5.50	85.9	12.9	1.1	0.1	3.3	43
1600 - 1900	8,734.	96.4	4.21	1.24	5.45	86.1	12.7	1.1	0.1	2.7	36
1900 - 2200	6,301.	99.3	5.92	0.86	6.78	76.9	21.4	1.4	0.3	0.9	44
2200 - 2400	3,848.	101.6	6.34	0.39	6.73	74.9	24.7	0.4	0.0	0.1	31
Summary	46,920.	96.8	4.73	1.04	5.76	84.3	14.6	1.0	0.1	2.0	52

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	1,198.	95.2	12.75	0.34	13.09	45.6	37.0	16.1	1.3	0.0	49
0700 - 1000	5,058.	98.8	8.02	0.33	8.35	64.6	34.2	1.2	0.0	0.0	41
1000 - 1300	6,829.	96.2	5.87	0.89	6.76	75.6	22.0	2.1	0.3	1.0	44
1300 - 1600	6,737.	95.1	5.94	1.90	7.84	70.3	25.1	4.0	0.5	2.0	71
1600 - 1900	6,734.	99.8	5.95	0.67	6.62	78.1	20.8	1.0	0.0	0.3	40
1900 - 2200	6,875.	98.6	5.99	0.44	6.43	79.8	19.8	0.4	0.0	0.1	48
2200 - 2400	4,041.	101.1	6.34	0.22	6.56	76.8	23.2	0.0	0.0	0.0	27
Summary	37,472.	97.9	6.23	0.91	7.15	74.3	23.5	2.0	0.2	0.8	71

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	17,420.	96.4	8.99	0.47	9.46	62.9	33.2	3.6	0.3	0.1	75
0700 - 1000	58,267.	93.0	4.26	1.29	5.55	85.4	13.3	1.1	0.2	3.1	51
1000 - 1300	58,966.	98.4	4.20	0.94	5.14	89.1	10.2	0.7	0.1	1.5	71
1300 - 1600	61,384.	95.3	4.12	1.19	5.32	87.4	11.4	1.0	0.1	2.3	71
1600 - 1900	60,383.	96.1	4.17	1.17	5.35	87.0	12.1	0.9	0.1	2.4	45
1900 - 2200	47,257.	98.9	5.32	0.90	6.21	80.6	18.3	1.0	0.1	1.1	52
2200 - 2400	25,603.	101.2	6.32	0.36	6.68	75.7	23.9	0.4	0.0	0.1	43
Summary	329,280.	96.6	4.55	1.07	5.62	85.2	13.7	1.0	0.1	2.1	75

329,280.

Transport for London - QSI Points and Live Mileage List

Route 163
 Service change 21430
 Date 30 October 2009
 QSI Points are highlighted.

TRANCHE 501

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
MORDSN S	MORDSN S	MORDEN STATION FORECOURT		
MORDSN	R0726	Morden Station	0	0.00
	35459	Morden Civic Centre	266	0.17
	17560	Links Avenue	421	0.26
	17558	Maycross Avenue	415	0.26
	17556	Ashridge Way	251	0.16
	17554	Monkleigh Road	220	0.14
	17552	Hillcross Avenue	469	0.29
	17550	Churston Drive	156	0.10
LMORBV	17547	Lower Morden / The Beverley	457	0.28
	35908	Lower Morden Lane	323	0.20
	17546	St John Fisher School	227	0.14
	17544	Westway	458	0.28
	17542	Greenway	318	0.20
	17540	Blenheim Road	196	0.12
	10287	Bushey Road	450	0.28
RNPKAR	17538	Raynes Park Station	334	0.21
	33160	Raynes Park / Junction Tavern	257	0.16
	19095	Sydney Road	312	0.19
	19097	Lower Downs Road	317	0.20
	18683	Wimbledon Chase Station	457	0.28
	1805	Nelson Hospital	183	0.11
	18681	Wilton Crescent	372	0.23
MTPKTL	19043	Merton Park Tram Stop	481	0.30
	35560	Bertram Cottages	303	0.19
	BP3876	Sir Cyril Black Way	198	0.12
	LG50	Wimbledon Station	239	0.15
WIMBWR	BP4202	Francis Grove	436	0.27
WIMBWR S	WIMBWR S	WIMBLEDON, WORPLE ROAD	0	0.00

TOTAL ROUTE MILEAGE - OUT DIRECTION 8516 5.29
 metres miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WIMBWR S	WIMBWR S	WIMBLEDON, WORPLE ROAD		
WIMBWR	9127	Francis Grove	0	0.00
	BP106	Wimbledon Station		
	LG69	Sir Cyril Black Way		
	BP5906	Hartfield Road / Herbert Road		
MTPKTL	35561	Merton Park Tram Stop		
	18680	Wilton Crescent	457	0.28
	1806	Nelson Hospital	322	0.20
	18682	Wimbledon Chase Station	289	0.18
	19098	Lower Downs Road	336	0.21
	19096	Sydney Road	329	0.20
	17720	Raynes Park / Junction Tavern	395	0.25
RNPKAR	1005	Raynes Park Station	234	0.15
	10288	Bushey Road	399	0.25
	17539	Blenheim Road	230	0.14
	17541	Greenway	407	0.25
	17543	Raynes Park Playing Fields	438	0.27
	17545	St John Fisher School	246	0.15
	17548	Lower Morden / The Beverley	330	0.21
LMORBV	36762	Hillcross Avenue / The Beverley	119	0.07
	17549	Churston Drive	384	0.24
	17551	Hillcross Avenue	333	0.21
	17553	Monkleigh Road	271	0.17
	17555	Ashridge Way	368	0.23
	17557	Maycross Avenue	289	0.18
	17559	Links Avenue	309	0.19
MORDSN	BP2256	Morden Station	344	0.21
MORDSN S	MORDSN S	MORDEN STATION FORECOURT	0	0.00

TOTAL ROUTE MILEAGE - BACK DIRECTION 8016 4.98
 metres miles