

CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

Contract Reference	QC36601
Route Number(s)	193
Terminus Points	Romford, Queens Hospital to County Park Estate, Essex Gardens
Contract Basis	Incentivised
Commencement Date	1 st October 2011
Vehicle Type	Single deck, single door, 45 capacity vehicles
Maximum Approved Dimensions	8.9 metres long, 2.5 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	0.90 mins EWT
Extension Threshold	0.80 mins EWT
Minimum Operated Mileage	98.00%

Tender Return Date: no later than 12 o'clock on 1st November 2010.

SERVICE SPECIFICATION

CONTENTS

- 1) NOTES
- 2) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 3) QSI POINTS & MILEAGE
- 4) OPERATIONAL CONSIDERATIONS
- 5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE
- 6) TUPE STAFF INFORMATION FORM

1) 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. 193.

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:

- Saturday daytime frequencies are reduced from every 8 - 9 minutes (7 buses per hour) to every 10 minutes;
- Sunday daytime frequencies are increased from every 30 minutes to every 20 minutes.

Hail & ride operation and limited stop/express 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. 193:

(Heath Park) Osborne Road, Grosvenor Drive **(Hacton Lane Estate)** Newmarket Way, Ascot Gardens, Vaughan Avenue.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Romford, Queens Hospital to County Park Estate, Essex Gardens			County Park Estate, Essex Gardens to Romford, Queens Hospital		
First departure no later than 0545.			First departure no later than 0530.		
0540 - 0625	Every 20 minutes		0525 - 0630	Every 20 minutes	
0626 - 0655	Every 15 minutes		0631 - 0700	Every 15 minutes	
0656 - 0720	Every 12 minutes		0701 - 1745	Every 8 - 9 minutes (7 buses per hour)	
0721 - 1825	Every 8 - 9 minutes (7 buses per hour)		1746 - 1855	Every 10 minutes	
1826 - 1945	Every 10 minutes		1856 - 2010	Every 15 minutes	
1946 - 2015	Every 15 minutes		2011 - 2335	Every 20 minutes	
2016 - 2400	Every 20 minutes				
Last departure no earlier than 2355.			Last departure no earlier than 2330.		
Pinchpoints					
Hornchurch Station	0745 - 0845	9 minutes	Romford Station	0730 - 0830	9 minutes
	1610 - 1710	9 minutes		1625 - 1725	9 minutes

Buses operating towards Romford, Queens Hospital are diverted after 2130 (until last bus). **See Operational Considerations 4.4 for full details.**

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Romford, Queens Hospital to County Park Estate, Essex Gardens			County Park Estate, Essex Gardens to Romford, Queens Hospital		
First departure no later than 0545.			First departure no later than 0530.		
0540 - 0810	Every 20 minutes		0525 - 0810	Every 20 minutes	
0811 - 0910	Every 12 minutes		0811 - 0900	Every 12 minutes	
0911 - 1800	Every 10 minutes		0901 - 1740	Every 10 minutes	
1801 - 1845	Every 12 minutes		1741 - 1840	Every 12 minutes	
1846 - 2015	Every 15 minutes		1841 - 2010	Every 15 minutes	
2016 - 2400	Every 20 minutes		2011 - 2335	Every 20 minutes	
Last departure no earlier than 2355.			Last departure no earlier than 2330.		
Pinchpoints					
Hornchurch Station	0945 - 1115	10 minutes	Romford Station	0930 - 1100	10 minutes

Buses operating towards Romford, Queens Hospital are diverted after 2130 (until last bus). **See Operational Considerations 4.4 for full details.**

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Romford, Queens Hospital to County Park Estate, Essex Gardens		County Park Estate, Essex Gardens to Romford, Queens Hospital	
First departure no later than 0755.		First departure no later than 0725.	
0750 - 0925	Every 30 minutes	0720 - 0930	Every 30 minutes
0926 - 1825	Every 20 minutes	0931 - 1830	Every 20 minutes
1826 - 2400	Every 30 minutes	1831 - 2335	Every 30 minutes
Last departure no earlier than 2355.		Last departure no earlier than 2330.	
Pinchpoints			
Hornchurch Station	1005 - 1135	20 minutes	Romford Station 1000 - 1130 20 minutes

Buses operating towards Romford, Queens Hospital are diverted after 2130 (until last bus). **See Operational Considerations 4.4 for full details.**

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Romford, Queens Hospital to County Park Estate, Essex Gardens		County Park Estate, Essex Gardens to Romford, Queens Hospital	
First departure no later than 0755.		First departure no later than 0825.	
0750 - 0925	Every 30 minutes	0820 - 0930	Every 30 minutes
0926 - 1825	Every 20 minutes	0931 - 1830	Every 20 minutes
1826 - 2400	Every 30 minutes	1831 - 2335	Every 30 minutes
Last departure no earlier than 2355.		Last departure no earlier than 2330.	
Pinchpoints			
Hornchurch Station	1005 - 1135	20 minutes	Romford Station 1000 - 1130 20 minutes

3) QSI POINTS & MILEAGE

It is intended route 193 will have 48 surveys per quarter at the following locations:

QSI POINTS	
Westbound	Eastbound
Hornchurch	Romford
	Hornchurch
MILEAGE: See Attached iBus Sheets	

4) OPERATIONAL CONSIDERATIONS

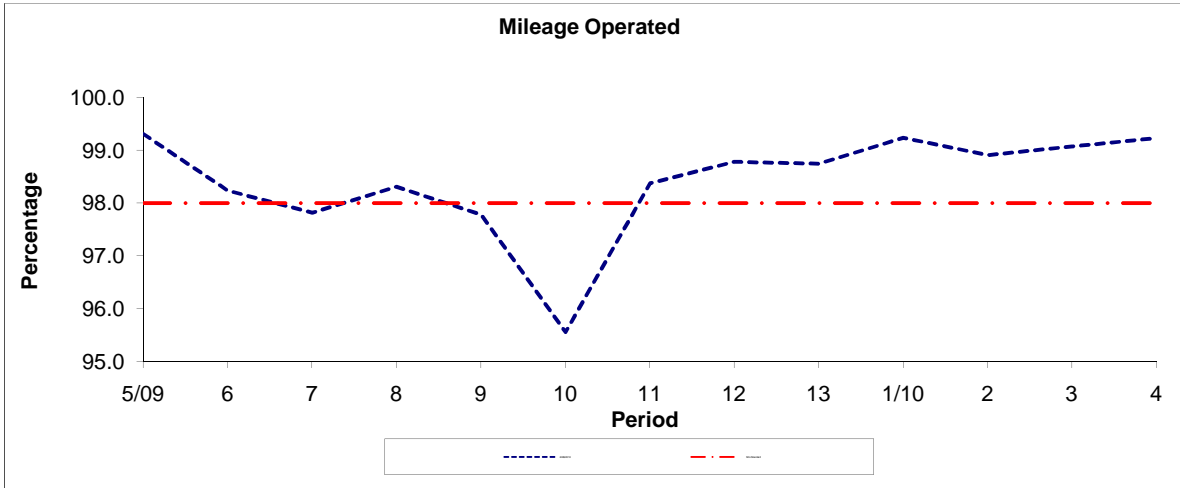
- 4.1) Route No. 193 can suffer unpredictable traffic delays in the Hornchurch and Romford areas.
- 4.2) Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.
- 4.3) In Romford, a proposal exists for Western Road to operate two-way for buses only. Buses would no longer serve Chandlers Way and Eastern Road. This will simplify the routeing and allow scope to review bus stops.
- 4.4) Parts of South Street and Western Road in Romford are closed to northbound traffic after 2130 as a result of safety concerns due to anti social behaviour. Buses on Route No. 193 operating towards Romford, Queens Hospital are diverted after 2130 (until last bus) from South Street (at junction of Atlanta Boulevard) via Victoria Road to Mercury Gardens to resume line of routeing after the junction of Mercury Gardens and Western Road. Buses will consequently not serve the stop on Western Road. Buses operating towards County Park Estate, Essex Gardens are unaffected and remain on normal line of route.
- 4.5) The 2012 Olympic Games open on Friday 27th July and close on Sunday the 12th August. The 2012 Paralympic Games start on Wednesday the 29th August and close on Sunday the 9th September. The games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

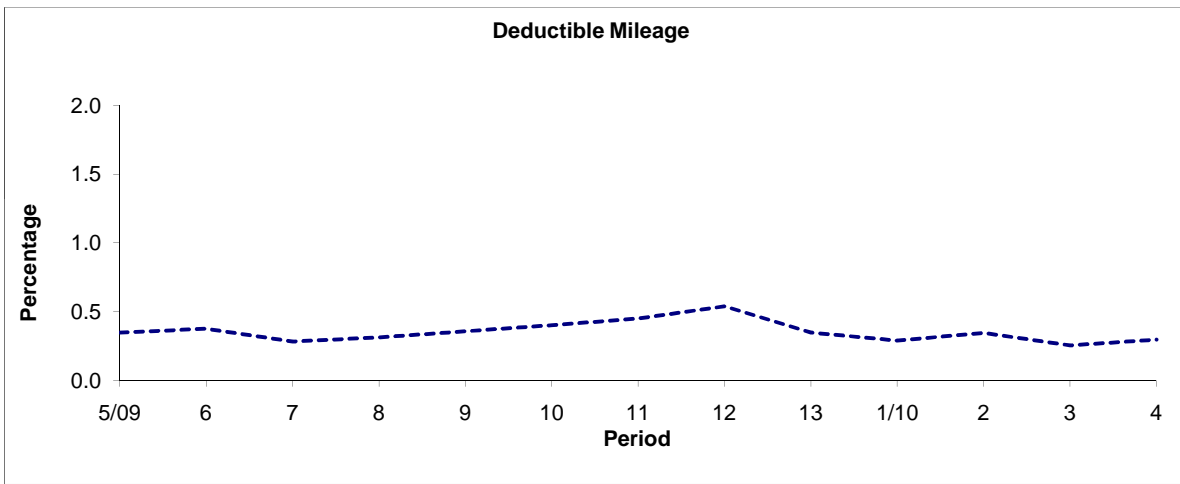
- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.

PART B - PERFORMANCE STATISTICS

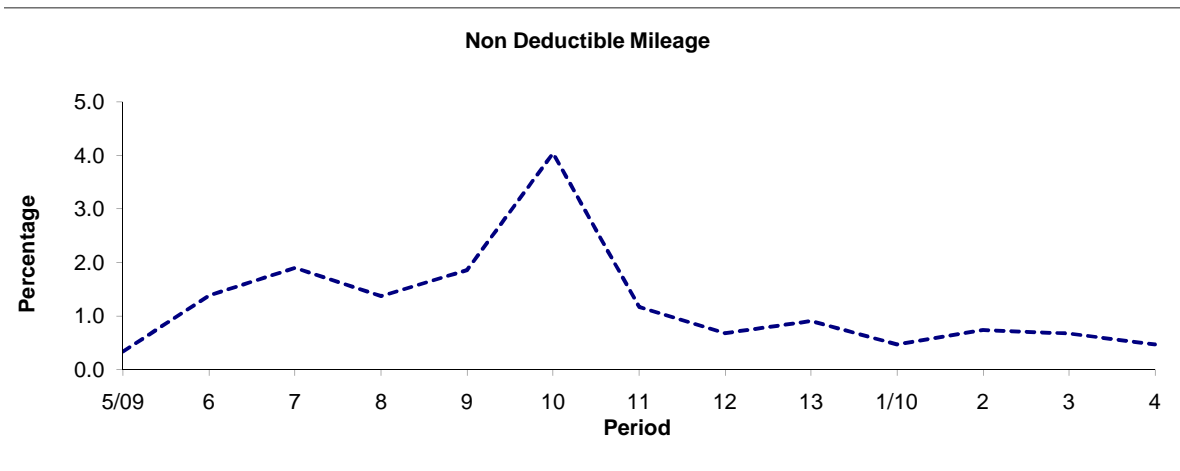
Route 193



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	99.31	98.23	97.82	98.31	97.78	95.56	98.38	98.78	98.74	99.24	98.91	99.07	99.23
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	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.35	0.38	0.28	0.31	0.36	0.40	0.45	0.54	0.35	0.29	0.35	0.26	0.30

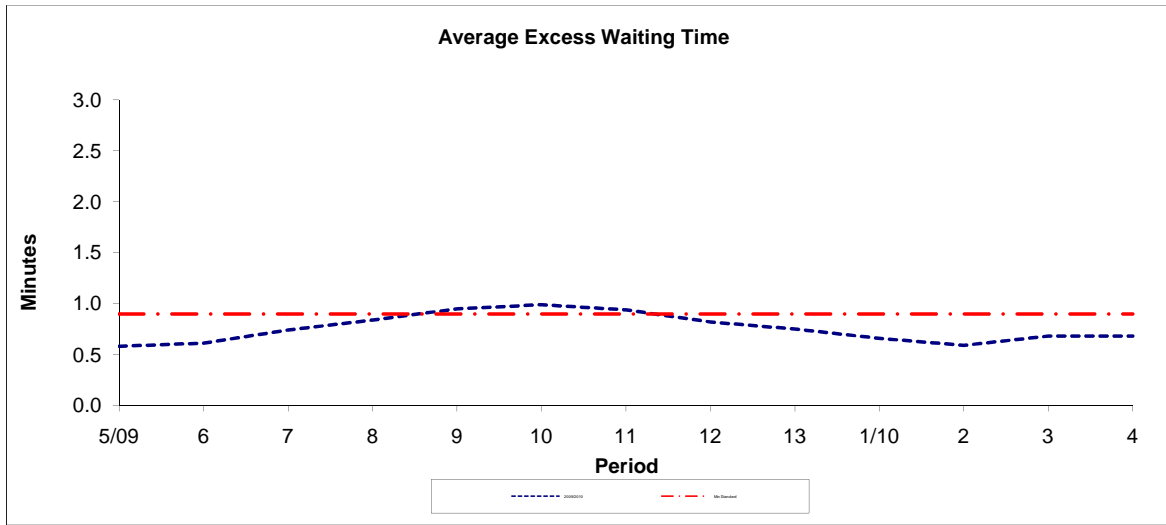


Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.34	1.39	1.90	1.37	1.86	4.04	1.17	0.68	0.91	0.47	0.74	0.67	0.47

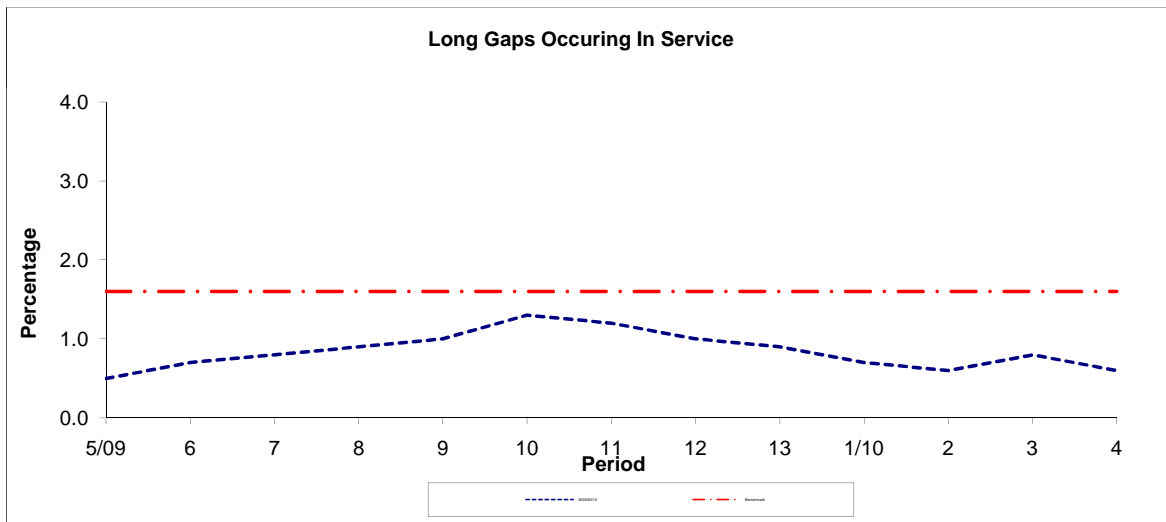
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 193



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.58	0.61	0.74	0.84	0.95	0.99	0.94	0.82	0.75	0.66	0.59	0.68	0.68
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.50	0.70	0.80	0.90	1.00	1.30	1.20	1.00	0.90	0.70	0.60	0.80	0.60
Benchmark	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60	1.60

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 193: Romford, Queens Hospital - County Park Estate, Essex Gardens

Date of Structural Change: 1 October 2011.

Date of Service Change: 1 October 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards County Park Estate, Essex Gardens: Bus Stop Lay-By Outside Bus Station, Private Road In Hospital Grounds, Oldchurch Rise, Oldchurch Road, Oldchurch Road Roundabout, Waterloo Road, St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Grimshaw Way, Slaney Road, Chandlers Way, Eastern Road, South Street, Brentwood Road, Osborne Road, Grosvenor Drive, Hornchurch Road, Hornchurch High Street, Station Lane, Suttons Lane, Vaughan Avenue, Ascot Gardens, Goodwood Avenue, Newmarket Way, Bevan Way, Hacton Lane Link Road, Hacton Lane, Wingletye Lane, Hubbards Chase, Essex Gardens.

Towards Romford, Queens Hospital: Essex Gardens, Wingletye Lane, Hacton Lane, Hacton Lane Link Road, Bevan Way, Newmarket Way, Goodwood Avenue, Ascot Gardens, Vaughan Avenue, Suttons Lane, Station Lane, Hornchurch High Street, Hornchurch Road, Grosvenor Drive, Osborne Road, Brentwood Road, South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way, Waterloo Road, Oldchurch Road Roundabout, Oldchurch Road, Oldchurch Rise, Private Road In Hospital Grounds, Queens Hospital Bus Station.

Special Journey towards Romford, Queens Hospital between South Street and Mercury Gardens:

After 2130 every night buses operate from South Street, then via Victoria Road rejoining line of route at Mercury Gardens.

STANDING AND TURNING POINTS

ROMFORD, QUEENS HOSPITAL

Private stand for three buses in 2 portions in bus station on south side of private road through Queen's Hospital.

1 - for two buses at eastern end of bus station extending 25 metres west.

2 - for one bus in centre of bus station and extending 14 metres northwest.

Buses proceed from Queens Hospital Bus Station direct to stand, departing via Queens Hospital Bus Station to Bus Stop Lay-By Outside Bus Station. Set down in Queens Hospital Bus Station, at Stop HJ and pick up in Bus Stop Lay-by Outside Bus Station, at Stop HN.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 193 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.
DISPLAY:	Romford, Queens Hospital.

ROMFORD MARKET, ST EDWARDS WAY (from COUNTY PARK ESTATE, ESSEX GARDENS)

Public stand for five buses in bus parking area on north side of St Edward's Way, at the junction with Church Lane.

Buses proceed from St Edwards Way via St Edwards Way Bus Stand to stand, departing via St Edwards Way Bus Stand to St Edwards Way. Set down in St Edwards Way, at Stop L and pick up in St Edwards Way, at Stop G.

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.
DISPLAY:	Romford Market.

ROMFORD STATION, ATLANTA BOULEVARD (from COUNTY PARK ESTATE, ESSEX GARDENS)

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard to South Street. Set down in Atlanta Boulevard, at Alighting Point and pick up in South Street, at Stop Y.

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.
DISPLAY: Romford Station.

HORNCHURCH, HACTON LANE ESTATE

Public stand for one bus in bay on east side of Bevan Way, commencing opposite the centre of Central Drive.

From County Park Estate, Essex Gardens.

Buses proceed from Bevan Way direct to stand, departing to Bevan Way. Set down in Bevan Way, at Alighting Point and pick up in Bevan Way.

From Romford, Queens Hospital.

Buses proceed from Bevan Way direct to stand, departing to Bevan Way. Set down in Bevan Way, at Alighting Point and pick up in Bevan Way.

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.
DISPLAY: Hornchurch, Bevan Way.

COUNTY PARK ESTATE, ESSEX GARDENS

Public stand for one bus in Essex Gardens, commencing 23 metres east of the junction with Wingletye Lane and extending 10 metres east.

Buses proceed from Essex Gardens direct to stand, departing to Essex Gardens. Set down in Essex Gardens, at Alighting Point and pick up in Essex Gardens.

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.
DISPLAY: County Park Estate.

Transport for London - Live Mileage List

Route 193
 Service change 21322
 Date 25 November 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ROMFHP S	ROMFHP S	Romford, Queens Hospital		
ROMFHP	BP4884	Queen's Hospital	0	0.00
	BP3205	The Brewery	802	0.50
	R0332	Mawney Road	312	0.19
	34113	North Street	240	0.15
ROMFSE	34094	Romford Market	464	0.29
	LE135	Mercury Gardens	270	0.17
ROMFSN	R0591	Romford Station	856	0.53
	18028	Thurloe Gardens	272	0.17
	18482	South Street	205	0.13
	18484	Albert Road	363	0.23
	18486	Princes Road	326	0.20
	18488	Frances Bardsley School	296	0.18
OSRDGD	OC419	Elmhurst Drive	763	0.47
	HC121	Hail & Ride Section	795	0.49
	9771	Abbs Cross Lane	538	0.33
	FC05	Billet Lane	120	0.07
HORNTC	8527	Hornchurch Town Centre	384	0.24
	FC73	The Avenue	226	0.14
	18268	Devonshire Road	270	0.17
HORNSN	8531	Hornchurch Station	331	0.21
HCTNLE	OC601	Central Drive	1689	1.05
	36324	Alma Avenue	304	0.19
	35322	Ravenscourt Grove	291	0.18
	36501	Havering Sixth Form College	550	0.34
	36503	Lee Gardens Avenue	405	0.25
	36505	Herbert Road	463	0.29
	36543	Copthorne Gardens	586	0.36
	36545	Hubbards Chase/ Wingletye Lane	324	0.20
	36547	Hubbards Close	288	0.18
CPKEEG	36548	Essex Gardens	405	0.25
	CPKEEG S	JUNTY PARK ESTATE, ESSEX GARDEI	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			13138 metres	8.16 miles

BACK DIRECTION

Timing Point Code	Stop Number	Stop Name	Metres	Miles
CPKEEG S	CPKEEG S	UNTY PARK ESTATE, ESSEX GARDENS		
CPKEEG	36548	Essex Gardens	0	0.00
	36546	Copthorne Gardens	478	0.30
	36544	Parkstone Avenue	415	0.26
	36506	Herbert Road	350	0.22
	36615	Lee Gardens Avenue	500	0.31
	36502	Havering Sixth Form College	370	0.23
	35321	Ravenscourt Grove	383	0.24
	35323	Alma Avenue	442	0.27
HCTNLE	35325	Central Avenue	249	0.15
	HC123	Hail & Ride Section	1155	0.72
HORNSN	BP1789	Hornchurch Station	454	0.28
	18267	Devonshire Road	467	0.29
HORNTC	8528	Hornchurch Town Centre	375	0.23
	9768	Billet Lane	371	0.23
	18422	Abbs Cross Lane	314	0.20
	18031	Harrow Lodge Park	227	0.14
OSRDGD	OC600	Elmhurst Drive	908	0.56
	HC124	Hail & Ride Section	629	0.39
	18487	Frances Bardsley School	154	0.10
	18485	Princes Road	365	0.23
	18483	Albert Road	323	0.20
	18481	South Street	311	0.19
	18029	Brentwood Road	80	0.05
ROMFSN	BP240	Romford Station	466	0.29
ROMFWR	BP4227	Western Road	402	0.25
ROMFSE	34118	Romford Market	504	0.31
	34115	North Street	376	0.23
	3539	Mawney Road	255	0.16
	BP2967	The Brewery	277	0.17
ROMFHP	BP5051	Queen's Hospital	897	0.56
ROMFHP S	ROMFHP S	Romford, Queens Hospital	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			12497	7.77
			metres	miles



ROUTE NUMBER & CONTRACT NUMBER

193 / QC36601

IS THIS ROUTE OPERATED WITH A DEDICATED ROTA OF DRIVERS ?

Yes

HOW MANY DRIVERS DO YOU EMPLOY TO OPERATE THIS ROUTE ?

28

PLEASE PROVIDE THE NUMBER OF DRIVERS EMPLOYED ON THIS ROUTE IN EACH PAY GRADE, TO WHOM TUPE MAY APPLY, IN THE TABLE BELOW

PAY DETAILS			STAFF ON GRADE
Pay Grade	Standard Hourly Rate	Average Weekly Earnings	
DR03	£12.80	£600	26
DR02	£12.21	£572	2

FROM WHAT DATE DO THESE PAY RATES APPLY ?

15-May-10

WHAT IS THE NEXT EXPECTED PAY REVIEW DATE ?

02-Apr-11

DO ANY SPECIAL CONDITIONS OR GUARANTEES APPLY TO THE DRIVERS EMPLOYED ON THIS ROUTE ?

No

IF YES, PLEASE GIVE DETAILS:

DO YOU EMPLOY ANY OTHER STAFF SPECIFICALLY FOR THE OPERATION OF THIS ROUTE ?

No

IF YES, PLEASE GIVE DETAILS:

JOB TITLE	PAY DETAILS	NUMBER OF STAFF

Please continue on a separate sheet if required.

I hereby certify that the above information is correct on the date of signing and that the company does not intend to make material changes to any of the conditions certified prior to the commencement of any new contract

Signature 

Date 31st August 2010

Print name Jackie Dunkley

Position in Company Commercial Manager

Name of Company First Capital East Limited