

CONTRACT SPECIFICATION

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

Contract Reference	QC37503
Route Number(s)	275
Terminus Points	Walthamstow, St. James Street Station to Barkingside, Tesco
Contract Basis	Incentivised
Commencement Date	3 rd March 2012
Vehicle Type	87 capacity, dual door, double deck vehicles
Maximum Approved Dimensions	10.1 metres long and 2.55 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	Average Excess Wait Time - No more than 1.10 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.95 minutes
Minimum Operated Mileage	No less than 98.00%

Tender Return Date: No later than 12 o'clock on 14th February 2011

SERVICE SPECIFICATION

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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. 275.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 275.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Walthamstow, St. James Street Station to Barkingside, Tesco			Barkingside, Tesco to Walthamstow, St. James Street Station		
First departure no later than 0540.			First departure no later than 0450.		
0535 - 0640	Every 20 minutes		0445 - 0550	Every 20 minutes	
0641 - 0710	Every 15 minutes		0551 - 0635	Every 15 minutes	
0711 - 1900	Every 12 minutes		0636 - 1915	Every 12 minutes	
1901 - 2000	Every 15 minutes		1916 - 2015	Every 15 minutes	
2001 - 0025	Every 20 minutes		2016 - 2340	Every 20 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 2335.		
Pinchpoints					
Woodford Station	0710 - 0740	15 minutes	Walthamstow, Bell	0705 - 0905	12 minutes
	0741 - 0910	12 minutes		1500 - 1635	12 minutes
	1455 - 1630	12 minutes			

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Walthamstow, St. James Street Station to Barkingside, Tesco			Barkingside, Tesco to Walthamstow, St. James Street Station		
First departure no later than 0540.			First departure no later than 0450.		
0535 - 0700	Every 20 minutes		0445 - 0715	Every 20 minutes	
0701 - 0830	Every 15 minutes		0716 - 0800	Every 15 minutes	
0831 - 1900	Every 12 minutes		0801 - 1800	Every 12 minutes	
1901 - 2000	Every 15 minutes		1801 - 1915	Every 15 minutes	
2001 - 0025	Every 20 minutes		1916 - 2340	Every 20 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 2335.		
Pinchpoints					
Woodford Station	0855 - 1055	12 minutes	Walthamstow, Bell	0830 - 1105	12 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Walthamstow, St. James Street Station to Barkingside, Tesco			Barkingside, Tesco to Walthamstow, St. James Street Station		
First departure no later than 0710.			First departure no later than 0625.		
0705 - 0840	Every 30 minutes		0620 - 0755	Every 30 minutes	
0841 - 0025	Every 20 minutes		0756 - 2340	Every 20 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 2335.		
Pinchpoints					
Woodford Station	1005 - 1145	20 minutes	Walthamstow, Bell	1025 - 1125	20 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Walthamstow, St. James Street Station to Barkingside, Tesco			Barkingside, Tesco to Walthamstow, St. James Street Station		
First departure no later than 0810.			First departure no later than 0800.		
0805 - 0840	Every 30 minutes		0755 - 2340	Every 20 minutes	
0841 - 0025	Every 20 minutes				
Last departure no earlier than 0020.			Last departure no earlier than 2335.		
Pinchpoints					
Woodford Station	1005 - 1145	20 minutes	Walthamstow, Bell	1025 - 1125	20 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 275 will have 60 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Barkingside, Tesco</i>	<i>Towards Walthamstow, St. James Street Station</i>
Walthamstow Central	Barkingside
Woodford Bridge \$ (not evenings or Sundays)	Woodford Bridge \$ (not evenings or Sundays)
MILEAGE: See Attached iBus Sheets	

\$ This location observed simultaneously in both directions - counted as two surveys.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 275 can suffer unpredictable traffic delays in the Walthamstow area, particularly during peak periods.
- 4.2) The Saturday market at Walthamstow can cause delays.
- 4.3) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 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.

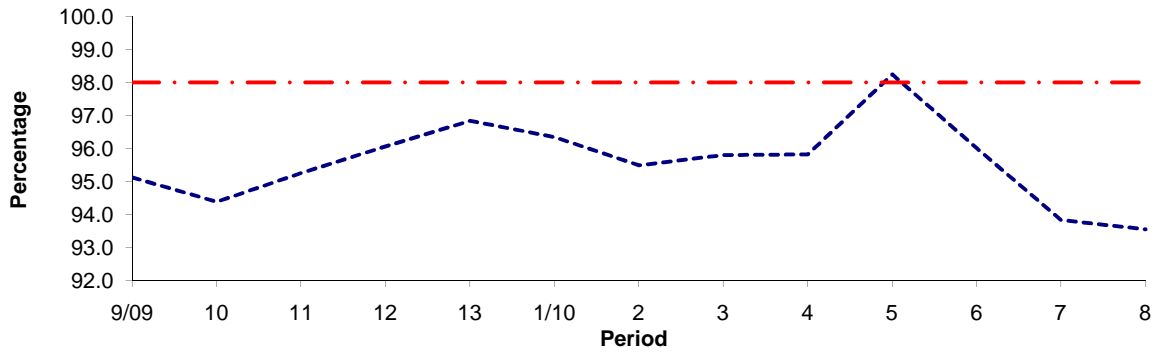
5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

- 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

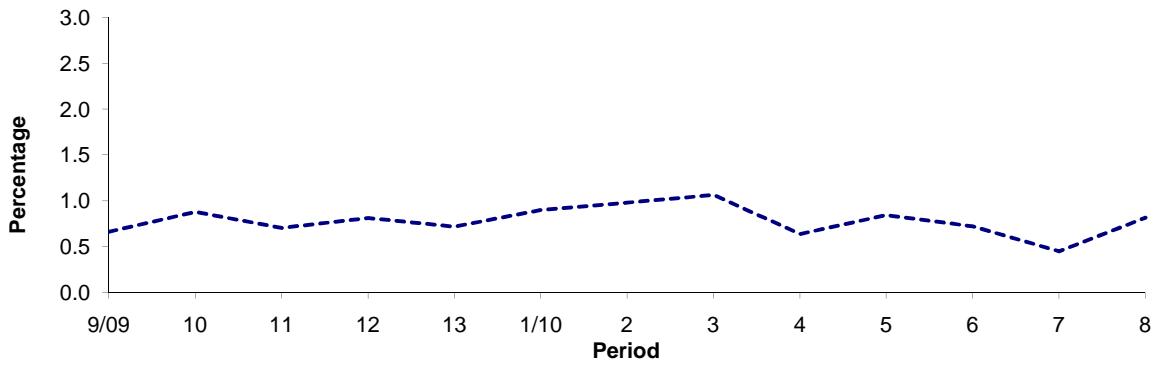
Route 275

Mileage Operated



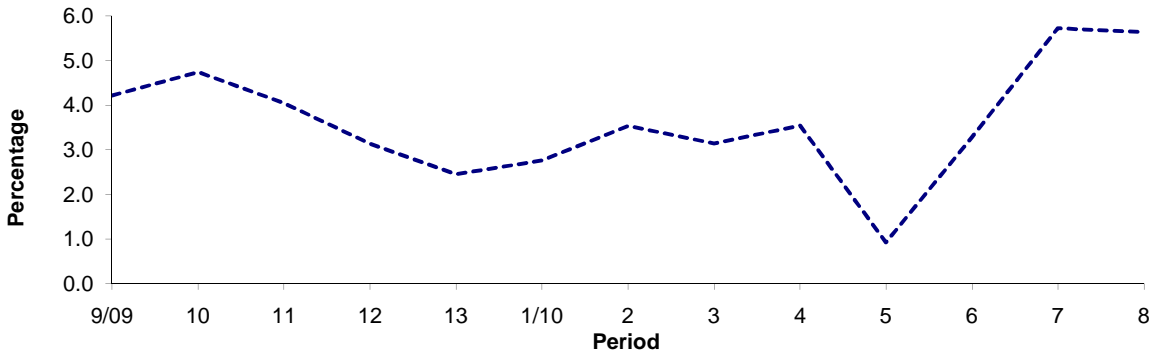
Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	95.12	94.38	95.25	96.06	96.84	96.34	95.48	95.80	95.82	98.24	96.00	93.83	93.55
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	0.66	0.88	0.70	0.81	0.71	0.90	0.98	1.06	0.64	0.84	0.72	0.45	0.81

Non Deductible Mileage

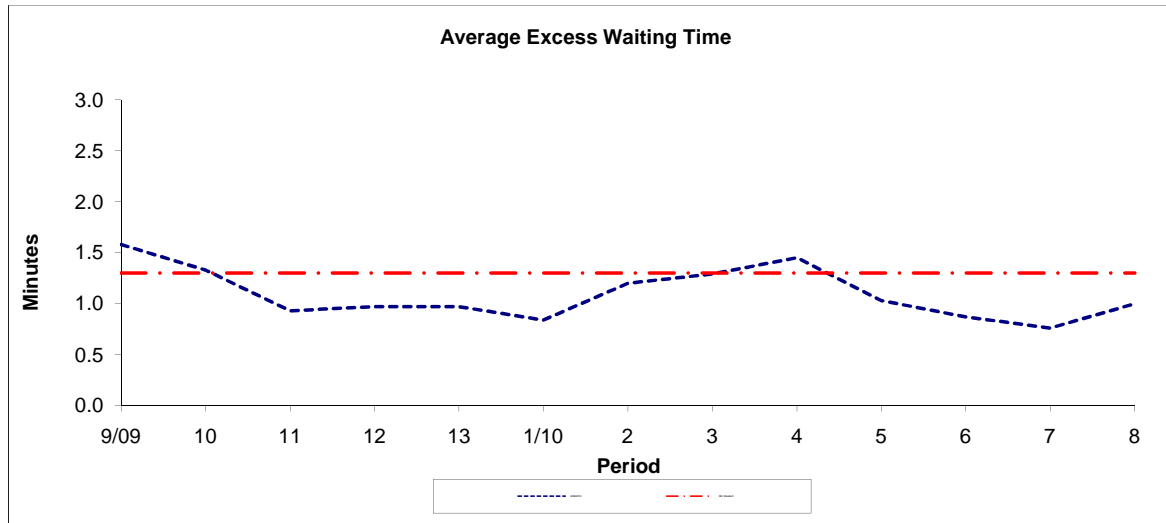


Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	4.22	4.74	4.05	3.13	2.45	2.76	3.54	3.14	3.54	0.92	3.28	5.73	5.64

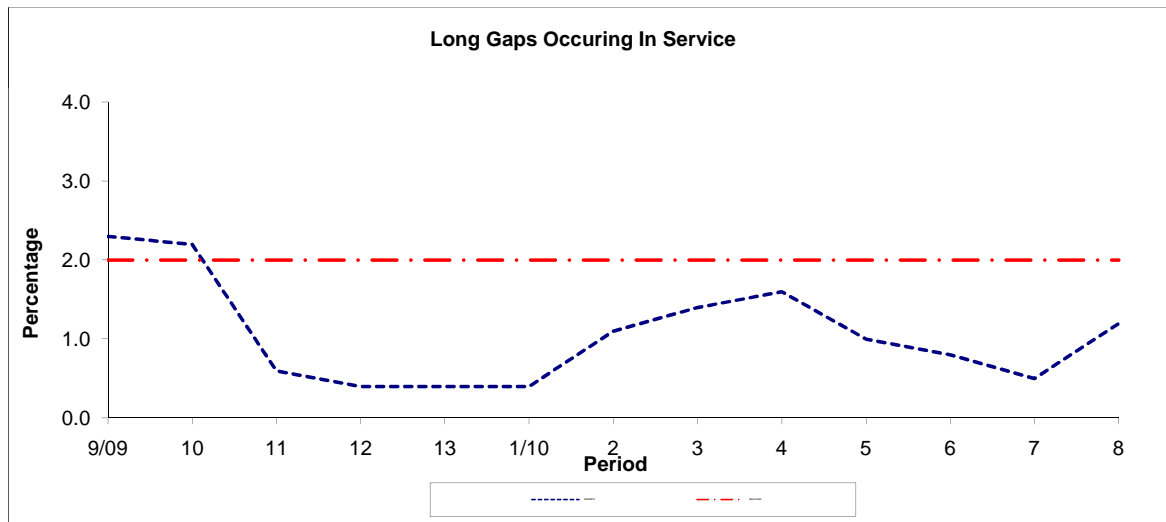
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 275



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	1.58	1.33	0.93	0.97	0.97	0.84	1.20	1.29	1.45	1.03	0.87	0.76	1.00
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	9/09	10	11	12	13	1/10	2	3	4	5	6	7	8
2009/2010	2.30	2.20	0.60	0.40	0.40	0.40	1.10	1.40	1.60	1.00	0.80	0.50	1.20
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note : Reliability is based on 12 weeks rolling data

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 275: Walthamstow, St James Street Station - Barkingside, Tesco

Date of Structural Change: 3 March 2012.

Date of Service Change: 3 March 2012.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Barkingside, Tesco: Courtenay Place, Cranbrook Mews, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Hoe Street, Forest Road, Hale End Road, Station Approach, The Avenue, Chingford Lane, Woodford Green High Road, The Terrace, Broadmead Road, St Barnabas Road, Snakes Lane East, Chigwell Road, Cross Road, Manor Road, Tomswood Road, Tomswood Hill, Fencepiece Road, Fullwell Cross, Barkingside High Street, Cranbrook Road, Tesco Access Road.

Towards Walthamstow, St James Street Station: Tesco Access Road, Cranbrook Road, Barkingside High Street, Fullwell Cross, Fencepiece Road, Tomswood Hill, Tomswood Road, Manor Road, Chigwell Road, Roding Lane North, Green Walk, Chigwell Road, Snakes Lane East, St Barnabas Road, Broadmead Road, The Terrace, Woodford Green High Road, Chingford Lane, The Avenue, Hale End Road, Forest Road, Hoe Street, Selborne Road, Walthamstow Central Bus Station, Selborne Road, Cranbrook Mews, Courtenay Place.

STANDING AND TURNING POINTS

ST. JAMES STREET STATION, COURTENAY MEWS

Private stand for 6 buses in Bus Parking Area on south side of Courtenay Mews. Buses proceed from Courtenay Place via Bus Parking Area to stand, departing via Bus Parking Area and Courtenay Mews to Courtenay Place. Set down in Courtenay Place, at Stop ZC and pick up in Courtenay Place, at Stop ZD.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 275 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:	St James Street.
OTHER INFORMATION:	Toilet facilities available 24 hours a day.

WALTHAMSTOW CENTRAL BUS STATION (from BARKINGSIDE, TESCO)

Private stand for 13 buses in marked bays on east side of Walthamstow Central Bus Station on north side of Selborne Road. Overflow offside stand for 1 bus on west side of bus station in lay-by opposite Stop A.

Buses proceed from Walthamstow Central Bus Station direct to stand, departing to Walthamstow Central Bus Station. Set down in Walthamstow Central Bus Station, at Alighting Point and pick up in Walthamstow Central Bus Station, at Stop E.

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:	Walthamstow Central.

WALTHAMSTOW, BEACONTREE AVENUE (from Walthamstow, St James Street Station)

Private stand for two buses within turning circle on north side of Forest Road, commencing at the junction with Beacontree Avenue and extending 22 metres south.

Buses proceed from Forest Road via Beacontree Avenue to stand, departing via Beacontree Avenue to Forest Road. Set down in Forest Road, A and pick up in Forest Road, F.

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:	Walthamstow, Beacontree Avenue.

WOODFORD GREEN, BROOMHILL ROAD (from Walthamstow, St James Street Station)

Buses proceed from The Terrace via Broomhill Road, Johnston Road and Woodford Green High Road departing to Chingford Lane. Set down in The Terrace, at Stop H and pick up in Chingford Lane, at Stop W.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Woodford Green.

WOODFORD BRIDGE, MANOR ROAD (from Walthamstow, St James Street Station)

Public stand for one bus on south side of Manor Road at rear of bus bay, commencing 15 metres west of Chapelmount Road and extending 15 metres east.

Buses proceed from Cross Road via Manor Road to stand, departing to Manor Road. Set down in Cross Road and pick up in Manor 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.
DISPLAY:	Woodford Bridge.

BARKINGSIDE HIGH STREET (from Walthamstow, St James Street Station)

Public stand for three buses on east side of Barkingside High Street, commencing opposite the party wall of Nos 155/157 and extending 33 metres north.

Buses proceed from Barkingside High Street direct to stand, departing via Barkingside High Street, Baron Gardens, Craven Gardens and Tanners Lane to Barkingside High Street. Set down in Barkingside High Street, at Stop G and pick up in Barkingside High Street, at Stop J.

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:	Barkingside.

BARKINGSIDE, TESCO

Private stand for one bus on east side of access road in the grounds of the Tesco store off Cranbrook Road.

Buses proceed from Tesco Access Road direct to stand, departing to Tesco Access Road. Set down in Tesco Access Road, at Stop V and pick up in Tesco Access Road, at Stop V.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 buses on Route 275 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:	Barkingside.
OTHER INFORMATION:	Toilets available in Tesco's store during opening hours.

Transport for London - Live Mileage List

Route 275
Service change 19587
Date 11 November 2009

OUT DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
SJSTCM S	SJSTCM S	ST. JAMES STREET STATION, COURTENAY MEWS		
WSTWSJ	BP3210	St James Street Station	0	0.00
	R0035	Selborne Walk/Vernon Road	487	0.30
	BP4871	Selborne Walk	167	0.10
WSTCSN	BP4274	Walthamstow Bus Station	290	0.18
	33831	Walthamstow Market	526	0.33
	7950	Jewel Road	367	0.23
WSTWBL	7946	Forest Road Bell Corner	195	0.12
	6635	Waltham Forest Town Hall	329	0.20
	6636	Waltham Forest College	265	0.16
	R0045	Wood Street Library	309	0.19
	6637	Fulbourne Road	179	0.11
	34075	Forest Road	289	0.18
	34073	Thorpe Hall Road	355	0.22
	34070	Southend Road	397	0.25
	FL010	Wadham Road	151	0.09
	34305	Forest Mount Road	347	0.22
	BP279	Hollywood Way	274	0.17
HMPKSN	34303	Highams Park Station	353	0.22
	34301	Richmond Avenue	372	0.23
	36556	Sunnydene Avenue	256	0.16
	34299	Forest Glade	366	0.23
	34297	Chingford Lane	231	0.14
WDFGCA	34296	Mill Lane	1096	0.68
	29549	Woodford Green / Broadmead Road	497	0.31
	29550	Grosvenor Gardens	405	0.25
	29553	Vernon Avenue	281	0.17
	29222	Spring Gardens	500	0.31
WDFDSN	29221	Woodford Station	439	0.27
	29558	Ray Lodge Primary School	494	0.31
	29559	Chigwell Road	372	0.23
	BP1649	Ashton Playing Fields	212	0.13
WDFBWH	15488	Manor Road	426	0.26
	33767	Love Lane	284	0.18
	33918	Cross Road	225	0.14
	R0736	Audleigh Place	359	0.22
	35346	Stradbroke Park	558	0.35
	35348	Wannock Gardens	440	0.27
	35350	Kingsley Road	482	0.30
	35352	Fencepiece Road	355	0.22
	20198	Fullwell Cross	424	0.26
	9613	Waverley Gardens	194	0.12
	29018	Fremantle Road	269	0.17
BKSDTS	BP1304	Barkingside Tesco	296	0.18
BKSDTS S	BKSDTS S	BARKINGSIDE, TESCO	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			15113 metres	9.39 miles

BACK DIRECTION				
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
BKSDTS S	BKSDTS S	BARKINGSIDE, TESCO		
BKSDTS	BP1304	Barkingside Tesco	0	0.00
	25368	Fremantle Road	399	0.25
	34310	Fullwell Cross	405	0.25
	35353	Fencepiece Road	374	0.23
	35351	Benrek Close	454	0.28
	35349	Wannock Gardens	474	0.29
	35347	Stradbroke Park	360	0.22
	R0735	Audleigh Place	467	0.29
	33768	Cross Road	502	0.31
WDFBWH	15489	Roding Lane North	459	0.29
	15491	Ashton Playing Fields	319	0.20
	29560	Ray Lodge Primary School	504	0.31
	29557	Greenstead Avenue	265	0.16
WDFDSN	29556	Woodford Station	282	0.18
	29223	St Anthony's Avenue	380	0.24
	29555	St Barnabas Road	315	0.20
	29552	Vernon Avenue	415	0.26
	29551	Grosvenor Gardens	293	0.18
	34313	Woodford Green High Road	332	0.21
WDFGCA	34295	Mill Lane	579	0.36
	34298	Chingford Lane	1026	0.64
	34300	Sunnydene Avenue	465	0.29
	34302	Richmond Avenue	348	0.22
HMPKSN	34304	Highams Park Station	350	0.22
	BP280	Beverley Road	222	0.14
	34306	Hollywood Way	306	0.19
	R0040	Wadham Road	492	0.31
	34071	Southend Road	265	0.16
	34072	Thorpe Hall Road	201	0.12
	34074	Forest Road	403	0.25
	6682	Wood Street Library	329	0.20
	6681	Thorpe Coombe Hospital	274	0.17
WSTWBL	6680	Waltham Forest Town Hall	324	0.20
	4844	Hoe Street / The Bell	325	0.20
	7949	Jewel Road	346	0.21
	7953	Walthamstow Market	363	0.23
	R0036	Walthamstow Central Station	453	0.28
WSTCSN	BP4270	Walthamstow Bus Station	264	0.16
	R0034	Selborne Walk	270	0.17
WSTWSJ	BP3209	St James Street Station	593	0.37
SJSTCM S	SJSTCM S	ST. JAMES STREET STATION, COURTENAY MEWS	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			15197 metres	9.44 miles