

7. Service Specification

Route: 352

Contract Reference: QC48904

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	Bromley North Station and Lower Sydenham, Sainsbury's
Contract Basis	Incentivised
Commencement Date	12 th September 2015
Vehicle Type	45 capacity, single door, single deck buses
Current Maximum Approved Dimensions	8.8 metres long and 2.4 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 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Monday 7th October 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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 352

- Ex Bromley North Station, one Mondays to Fridays schooldays journey is specified to operate at 0729.
- Ex Beckenham Junction, Rectory Road, one Mondays to Fridays schooldays journey is specified to operate at 0804.
- The changes will be implemented on 30th August 2014.

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:

Two options are specified:

Option 1:

- There is no change to the current service arrangements.

Option 2:

- A Sunday service with a frequency of every 30 minutes is specified.

Hail & Ride Operation 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. 352:

In both directions:

Wickham Way and Red Lodge Road.

2) NOTES - continued

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

OPTION 1 & 2

Bromley North Station to Lower Sydenham, Sainsbury's		Lower Sydenham, Sainsbury's to Bromley North Station			
First departure no later than 0550.		First departure no later 0550.			
0545 - 2000	Every 20 minutes	0545 - 2030	Every 20 minutes		
2001 - 0005	Every 30 minutes	2031 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Beckenham. War Memorial	0730 - 0850	20 minutes	Cameron Road, Hayesford Park Drive	0730 - 0850	20 minutes
	1500 - 1615	20 minutes		1500 - 1615	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Bromley North Station to Beckenham Junction, Rectory Road		Beckenham Junction, Rectory Road to Bromley North Station	
0729	One journey	0804	One journey

The journeys shown in Section 3.2 are specifically designed to meet the start times of Langley Park School for Girls, Langley Park School for Boys and Harris Academy in the Beckenham area.

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1 & 2

Bromley North Station to Lower Sydenham, Sainsbury's		Lower Sydenham, Sainsbury's to Bromley North Station			
First departure no later than 0550.		First departure no later than 0550.			
0545 - 0745	Every 30 minutes	0545 - 0720	Every 30 minutes		
0746 - 1900	Every 20 minutes	0721 - 1830	Every 20 minutes		
1901 - 0005	Every 30 minutes	1831 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Beckenham. War Memorial	0920 - 1030	20 minutes	Cameron Road, Hayesford Park Drive	0930 - 1045	20 minutes

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

OPTION 2

Bromley North Station to Lower Sydenham, Sainsbury's		Lower Sydenham, Sainsbury's to Bromley North Station			
First departure no later than 0700.		First departure no later than 0700.			
0655 - 0005	Every 30 minutes	0655 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Beckenham. War Memorial	1030 - 1130	30 minutes	Cameron Road, Hayesford Park Drive	1030 - 1130	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 352 can suffer from unpredictable traffic delays in the Bromley and Beckenham areas.
- 4.2) Smaller buses are used due to highway constraints on the route.

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 352: Bromley North Station - Lower Sydenham, Sainsburys

Date of Structural Change: 12 September 2015.

Date of Service Change: 12 September 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Lower Sydenham, Sainsburys: Bromley North Station Forecourt, Tweedy Road, Kentish Way, Elmfield Road, Bromley High Street, Westmoreland Road, Hayes Road, Cameron Road, Barnhill Avenue, Pickhurst Park, Mead Way, The Avenue, Red Lodge Road, Wickham Way, Stone Park Avenue, Village Way, Beckenham High Street, Beckenham War Memorial, Rectory Road, Blakeney Road, Bridge Road, Copers Cope Road, Brackley Road, Worsley Bridge Road, Southend Lane, Stanton Way, Bell Green, Sainsburys Access Road.

Towards Bromley North Station: Sainsburys Access Road, Bell Green, Southend Lane, Worsley Bridge Road, Brackley Road, Copers Cope Road, Bridge Road, Blakeney Road, Rectory Road, Beckenham War Memorial, Beckenham High Street, Village Way, Stone Park Avenue, Wickham Way, Red Lodge Road, The Avenue, Mead Way, Pickhurst Park, Barnhill Avenue, Cameron Road, Hayes Road, Westmoreland Road, Bromley High Street, Elmfield Road, Kentish Way, Widmore Road, East Street, West Street, College Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

BROMLEY NORTH STATION

Private stand in two sections for up to 18 buses in Bus Parking Area on the former goods yard site on west side of Bromley North Station.

Buses proceed from Bromley North Bus Stand direct to stand, departing via Bromley North Bus Stand and Mitchell Way to Bromley North Station Forecourt. Set down in Bromley North Bus Stand, at Alighting Point (37087 - Bromley North Station #, Last Stop on LOR: 37087 - Bromley North Station #) and pick up in Bromley North Station Forecourt, at Stop D (36953 - Bromley North Station #, First Stop on LOR: 36953 - Bromley North Station #).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 buses on Route 352 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:	Bromley North.
OTHER INFORMATION:	LBSLtoilets available 24 hours daily.

Beckenham, War Memorial (from Bromley North Station)

Buses proceed from Beckenham High Street via Beckenham War Memorial departing to Beckenham High Street. Set down in Beckenham High Street, at Stop R (1428 - Beckenham High Street / War Memorial, Last Stop on LOR: 1428 - Beckenham High Street / War Memorial) and pick up in Beckenham High Street, at Stop P (1427 - Beckenham High Street / War Memorial, First Stop on LOR: 1427 - Beckenham High Street / War Memorial).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
BLIND DISPLAY:	Beckenham, War Memorial.

BECKENHAM JUNCTION STATION (from Bromley North Station)

Private stand in slip road on station forecourt extending 15 metres.

Buses proceed from Rectory Road via Beckenham Junction Station Forecourt to stand, departing via Beckenham Junction Station Forecourt to Rectory Road. Set down in Rectory Road, at Stop V (BP1241 - Vicarage Drive, Last Stop on LOR: BP1241 - Vicarage Drive) and pick up in Rectory Road, at Stop W (BP1240 - Vicarage Drive, First Stop on LOR: BP1240 - Vicarage 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:	Beckenham Junction.

LOWER SYDENHAM, SAINSBURYS

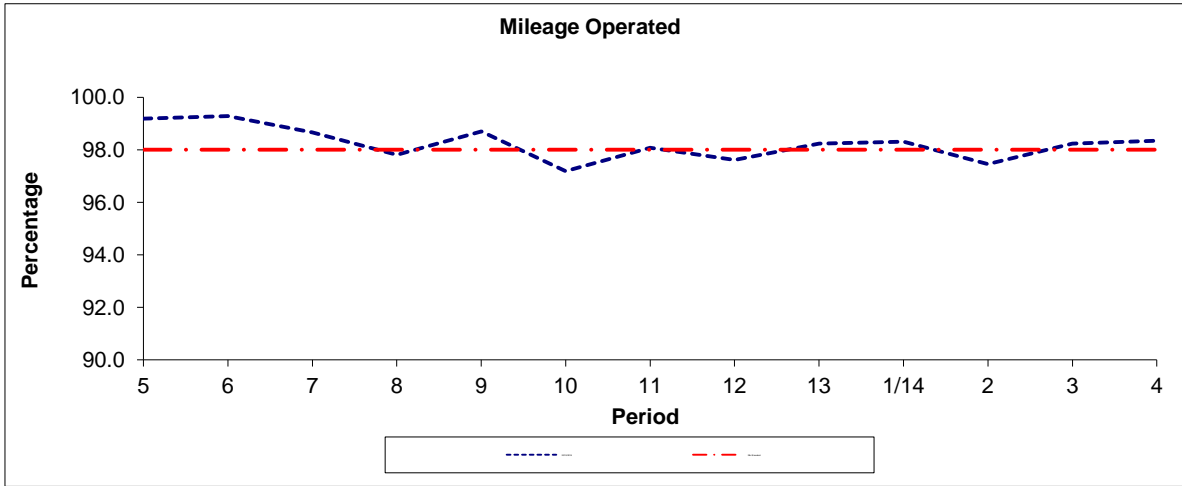
Private stand for 4 buses in lay-by on north side of turning circle at east end of Sainsburys Access Road on north side of superstore.

Buses proceed from Sainsburys Access Road via Turning Circle to stand, departing via Turning Circle to Sainsburys Access Road. Set down in Sainsburys Access Road, at Stop AP (BP1097 - Bell Green / Sainsbury's, Last Stop on LOR: BP1097 - Bell Green / Sainsbury's) and pick up in Sainsburys Access Road, at Stop LM (BP1099 - Bell Green / Sainsbury's, First Stop on LOR: BP1099 - Bell Green / Sainsbury's).

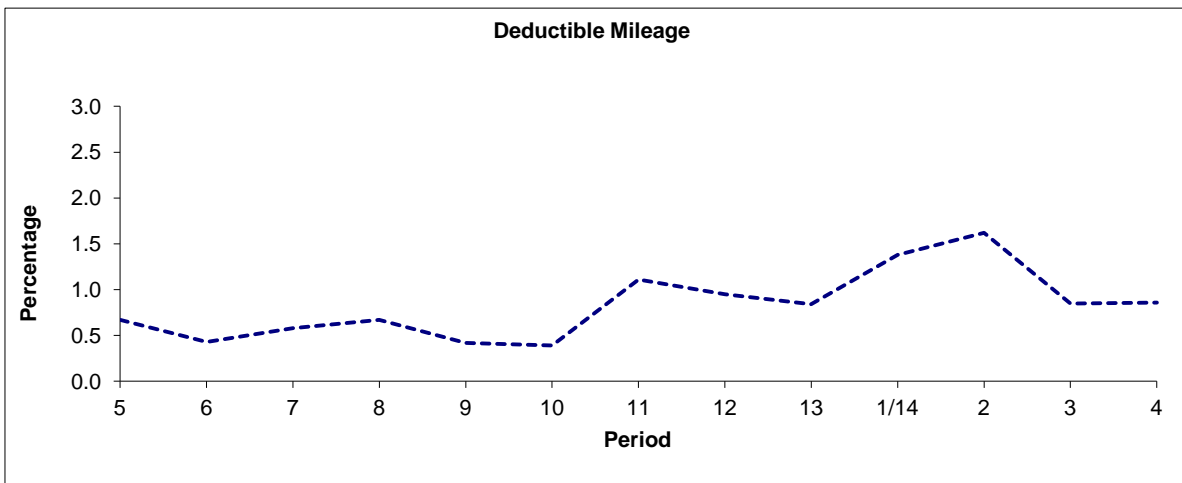
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 buses on Route 352 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Lower Sydenham.
OTHER INFORMATION:	Sainsbury's toilets facilities available Mon-Fri 08:30-22:00, Sat 08:00-22:00 and Sun 11:00-17:00.

PART B - PERFORMANCE STATISTICS

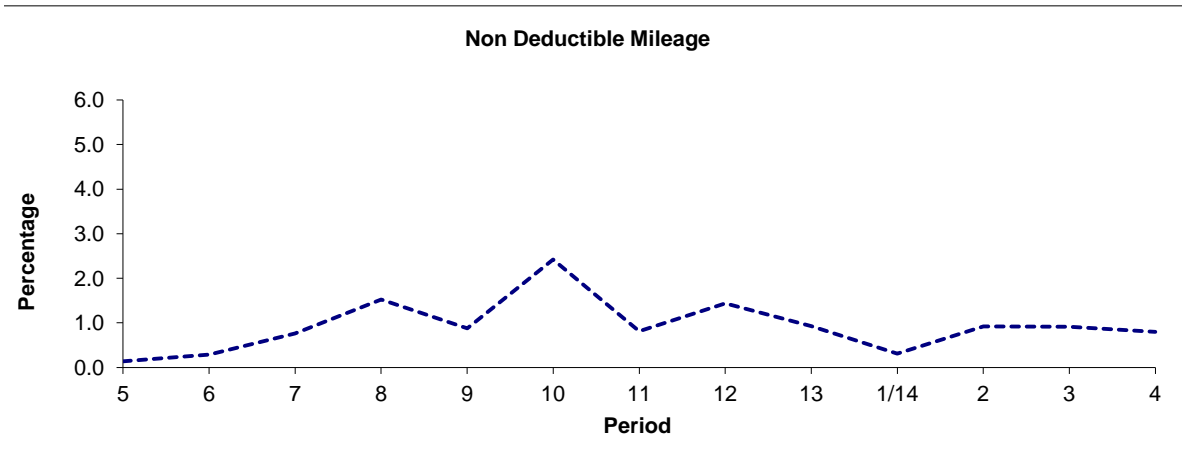
Route 352



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	99.19	99.28	98.66	97.81	98.70	97.19	98.08	97.61	98.23	98.31	97.46	98.24	98.34
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	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.67	0.43	0.58	0.67	0.42	0.39	1.11	0.95	0.84	1.38	1.62	0.85	0.86

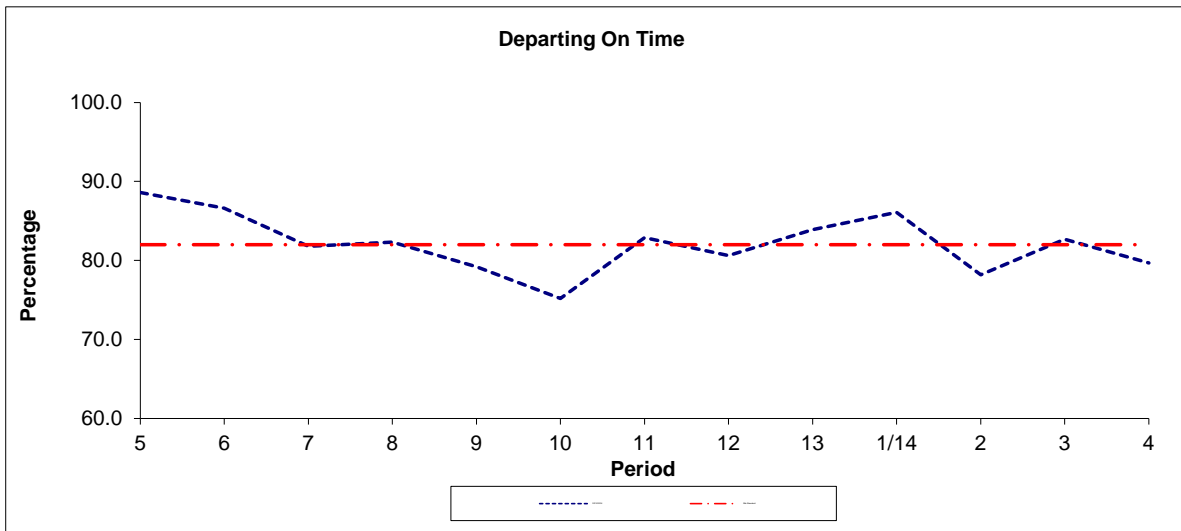


Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.14	0.29	0.76	1.52	0.88	2.42	0.81	1.44	0.93	0.31	0.92	0.91	0.80

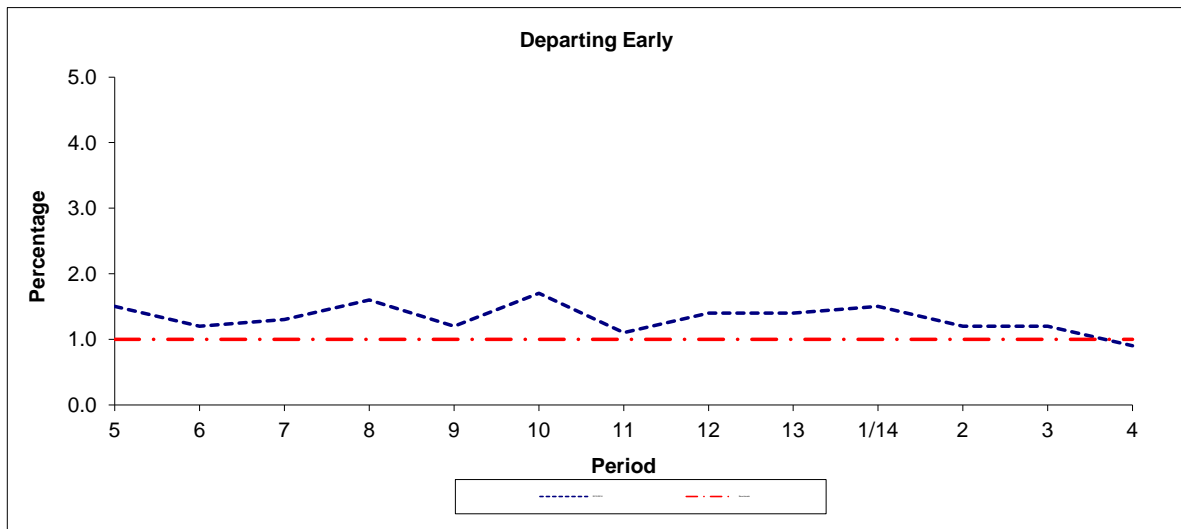
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 352



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	88.6	86.6	81.8	82.3	79.2	75.2	82.9	80.6	83.9	86.1	78.2	82.7	79.7
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	1.5	1.2	1.3	1.6	1.2	1.7	1.1	1.4	1.4	1.5	1.2	1.2	0.9
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 352 - 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	12,548.	98.1	98.3	93.4	1.7	0.1	4.8
0700 - 1000	30,842.	98.6	98.2	85.7	2.0	1.4	10.9
1000 - 1300	30,429.	98.6	98.3	86.4	1.7	0.4	11.5
1300 - 1600	30,721.	97.8	98.0	84.0	2.2	1.1	12.7
1600 - 1900	30,394.	95.4	93.9	69.1	6.4	1.9	22.6
1900 - 2200	25,207.	100.4	98.3	86.3	1.7	1.9	10.1
2200 - 2400	13,543.	100.0	99.3	93.0	0.8	1.5	4.7
Summary	173,684.	98.2	97.5	82.1	3.0	1.3	13.7

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	1,755.	98.9	99.5	95.3	0.5	0.7	3.5
0700 - 1000	6,109.	100.5	99.2	93.4	0.9	0.8	4.9
1000 - 1300	6,633.	95.4	97.3	73.6	2.8	0.7	22.8
1300 - 1600	6,427.	98.2	94.6	75.2	5.6	1.5	17.6
1600 - 1900	6,543.	97.7	98.5	89.2	1.6	2.3	6.9
1900 - 2200	4,388.	100.9	99.4	83.8	0.6	0.5	15.2
2200 - 2400	2,901.	100.8	99.8	92.5	0.3	2.4	4.8
Summary	34,756.	98.6	97.9	82.3	2.6	1.3	13.8

BANK HOLIDAYS (NO SUNDAY SERVICE)

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	34.	97.1	100.0	84.9	0.0	0.0	15.1
0700 - 1000	118.	101.7	100.0	98.6	0.0	0.0	1.4
1000 - 1300	128.	98.4	100.0	90.8	0.0	0.7	8.6
1300 - 1600	119.	100.8	100.0	86.2	0.0	4.4	9.4
1600 - 1900	121.	100.0	100.0	91.7	0.0	7.4	0.9
1900 - 2200	83.	101.2	100.0	95.1	0.0	4.1	0.8
2200 - 2400	56.	98.2	100.0	98.4	0.0	1.6	0.0
Summary	659.	100.0	100.0	91.5	0.0	3.3	5.2

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	14,337.	98.2	98.5	93.6	1.6	0.2	4.6
0700 - 1000	37,069.	98.9	98.3	86.4	1.9	1.3	10.3
1000 - 1300	37,190.	98.0	98.2	84.1	1.9	0.5	13.6
1300 - 1600	37,267.	97.8	97.4	82.6	2.7	1.2	13.5
1600 - 1900	37,058.	95.8	94.7	71.5	5.8	1.9	20.7
1900 - 2200	29,678.	100.5	98.5	86.0	1.6	1.7	10.8
2200 - 2400	16,500.	100.1	99.4	93.0	0.7	1.6	4.7
Summary	209,099.	98.3	97.6	82.1	2.9	1.3	13.6

209,099.

Transport for London - QSI Points and Live Mileage List

Route 352
 Service change 17811
 Date 25 September 2009

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BROMNS S	BROMNS S	BROMLEY NORTH STATION		
BROMNS	36953	Bromley North Station	0	0.00
	BP055	Bromley Civic Centre	394	0.24
	40235	Bromley High Street/The Mall	569	0.35
BROMSS	21558	Bromley South Station	173	0.11
	17787	Westmoreland Road / Sandford Road	228	0.14
	BP4022	Beadon Road	529	0.33
CMRDHP	BP4024	Hayesford Park Drive	288	0.18
	BP4026	Cheriton Avenue	225	0.14
	BP4029	Matfield Close	192	0.12
	BP4031	Culverstone Close	367	0.23
	BP4033	Pickhurst Park	204	0.13
	BP4035	Pickhurst Lane	321	0.20
	BP4036	The Avenue	296	0.18
	BP4039	The Avenue / Goodhart Way	451	0.28
	BP4041	Red Lodge Road	511	0.32
WWICSN	BP2224	Red Lodge Road/West Wickham Stn	169	0.11
PKLYCG	BP2212	Stone Park Ave/Chinese Garage	2364	1.47
	BP2221	Stone Pk Ave/Manor Way	371	0.23
	BP2222	Stone Park Ave/Village Way	195	0.12
	26920	Stone Park Avenue	196	0.12
	26922	Bramerton Road	431	0.27
	26924	Uplands	346	0.21
	26926	St Edmund's Hall	261	0.16
BECKWM	1428	Beckenham High Street / War Memorial	170	0.11
	BP1241	Vicarage Drive	332	0.21
	BP1242	Rectory Road	267	0.17
	BP1243	Hayne Road	159	0.10
	BP1244	Bridge Road	279	0.17
	BP2707	Lawn Road	259	0.16
	BP2708	New Beckenham Station	208	0.13
BRKRCH	BP2709	St Paul New Beckenham Church	252	0.16
	BP2710	Worsley Bridge Road	133	0.08
	BP2034	Worsley Bridge Road / Brackley Road	175	0.11
	BP2035	Hackington Crescent	378	0.23
	BP2036	Greycot Road	395	0.25
	BP2037	Lower Sydenham Station	450	0.28
	BP2038	Worsley Bridge Road / Southend Lane	183	0.11
LSYDBG	17394	Bell Green / Southend Lane	582	0.36
LSYDSY	BP1097	Bell Green / Sainsburys	336	0.21
LSYDSY S	LSYDSY S	LOWER SYDENHAM, SAINSBURYS	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			13639	8.47
			metres	miles

TRANCHE 489

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LSYDSY S	LSYDSY S	LOWER SYDENHAM, SAINSBURYS		
LSYDSY	BP1099	Bell Green / Sainsburys	0	0.00
LSYDBG	40008	Bell Green / Southend Lane	259	0.16
	BP2029	Worsley Bridge Road / Southend Lane	514	0.32
	BP2030	Lower Sydenham Station	269	0.17
	BP2031	Greycot Road	427	0.27
	BP2032	Hackington Crescent	331	0.21
	BP2033	Worsley Bridge Road / Brackley Road	357	0.22
	BP2711	Worsley Bridge Road	263	0.16
BRKRCH	BP2712	St Paul New Beckenham Church	167	0.10
	BP2713	New Beckenham Station	176	0.11
	BP2714	Lawn Road	180	0.11
	BP1238	Bridge Road	256	0.16
	BP1294	Blakeney Road/Hayne Road	316	0.20
	BP1239	Blakeney Road / Rectory Road	189	0.12
	BP1240	Vicarage Drive	252	0.16
BECKWM	1427	Beckenham High Street / War Memorial	344	0.21
	26927	St Edmund's Hall	161	0.10
	26925	Uplands	249	0.15
	26923	Bramerton Road	393	0.24
	R0859	Stone Park Avenue	340	0.21
	BP2223	Stone Park Ave/Village Way	157	0.10
	BP2220	Stone Pk Ave/Manor Way	254	0.16
PKLYCG	BP2213	Stone Park Ave/Chinese Garage	379	0.24
WWICSN	BP2225	Red Lodge Road/West Wickham Stn	2358	1.47
	BP4040	St Mary Of Nazareth Church	300	0.19
	BP4038	The Avenue / Goodhart Way	402	0.25
	BP4037	The Avenue	380	0.24
	BP4034	Meadway	502	0.31
	BP4032	Pickhurst Park	208	0.13
	BP4030	Stanstead Close	243	0.15
	BP4028	Matfield Close	285	0.18
	BP4027	Cheriton Avenue	135	0.08
CMRDHP	BP4025	Hayesford Park Drive	230	0.14
	BP4023	Beadon Road	304	0.19
	18370	Cameron Road	264	0.16
	33913	St Mark's Church	278	0.17
BROMSS	37294	Bromley South Station	269	0.17
	BP042	Elmfield Road / The Glades	283	0.18
	BP054	Bromley Civic Centre	379	0.24
	40106	Bromley Town Hall	314	0.20
	40107	West Street	270	0.17
BROMNS	37087	Bromley North Station	378	0.23
BROMNS S	BROMNS S	BROMLEY NORTH STATION	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			14015	8.71
			metres	miles