

7. Service Specification

Route: 354

Contract Reference: QC48905

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	Penge, Crooked Billet and Bromley North Station
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

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.

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

Penge, Crooked Billet to Bromley North Station			Bromley North Station to Penge, Crooked Billet		
First departure no later than 0600.			First departure no later than 0600.		
0555 - 2015	Every 20 minutes		0555 - 2015	Every 20 minutes	
2016 - 0020	Every 30 minutes		2016 - 2350	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 2345.		
Pinchpoints					
Beckenham Junction Station	0745 - 0905	20 minutes	Clockhouse Station	0720 - 0840	20 minutes
	1520 - 1640	20 minutes		1540 - 1640	20 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1 & 2

Penge, Crooked Billet to Bromley North Station			Bromley North Station to Penge, Crooked Billet		
First departure no later than 0600.			First departure no later than 0600.		
0555 - 0755	Every 30 minutes		0555 - 0755	Every 30 minutes	
0756 - 2015	Every 20 minutes		0756 - 2015	Every 20 minutes	
2016 - 0020	Every 30 minutes		2016 - 2350	Every 30 minutes	
Last departure no earlier than 0015.			Last departure no earlier than 2345.		
Pinchpoints					
Beckenham Junction Station	0930 - 1045	20 minutes	Clockhouse Station	0910 - 1040	20 minutes

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

OPTION 2

Penge, Crooked Billet to Bromley North Station			Bromley North Station to Penge, Crooked Billet		
First departure no later than 0650.			First departure no later than 0650.		
0645 - 0020	Every 30 minutes		0645 - 2350	Every 30 minutes	
Last departure no earlier than 0015 .			Last departure no earlier than 2345 .		
Pinchpoints					
Beckenham Junction Station	1050 - 1150	30 minutes	Clockhouse Station	1020 - 1120	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 354 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 354: Penge, Crooked Billet - Bromley North Station

Date of Structural Change: 12 September 2015.

Date of Service Change: 12 September 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Bromley North Station: Penge High Street, Anerley Park, Anerley Road, Elmers End Road, Beck Lane, Churchfields Road, Beckenham Road, Beckenham High Street, Southend Road, Foxgrove Road, Downs Hill, Ravensbourne Avenue, Farnaby Road, Beckenham Lane, Bromley High Street, Market Square, East Street, West Street, College Road, Tweedy Road, Mitchell Way, Bromley North Bus Stand.

Towards Penge, Crooked Billet: Bromley North Station Forecourt, Tweedy Road, Widmore Road, Market Square, Bromley High Street, Beckenham Lane, Farnaby Road, Ravensbourne Avenue, Downs Hill, Foxgrove Road, Southend Road, Beckenham High Street, Beckenham War Memorial, Beckenham Road, Churchfields Road, Beck Lane, Elmers End Road, Anerley Road, Anerley Park, Anerley Park Road, Thicket Road, Penge High Street.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

PENGE, CROOKED BILLET

Public stand in two parts on north side of Penge High Street east of the island at the 'Crooked Billet' public house.

1. For one bus on the nearside commencing at the junction with Penge High Street and extending 12 metres north.
2. For one bus on the offside commencing at the junction with Penge High Street and extending 12 metres north.

Buses proceed from Penge High Street via Penge Lane and Crooked Billet Slip Road to stand, departing via Crooked Billet Slip Road to Penge High Street. Set down in Penge High Street, at Stop D (17326 - High Street / Maple Road, Last Stop on LOR: 17326 - High Street / Maple Road) and pick up in Penge High Street, at Stop E (17327 - High Street / Maple Road, First Stop on LOR: 17327 - High Street / Maple Road).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 buses on Route 354 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:	Penge.
OTHER INFORMATION:	Council toilet facilities available 0800-1800 daily.

BECKENHAM, WAR MEMORIAL (from Bromley North Station)

Buses proceed from Beckenham High Street via Beckenham War Memorial (Circumnavigate Roundabout) 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 PENGE, CROOKED BILLET)

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

Buses proceed from Beckenham High Street via Rectory Road and Beckenham Junction Station Forecourt to stand, departing via Beckenham Junction Station Forecourt and Rectory Road to Beckenham High Street. Set down in Beckenham High Street, at Stop C (14739 - Beckenham Junction Station # >t<, Last Stop on LOR: 14739 - Beckenham Junction Station # >t<) and pick up in Beckenham High Street, at Stop D (BP671 - Beckenham Junction Station # >t<, First Stop on LOR: BP671 - Beckenham Junction Station # >t<).

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.

BROMLEY NORTH STATION

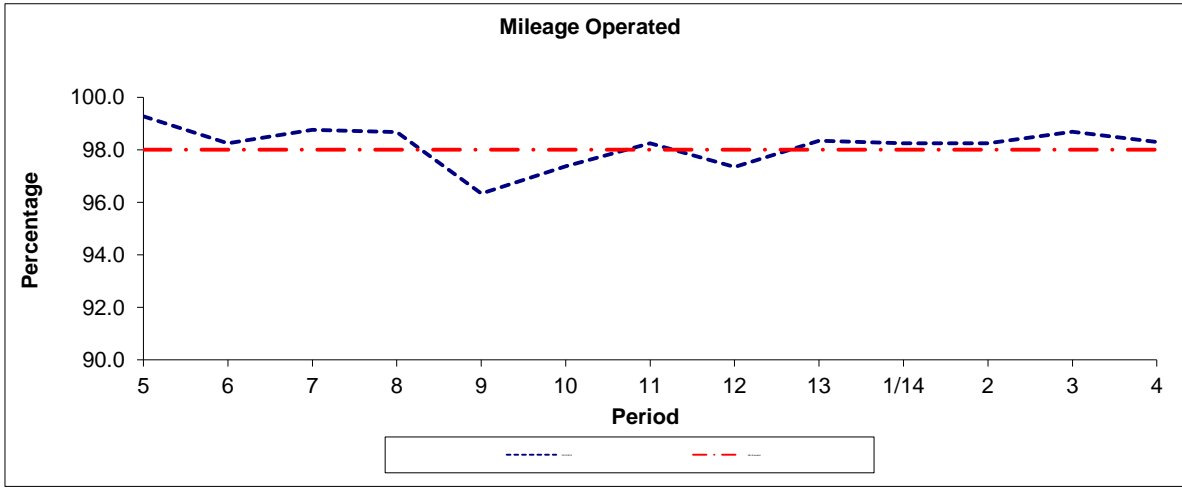
Private stand in two sections for up to 18 buses in Bus Parking Area on the former goods yard site on west side of Bromley North Station.

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 E (36951 - Bromley North Station #, First Stop on LOR: 36951 - Bromley North Station #).

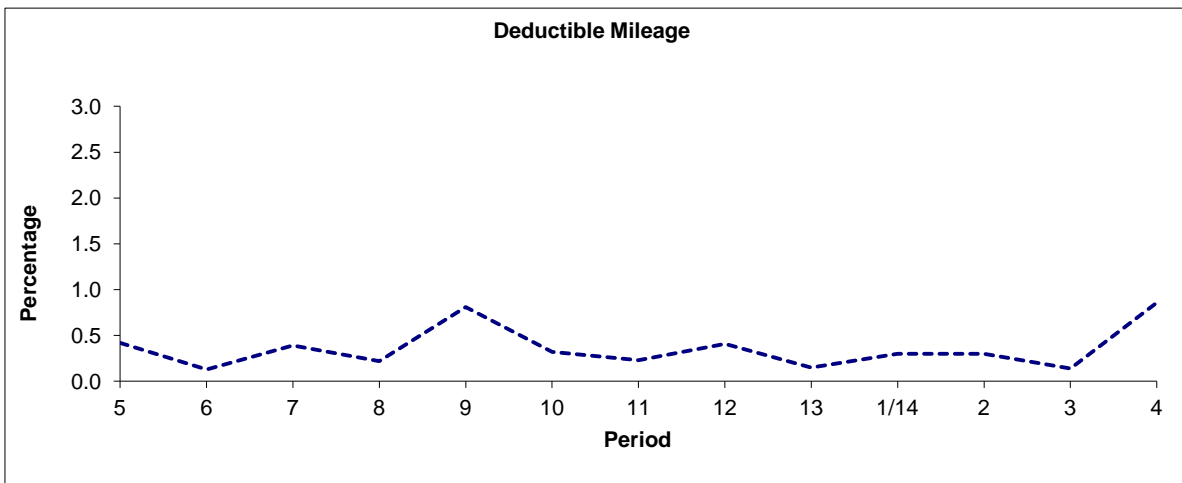
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 buses on Route 354 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Bromley North.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours daily.

PART B - PERFORMANCE STATISTICS

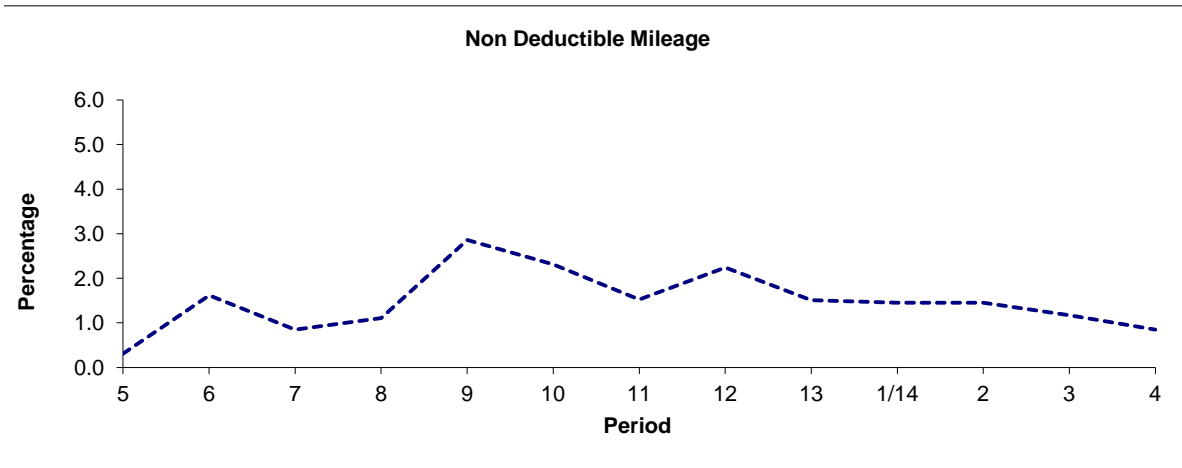
Route 354



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	99.27	98.25	98.76	98.67	96.33	97.37	98.25	97.35	98.34	98.25	98.25	98.69	98.29
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	0.42	0.13	0.39	0.22	0.81	0.32	0.23	0.41	0.15	0.30	0.30	0.14	0.86

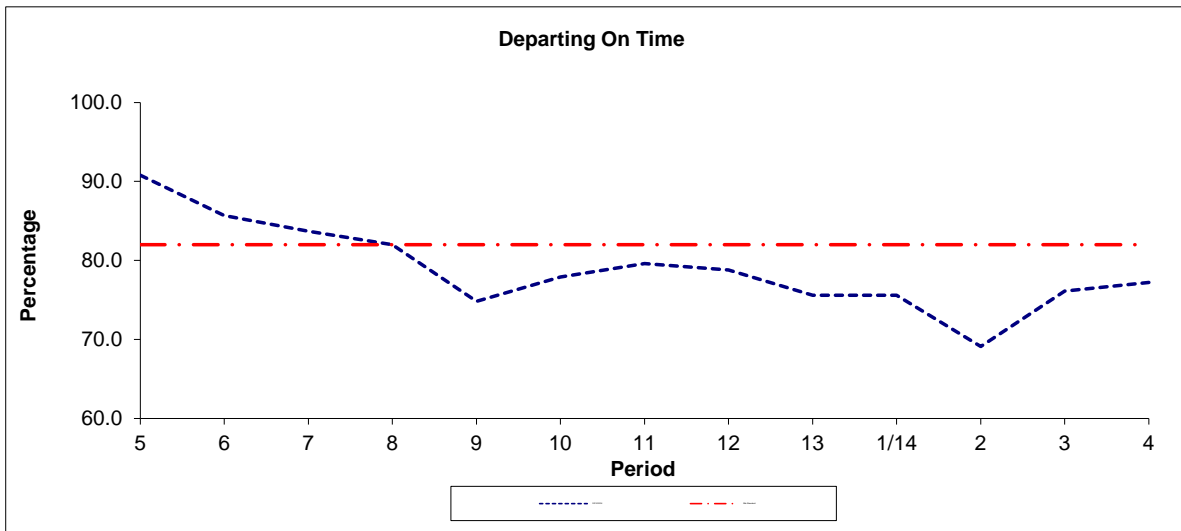


Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	0.31	1.62	0.85	1.11	2.86	2.31	1.52	2.24	1.51	1.45	1.45	1.17	0.85

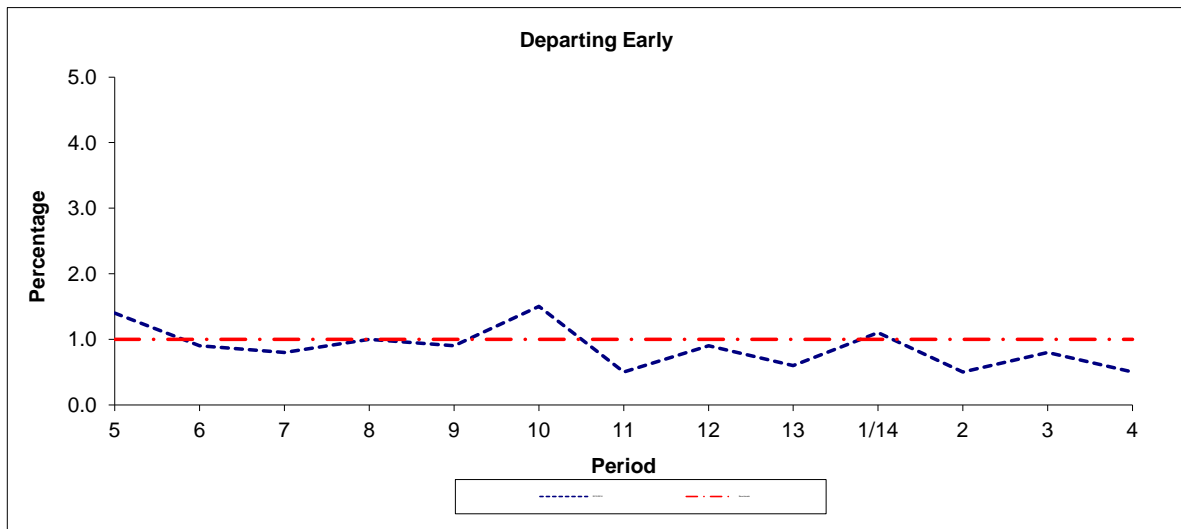
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 354



Period	5	6	7	8	9	10	11	12	13	1/14	2	3	4
2013/2014	90.8	85.7	83.7	82.0	74.8	77.9	79.6	78.8	75.6	75.6	69.1	76.1	77.2
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	1.4	0.9	0.8	1.0	0.9	1.5	0.5	0.9	0.6	1.1	0.5	0.8	0.5
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 354 - 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	10,553.	98.8	99.2	96.8	0.7	0.3	2.2
0700 - 1000	31,214.	96.5	96.8	77.8	3.6	1.1	17.5
1000 - 1300	31,048.	99.0	98.3	83.7	1.8	0.4	14.2
1300 - 1600	31,220.	98.6	98.1	80.0	2.1	0.8	17.1
1600 - 1900	30,991.	96.6	94.8	71.7	5.7	1.2	21.4
1900 - 2200	26,282.	99.4	98.0	84.3	2.2	0.6	13.0
2200 - 2400	13,809.	100.3	99.1	91.1	1.0	1.7	6.2
Summary	175,117.	98.2	97.4	79.6	3.1	0.9	16.4

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	1,617.	99.3	99.9	97.1	0.0	0.2	2.7
0700 - 1000	6,312.	99.3	99.3	90.4	0.8	0.3	8.5
1000 - 1300	6,640.	97.5	98.1	79.0	2.1	1.1	17.8
1300 - 1600	6,379.	97.7	94.8	67.9	5.5	1.1	25.5
1600 - 1900	6,731.	98.0	97.8	81.5	2.4	1.1	15.0
1900 - 2200	5,513.	99.7	99.4	85.3	0.6	0.4	13.7
2200 - 2400	2,894.	100.0	99.6	89.2	0.5	1.4	9.0
Summary	36,086.	98.6	98.1	79.8	2.6	0.9	16.8

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	31.	96.8	100.0	100.0	0.0	0.0	0.0
0700 - 1000	122.	102.5	100.0	97.6	0.0	0.0	2.4
1000 - 1300	129.	99.2	100.0	95.0	0.0	3.2	1.8
1300 - 1600	126.	100.8	100.0	93.7	0.0	5.6	0.7
1600 - 1900	131.	98.5	100.0	93.7	0.0	6.3	0.0
1900 - 2200	107.	99.1	100.0	81.9	0.0	1.7	16.4
2200 - 2400	56.	96.4	100.0	95.1	0.0	0.0	4.9
Summary	702.	99.6	100.0	93.3	0.0	3.6	3.1

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	12,201.	98.8	99.3	96.9	0.6	0.3	2.2
0700 - 1000	37,648.	97.0	97.2	79.0	3.3	1.0	16.7
1000 - 1300	37,817.	98.7	98.3	82.9	1.8	0.5	14.8
1300 - 1600	37,725.	98.5	97.6	78.1	2.7	0.8	18.4
1600 - 1900	37,853.	96.8	95.3	72.9	5.3	1.2	20.6
1900 - 2200	31,902.	99.5	98.2	84.4	2.0	0.6	13.1
2200 - 2400	16,759.	100.2	99.2	90.8	0.9	1.6	6.6
Summary	211,905.	98.3	97.6	79.7	3.0	0.9	16.4

211,905.

Transport for London - QSI Points and Live Mileage List

Route 354
 Service change 30433
 Date 15 September 2012

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
PENGCB S	PENGCB S	PENGE, CROOKED BILLET		
PENGCB	17327	High Street/ Maple Road	0	0.00
	R0776	High Street/Penge West Stn	429	0.27
	BP2202	Penge West Station	267	0.17
	BP2203	Trenholme Road	204	0.13
	BP2196	Castledine Road	183	0.11
	BP2199	Anerley Road	329	0.20
ANERSN	20750	Anerley Road / Anerley Station	117	0.07
	6587	Seymour Villas	165	0.10
	6601	Betts Way	229	0.14
	6602	Anerley Road / Croydon Road	202	0.13
	20981	Ash Grove	374	0.23
BIRKSN	17413	Birkbeck Station	141	0.09
	17415	Beckenham Crematorium	383	0.24
	BP2185	Beck Court	223	0.14
	BP2187	Clement Road	261	0.16
	BP2189	Seward Road	202	0.13
	BP2190	Old School Close	165	0.10
	BP2193	Blandford Road	318	0.20
CLKHSN	19767	Clock House Station	178	0.11
	1521	Beckenham Library	191	0.12
	19765	Hayne Road	207	0.13
BECKWM	1427	Beckenham High Street / War Memorial	397	0.25
	R0405	Manor Road	345	0.21
BECKJS	14739	Beckenham Junction Station	250	0.16
	18789	Copers Cope Road	311	0.19
	BP4021	Beckenham Cricket Club	337	0.21
	BP4018	Westgate Road	523	0.32
	BP4015	Downs Hill/The Avenue	583	0.36
	BP4192	Ravensbourne Avenue	577	0.36
	BP4011	Downs Hill	232	0.14
FNBRRA	BP4010	Ravensbourne Station	206	0.13
	BP4007	Warren Avenue	347	0.22
	BP4006	Bromley Avenue	230	0.14
	BP4004	Beckenham Lane	450	0.28
	BP051	Bromley / The Greyhound	659	0.41
BROMMS	BP050	Bromley / Market Square	146	0.09
	40107	West Street	240	0.15
BROMNS	37087	Bromley North Station	378	0.23
BROMNS S	BROMNS S	BROMLEY NORTH STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			10979	6.82
			metres	miles

TRANCHE 489

Reallocation from Bromley

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BROMNS S	BROMNS S	BROMLEY NORTH STATION		
BROMNS	36951	Bromley North Station	0	0.00
	40105	Bromley Town Hall	387	0.24
BROMMS	R0558	Bromley / Market Square	161	0.10
	34206	Bromley / The Greyhound	125	0.08
	R0509	Bromley Court House	249	0.15
	BP4003	Beckenham Lane	445	0.28
	BP4005	Bromley Avenue	392	0.24
	BP4008	Warren Avenue	362	0.22
FNBRRA	BP4009	Ravensbourne Station	224	0.14
	BP4012	Downs Hill	324	0.20
	BP4014	Downs Bridge Road	426	0.26
	BP4016	Downs Hill / The Avenue	344	0.21
	BP4017	Springbourne Court	450	0.28
	BP4019	Convent Close	258	0.16
	BP4020	Beckenham Cricket Club	300	0.19
	18788	Copers Cope Road	360	0.22
BECKJS	BP671	Beckenham Junction Station	286	0.18
	1426	Manor Road	190	0.12
	20979	Beckenham High Street / Kelsey Square	275	0.17
BECKWM	1428	Beckenham High Street / War Memorial	233	0.14
	19766	Hayne Road	373	0.23
CLKHSN	1522	Clock House Station	268	0.17
	BP2192	Blandford Road	310	0.19
	BP2191	Old School Close	235	0.15
	BP2188	Clement Road	232	0.14
	BP2186	Central Terrace	426	0.26
	35670	Beckenham Crematorium	301	0.19
BIRKSN	17414	Birkbeck Station	290	0.18
	20980	Ash Grove	246	0.15
	BP2194	Croydon Road	189	0.12
	BP2760	Maple Road	199	0.12
	6594	Seymour Villas	220	0.14
ANERSN	6595	Anerley Road / Anerley Station	273	0.17
	BP2198	Anerley Park / Anerley Road	181	0.11
	BP2197	Castledine Road	191	0.12
	BP2195	Anerley Park Road/Thicket Road	213	0.13
	BP2200	Crystal Palace Park	242	0.15
	BP2201	Thicket Road / Crystal Palace Park Road	218	0.14
	19771	High Street/Penge West Station	364	0.23
PENGCB	17326	High Street/ Maple Road	264	0.16
PENGCB S	PENGCB S	PENGE, CROOKED BILLET	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			11026	6.85
			metres	miles