

7. Service Specification

Route: 395

Contract Reference QC45201

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	Harrow Bus Station to Greenford, Westway Cross Retail Park
Contract Basis	Incentivised
Commencement Date	6 th September 2014
Vehicle Type	60 capacity, dual door, single deck buses, subject to a satisfactory route test
Current Maximum Approved Dimensions	10.2 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 21st October 2013

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. 395.

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 proposed:

Option 1

No changes to the current service.

Option 2

Extension of traffic day to 0020 in both directions.

Options 1 & 2

- 60 capacity, dual door, single deck buses are specified, subject to a satisfactory route test.
- The widening during the Monday to Friday AM & PM peaks and Saturday shopping period is removed.

Hail & ride operation and/or 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. 395:

Towards Greenford, Westway Cross Retail Park:

Newmarket Avenue, Southwell Avenue, Haydock Avenue, Dabbs Hill Lane, Eastcote Lane, Castle Road, The Fairway, Oldfields Circus, Currey Road

Towards Harrow Bus Station:

Currey Road, Oldfields Circus, The Fairway, Castle Road, Eastcote Lane, Dabbs Hill Lane, Haydock Avenue, Southwell Avenue, Newmarket Avenue

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.

It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. Tenderers are required to identify and submit the level of saving that could be achieved if the scheme is introduced.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Harrow Bus Station to Greenford, Westway Cross Retail Park			Greenford, Westway Cross Retail Park to Harrow Bus Station		
First departure no later than 0605.			First departure no later than 0535.		
0600 - 0735	Every 30 minutes		0530 - 0635	Every 30 minutes	
0736 - 1955	Every 20 minutes		0636 - 1855	Every 20 minutes	
1956 - 2155	Every 30 minutes		1856 - 2155	Every 30 minutes	
Last departure no earlier than 2150.			Last departure no earlier than 2150.		
Pinchpoints					
Northolt Station	0725 - 0755	30 minutes	Northolt Park Station	0720 - 0900	20 minutes
	0756 - 0915	20 minutes		1500 - 1640	20 minutes
	1455 - 1635	20 minutes			

3.2) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 2

Harrow Bus Station to Greenford, Westway Cross Retail Park			Greenford, Westway Cross Retail Park to Harrow Bus Station		
First departure no later than 0605.			First departure no later than 0535.		
0600 - 0735	Every 30 minutes		0530 - 0635	Every 30 minutes	
0736 - 1955	Every 20 minutes		0636 - 1855	Every 20 minutes	
1956 - 0025	Every 30 minutes		1856 - 0025	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0020.		
Pinchpoints					
Northolt Station	0725 - 0755	30 minutes	Northolt Park Station	0720 - 0900	20 minutes
	0756 - 0915	20 minutes		1500 - 1640	20 minutes
	1455 - 1635	20 minutes			

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 1

Harrow Bus Station to Greenford, Westway Cross Retail Park			Greenford, Westway Cross Retail Park to Harrow Bus Station		
First departure no later than 0605.			First departure no later than 0535.		
0600 - 0835	Every 30 minutes		0530 - 0735	Every 30 minutes	
0836 - 1955	Every 20 minutes		0736 - 1855	Every 20 minutes	
1956 - 2155	Every 30 minutes		1856 - 2155	Every 30 minutes	
Last departure no earlier than 2150.			Last departure no earlier than 2150.		
Pinchpoints					
Northolt Station	0915 - 1115	20 minutes	Northolt Park Station	0900 - 1100	20 minutes

3.4) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

OPTION 2

Harrow Bus Station to Greenford, Westway Cross Retail Park			Greenford, Westway Cross Retail Park to Harrow Bus Station		
First departure no later than 0605.			First departure no later than 0535.		
0600 - 0835	Every 30 minutes		0530 - 0735	Every 30 minutes	
0836 - 1955	Every 20 minutes		0736 - 1855	Every 20 minutes	
1956 - 0025	Every 30 minutes		1856 - 0025	Every 30 minutes	
Last departure no earlier than 0020.			Last departure no earlier than 0020.		
Pinchpoints					
Northolt Station	0915 - 1115	20 minutes	Northolt Park Station	0900 - 1100	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

OPTION 1

Harrow Bus Station to Greenford, Westway Cross Retail Park		Greenford, Westway Cross Retail Park to Harrow Bus Station			
First departure no later than 0635.		First departure no later than 0635.			
0630 - 2155	Every 30 minutes	0630 - 2155	Every 30 minutes		
Last departure no earlier than 2150.		Last departure no earlier than 2150.			
Pinchpoints					
Northolt Station	1025 - 1125	30 minutes	Northolt Park Station	1015 - 1115	30 minutes

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

OPTION 2

Harrow Bus Station to Greenford, Westway Cross Retail Park		Greenford, Westway Cross Retail Park to Harrow Bus Station			
First departure no later than 0635.		First departure no later than 0635.			
0630 - 0025	Every 30 minutes	0630 - 0025	Every 30 minutes		
Last departure no earlier than 0020.		Last departure no earlier than 0020.			
Pinchpoints					
Northolt Station	1025 - 1125	30 minutes	Northolt Park Station	1015 - 1115	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 395 can suffer from unpredictable traffic delays in the Harrow and Northolt areas.

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 395: Harrow, Kymberley Road - Greenford, Westway Cross Retail Park

Date of Structural Change: 6 September 2014.

Date of Service Change: 6 September 2014.

Reason for Issue: New Quality Incentive Contract.

STREETS TRAVERSED

Towards Greenford, Westway Cross Retail Park: College Road, Bessborough Road, Lower Road, Northolt Road, Pett's Hill, Newmarket Avenue, Southwell Avenue, Haydock Avenue, Dabbs Hill Lane, Eastcote Lane, Mandeville Road, Castle Road, The Fairway, Oldfields Circus, Currey Road, Oldfield Lane North, Rockware Avenue, Greenford Road, Green Park Way, Turning Circle (Circumnavigate), Green Park Way.

Towards Harrow, Kymberley Road: Green Park Way, Greenford Road, Rockware Avenue, Oldfield Lane North, Currey Road, Oldfields Circus, The Fairway, Castle Road, Mandeville Road, Eastcote Lane, Dabbs Hill Lane, Haydock Avenue, Southwell Avenue, Newmarket Avenue, Pett's Hill, Northolt Road, Lower Road, Bessborough Road, Bessborough Road roundabout (Circumnavigate At Junction With Pinner Road), Bessborough Road, College Road, Headstone Road, Kymberley Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HARROW, KYMBERLEY ROAD

Public stand for one bus on north side of Kymberley Road at front of bus cage for stop BP3073.

Buses proceed from Kymberley Road direct to stand, departing via Harrow Bus Station to College Road. Set down in Kymberley Road, at Stop X1 (BP3073 - St Georges Centre, Last Stop on LOR: BP3073 - St Georges Centre) and pick up in College Road, at Stop B (R0842 - Harrow Bus Station, First Stop on LOR: R0842 - Harrow Bus Station).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 395 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:	Harrow.

SOUTH HARROW STATION, SOUTH HILL AVENUE (from GREENFORD, WESTWAY CROSS RETAIL PARK)

Stand for routes 487 and H12 in two sections:

1 - Public stand for two buses in marked bay on north-east side of South Hill Avenue commencing 1 metre north of No.4 South Hill Avenue and extending 21 metres north.

2 - Private overflow stand for three buses on the south side of South Harrow Station Forecourt.

Buses proceed from Northolt Road via South Hill Avenue to stand, departing via South Hill Avenue and South Harrow Bus Station to Northolt Road. Set down in Northolt Road, at stop F (29641 - South Harrow Station <>, Last Stop on LOR: 29641 - South Harrow Station <>) and pick up in Northolt Road, at stop G (26472 - South Harrow Station <>, First Stop on LOR: 26472 - South Harrow Station <>).

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:	South Harrow.

NORTHOLT STATION (from Harrow, Kymberley Road)

Public stand for six buses in bus parking area on west side of Mandeville Road between Carr Road and Castle Road.

Buses proceed from Mandeville Road via Bus Lay-By to stand, departing via Bus Lay-By to Mandeville Road. Set down in Mandeville Road, at Stop A (14908 - Northolt Station <>, Last Stop on LOR: 14908 - Northolt Station <>) and pick up in Mandeville Road, at Stop B (18221 - Northolt Station <>, First Stop on LOR: 18221 - Northolt Station <>).

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:	Northolt.

GREENFORD, WESTWAY CROSS

Public stand for one bus in layby 60 metres west of Westway Cross roundabout, and 69 metres east of Greenford Road on south side of Westway Cross Retail Park service road, extending 15 metres north east.

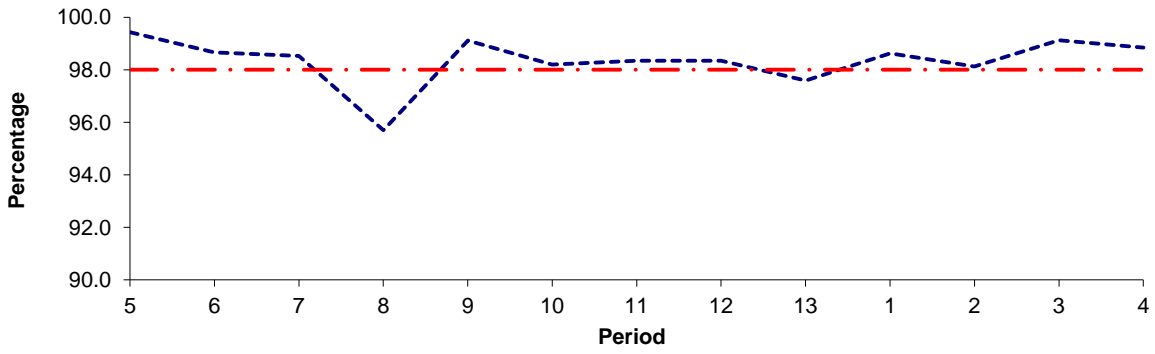
Buses proceed from Green Park Way direct to stand, departing to Green Park Way. Set down in Green Park Way, at stop II (BP2374 - Westway Cross Retail Park, Last Stop on LOR: BP2374 - Westway Cross Retail Park) and pick up in Green Park Way, at Stop II (BP2374 - Westway Cross Retail Park, First Stop on LOR: BP2374 - Westway Cross Retail Park).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 395 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:	Greenford, Westway Cross.
OTHER INFORMATION:	Toilet facilities available in McDonalds during opening hours.

PART B - PERFORMANCE STATISTICS

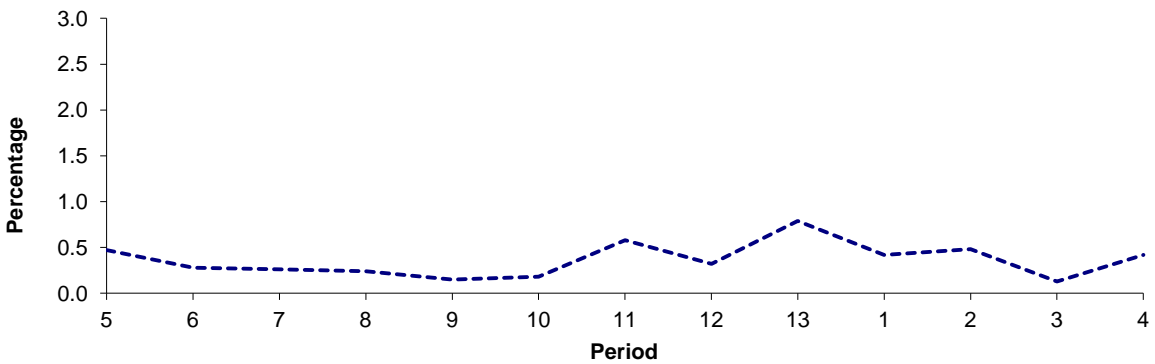
Route 395

Mileage Operated



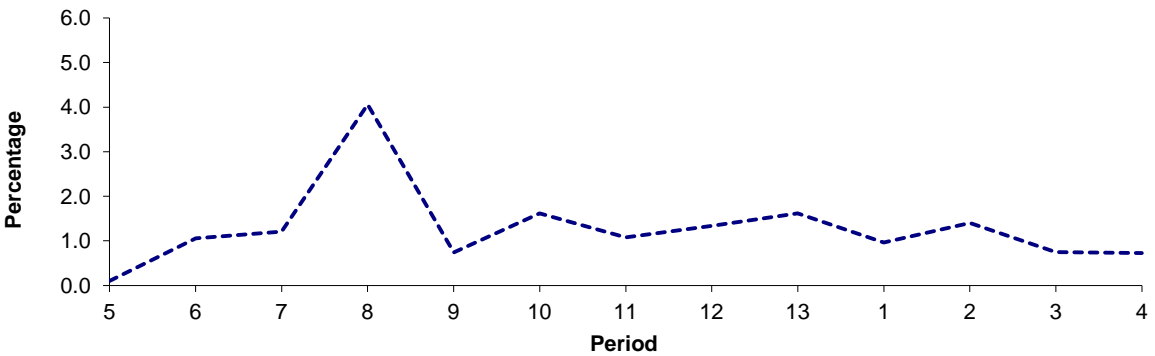
Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	99.43	98.66	98.53	95.70	99.11	98.20	98.34	98.34	97.59	98.62	98.12	99.12	98.85
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	0.47	0.28	0.26	0.24	0.15	0.18	0.58	0.32	0.79	0.42	0.48	0.13	0.42

Non Deductible Mileage

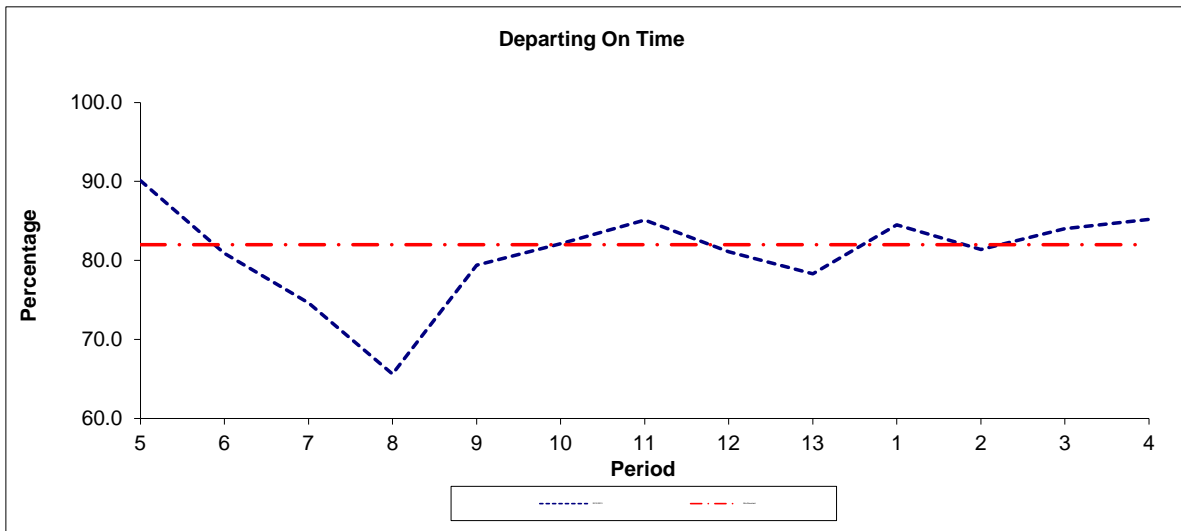


Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	0.10	1.06	1.21	4.06	0.74	1.62	1.08	1.34	1.62	0.96	1.40	0.75	0.73

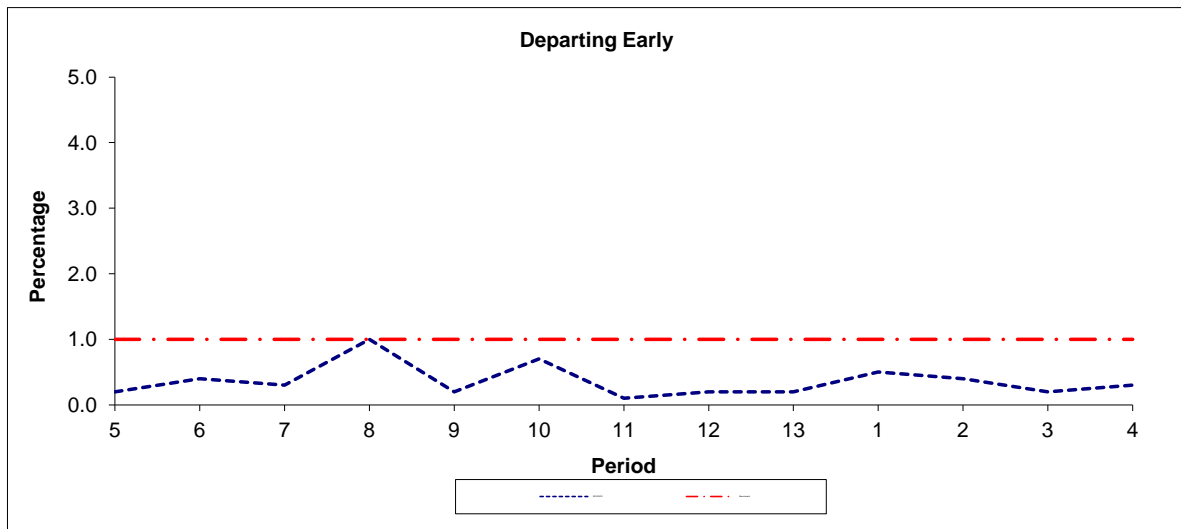
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 395



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	90.1	80.9	74.6	65.6	79.4	82.1	85.1	81.1	78.3	84.5	81.4	84.0	85.2
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	2	3	4
2012/2013	0.2	0.4	0.3	1.0	0.2	0.7	0.1	0.2	0.2	0.5	0.4	0.2	0.3
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 395 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 12/13 to QUARTER 1 13/14 (23/06/12 - 21/06/13)

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	4,541.	98.4	99.3	94.5	0.8	0.2	4.5
0700 - 1000	14,431.	97.5	98.0	80.7	2.3	0.3	16.8
1000 - 1300	15,318.	99.1	98.9	91.1	1.3	0.1	7.5
1300 - 1600	16,171.	95.3	97.0	78.8	3.6	0.4	17.2
1600 - 1900	14,450.	101.4	94.9	68.5	5.5	0.6	25.5
1900 - 2200	12,808.	96.9	97.4	76.2	2.9	0.5	20.4
2200 - 2400	744.	142.5	95.6	77.6	4.4	0.3	17.7
Summary	78,463.	98.5	97.3	78.8	3.3	0.4	17.5

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	931.	98.2	98.2	95.5	2.3	0.3	1.9
0700 - 1000	2,811.	99.4	99.8	97.8	0.3	0.2	1.7
1000 - 1300	3,095.	97.3	99.0	87.0	1.0	0.1	11.9
1300 - 1600	3,103.	98.7	96.5	72.1	3.9	0.8	23.2
1600 - 1900	3,012.	100.8	98.2	84.3	2.1	0.2	13.4
1900 - 2200	2,859.	97.4	97.6	80.5	2.4	0.2	16.9
2200 - 2400	156.	138.5	92.3	76.9	7.7	0.0	15.4
Summary	15,967.	99.1	98.1	83.1	2.2	0.3	14.3

SUNDAY AND BANK HOLIDAYS

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	435.	98.4	98.4	97.5	1.7	0.2	0.6
0700 - 1000	2,595.	100.2	99.9	98.3	0.1	0.1	1.5
1000 - 1300	2,582.	99.9	99.7	96.7	0.3	0.1	2.8
1300 - 1600	2,565.	99.7	98.7	89.4	1.4	0.1	9.2
1600 - 1900	2,556.	100.1	99.0	95.1	1.0	0.3	3.6
1900 - 2200	2,797.	97.7	99.5	93.7	0.5	0.1	5.7
2200 - 2400	172.	119.2	97.1	89.7	2.9	1.7	5.7
Summary	13,702.	99.7	99.3	94.0	0.8	0.2	5.0

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	5,907.	98.4	99.0	94.7	1.0	0.2	4.1
0700 - 1000	19,837.	98.1	98.5	83.0	2.0	0.3	14.7
1000 - 1300	20,995.	98.9	99.0	91.0	1.1	0.1	7.7
1300 - 1600	21,839.	96.3	97.1	78.9	3.4	0.4	17.3
1600 - 1900	20,018.	101.1	95.9	72.7	4.7	0.5	22.1
1900 - 2200	18,464.	97.1	97.8	78.7	2.5	0.4	18.3
2200 - 2400	1,072.	138.2	95.3	79.2	4.6	0.4	15.8
Summary	108,132.	98.7	97.7	80.8	2.9	0.4	16.0

Transport for London - QSI Points and Live Mileage List

Route 395
 Service change 20219
 Date 30 September 2009

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HARRKR S	HARRKR S	Harrow, Kymberley Road		
HARRBS	R0842	Harrow Bus Station	0	0.00
	16131	Roxborough Avenue	706	0.44
	16132	West Street	369	0.23
	BP1983	Dudley Gardens	311	0.19
	16135	Shaftesbury Avenue	344	0.21
SHARSN	26472	South Harrow Station	566	0.35
	16137	Corbins Lane	396	0.25
	27646	St Gabriel's Church	247	0.15
NTHPSN	16139	Station Parade	244	0.15
	26968	Danemead Grove	278	0.17
	16141	Northolt Fire Station	328	0.20
	H0803	Newmarket Road	201	0.12
RACESA	H0476	Southwell Avenue	271	0.17
	H0802	Sussex Gardens	203	0.13
	H0471	Haydock Avenue	218	0.14
	H0801	Dabbs Hill Lane	176	0.11
	H1131	Hail & Ride	317	0.20
	BP1565	Islip Manor Park	249	0.15
	37262	Moat Farm Road	290	0.18
NTHTSN	14908	Northolt Station	256	0.16
	BP3111	Castle Road	289	0.18
	H1140	Hail & Ride	225	0.14
	H1141	Hail & Ride	523	0.32
	H1142	Hail & Ride	149	0.09
	H1143	Hail & Ride	205	0.13
	H1144	Hail & Ride	186	0.12
OLDFCS	BP5660	Oldfield Circus, Wadham Gdns		
	34598	Currey Road		
	34600	Auriol Drive	454	0.28
GNFDSN	BP2663	Rockware Avenue	188	0.12
GNFDWX	BP2374	Westway Cross Retail Park	596	0.37
	GNFDWX S	GREENFORD, WESTWAY CROSS	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			9444 metres	5.87 miles

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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
GNFDWX S	GNFDWX S	GREENFORD, WESTWAY CROSS		
GNFDWX	BP2374	Westway Cross Retail Park	0	0.00
GNFDSN	35292	ockware Avenue / Greenford Static	405	0.25
	34601	Auriol Drive	255	0.16
OLDFCS	BP5659	Oldfield Circus, Carr Road		
	H1133	Hail & Ride		
	H1134	Hail & Ride	165	0.10
	H1135	Hail & Ride	187	0.12
	H1137	Hail & Ride	156	0.10
	H1136	Hail & Ride	216	0.13
NTHTSN	18221	Northolt Station	755	0.47
	16142	Moat Farm Road	298	0.19
	BP2645	Islip Manor Park	310	0.19
	H1132	Hail & Ride	261	0.16
	H1113	Dabbs Hill Lane	292	0.18
	H0806	Haydock Green	151	0.09
	H0805	Kempton Avenue	215	0.13
RACESA	H0474	Southwell Avenue	213	0.13
	H0804	Newmarket Road	349	0.22
	16140	Danemead Grove	397	0.25
NTHPSN	16138	Station Parade	364	0.23
	27645	St Gabriel's Church	241	0.15
	16136	Corbins Lane	251	0.16
SHARSN	29641	South Harrow Station	294	0.18
	16134	Shaftesbury Avenue	610	0.38
	BP1984	Dudley Gardens	263	0.16
	16133	Whitmore Road	396	0.25
	16130	Roxborough Avenue	283	0.18
HARRKR	BP3073	St Georges Centre	893	0.55
	HARRKR S	Harrow, Kymberley Road	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			9281 metres	5.77 miles