

CONTRACT SPECIFICATION

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

Contract Reference	QC36501
Route Number	403
Terminus Points	Warlingham, Sainsbury's to West Croydon, Bus Station
Contract Basis	Incentivised
Commencement Date	29 th October 2011
Vehicle Type	Double deck, dual door, 87 capacity vehicles
Maximum Approved Dimensions	10.3m long and 2.55 wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	0.70 mins EWT
Extension Threshold	0.60 mins EWT
Minimum Operated Mileage	98.00%

Tender Return Date: Monday 25th October 2010 at 1200.

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. 403.

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:

- Ex Warlingham, Sainsbury's, evening frequencies are decreased from every 15 minutes to every 20 minutes from 2200 on Mondays to Saturdays.
- Ex West Croydon, Bus Station, evening frequencies are decreased from every 15 minutes to every 20 minutes from 2130 on Mondays to Saturdays.
- The last departure ex West Croydon, Bus Station is re-timed from 0014 to 0030 on all days of the week.

Requirements for Registration:

The section of Route No. 403 between Warlingham, Sainsbury's and the Surrey County Boundary at Warlingham Green will need to be registered with the Traffic Commissioner for the South Eastern and Metropolitan 56 days before the operation commences. The registration should be sent to:

South Eastern and Metropolitan Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Laurie James
Principal Transport Officer
Passenger Transport Group
Surrey County Council
County Hall
Penrhyn Road
KINGSTON UPON THAMES
KT1 2DY

and to:

Barry Skinner (Licensing Manager),
TfL Surface Transport
11th Floor
Palestra
197 Blackfriars Road
London
SE1 8NJ

The cost of this and any future variation to this registration are to be met by the Operator.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Warlingham, Sainsbury's to West Croydon, Bus Station			West Croydon, Bus Station to Warlingham, Sainsbury's		
First departure no later than 0540.			First departure no later than 0530.		
0535 - 0620	Every 20 minutes		0525 - 0630	Every 20 minutes	
0621 - 1930	Every 12 minutes		0631 - 1930	Every 12 minutes	
1931 - 2200	Every 15 minutes		1931 - 2130	Every 15 minutes	
2201 - 0030	Every 20 minutes		2131 - 0035	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0030.		
Pinchpoints					
Sanderstead Station	0700 - 0900	12 minutes	Sanderstead Station	0700 - 0900	12 minutes
	1500 - 1625	12 minutes		1500 - 1635	12 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Warlingham, Sainsbury's to West Croydon, Bus Station			West Croydon, Bus Station to Warlingham, Sainsbury's		
First departure no later than 0540.			First departure no later than 0530.		
0535 - 0800	Every 20 minutes		0525 - 0750	Every 20 minutes	
0801 - 1830	Every 12 minutes		0751 - 1900	Every 12 minutes	
1831 - 2200	Every 15 minutes		1901 - 2130	Every 15 minutes	
2201 - 0030	Every 20 minutes		2131 - 0035	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0030.		
Pinchpoints					
Sanderstead Station	0925 - 1100	12 minutes	Sanderstead Station	0920 - 1100	12 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Warlingham, Sainsbury's to West Croydon, Bus Station			West Croydon, Bus Station to Warlingham, Sainsbury's		
First departure no later than 0700.			First departure no later than 0700.		
0655 - 0830	Every 30 minutes		0655 - 0800	Every 30 minutes	
0831 - 0030	Every 20 minutes		0801 - 0035	Every 20 minutes	
Last departure no earlier than 0025.			Last departure no earlier than 0030.		
Pinchpoints					
Sanderstead Station	1000 - 1140	20 minutes	Sanderstead Station	1000 - 1140	20 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Warlingham, Sainsbury's to West Croydon, Bus Station		West Croydon, Bus Station to Warlingham, Sainsbury's	
First departure no later than 0805.		First departure no later than 0810.	
0800 - 0030	Every 20 minutes	0805 - 0035	Every 20 minutes
Last departure no earlier than 0025.		Last departure no earlier than 0030.	
Pinchpoints			
Sanderstead Station	1000 - 1140	20 minutes	Sanderstead Station 1000 - 1140 20 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. 403 will have 64 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards West Croydon, Bus Station</i>	<i>Towards Warlingham, Sainsbury's</i>
Sanderstead Church \$	West Croydon
	Swan & Sugar Loaf
	Sanderstead Church \$
MILEAGE: See Attached iBus Sheets	

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 403 should interwork with other bus services where possible.
- 4.2) Route No. 403 can suffer unpredictable traffic delays in the South Croydon and West Croydon areas.
- 4.3) The 2012 Olympic Games open on Friday 27th July and close on Sunday the 12th August. The 2012 Paralympic Games start on Wednesday 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.

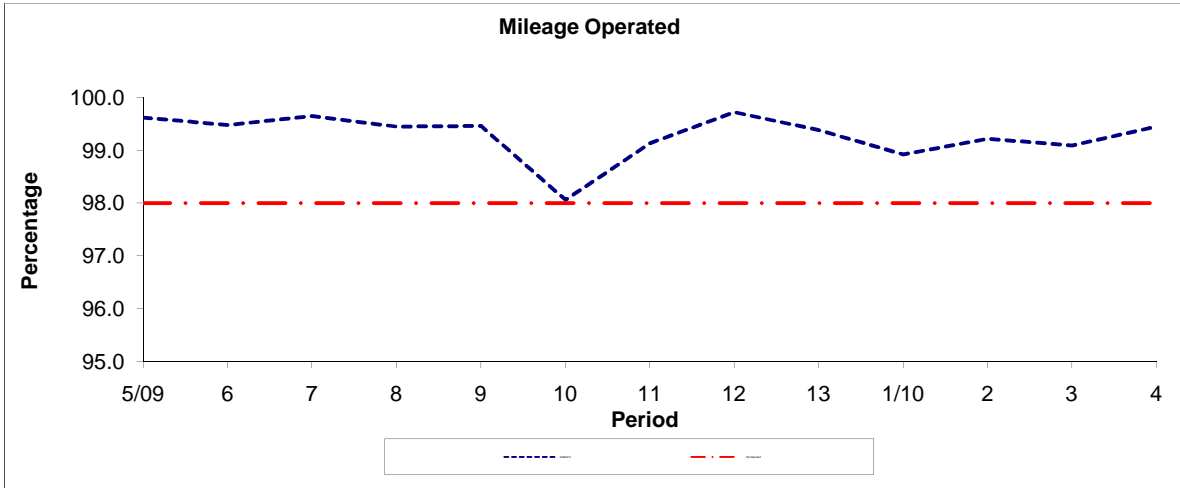
5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

- 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.

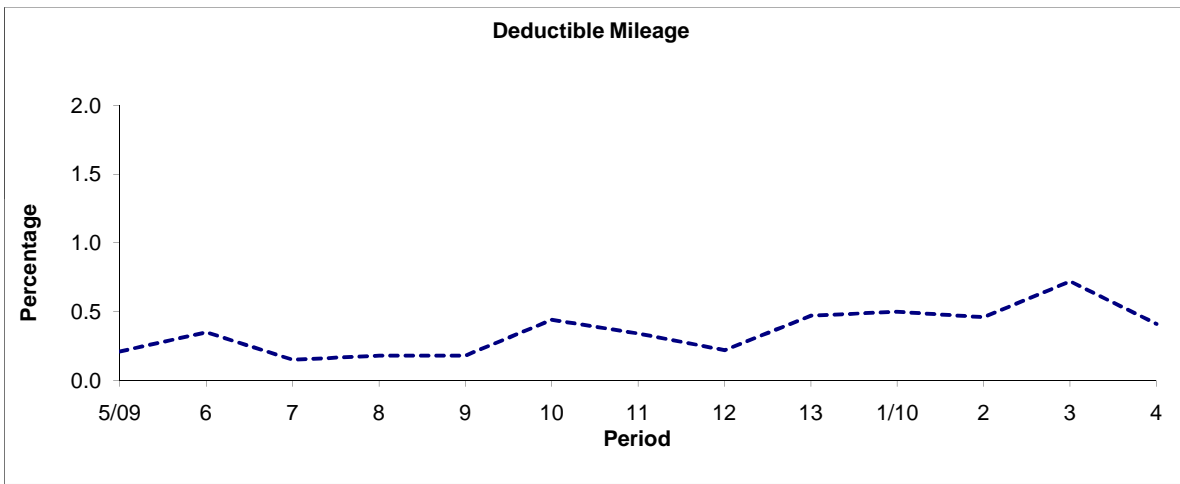
6) TUPE STAFF INFORMATION FORM

PART B - PERFORMANCE STATISTICS

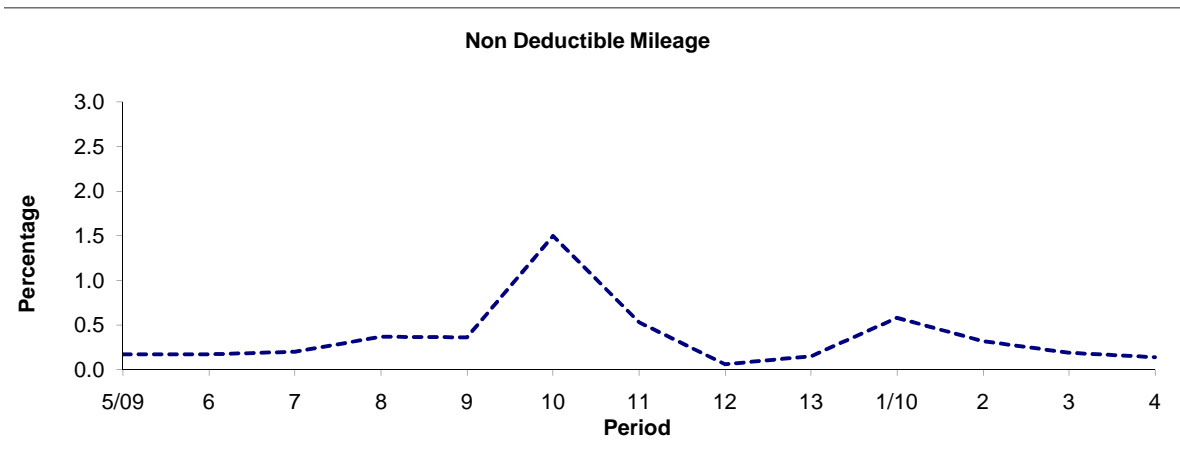
Route 403



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	99.62	99.48	99.65	99.45	99.46	98.06	99.13	99.72	99.38	98.92	99.22	99.09	99.45
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	0.21	0.35	0.15	0.18	0.18	0.44	0.34	0.22	0.47	0.50	0.46	0.72	0.41

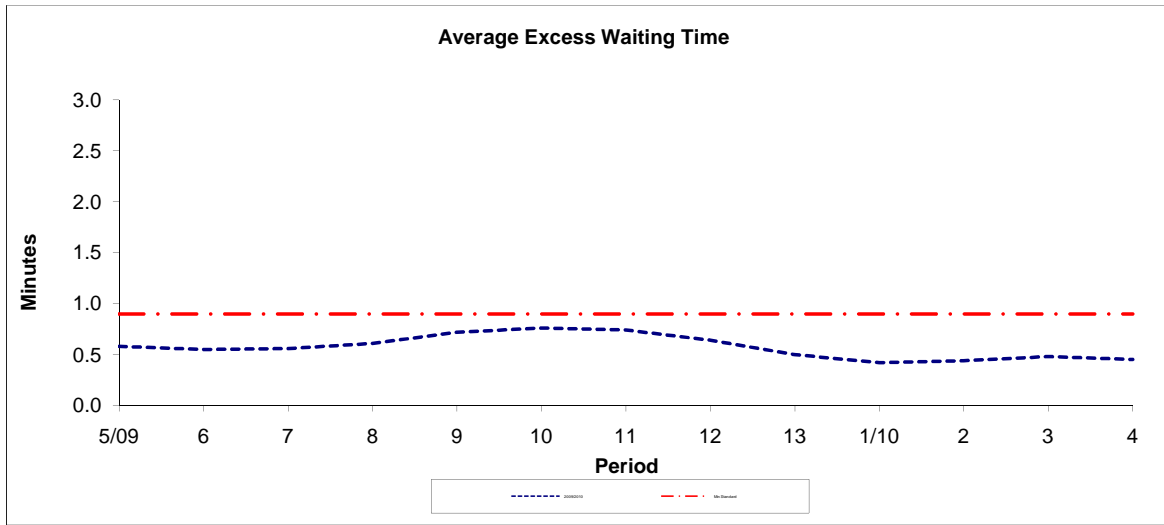


Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.17	0.17	0.20	0.37	0.36	1.50	0.53	0.06	0.15	0.58	0.32	0.19	0.14

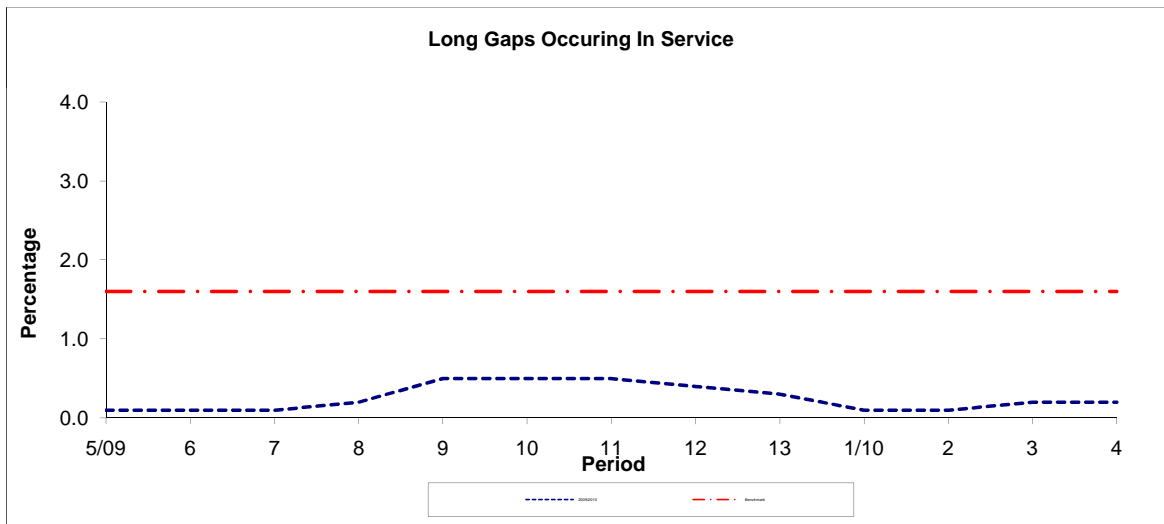
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 403



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.58	0.55	0.56	0.61	0.72	0.76	0.74	0.64	0.50	0.42	0.44	0.48	0.45
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	0.10	0.10	0.10	0.20	0.50	0.50	0.50	0.40	0.30	0.10	0.10	0.20	0.20
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 403: Warlingham, Sainsburys - West Croydon Bus Station

Date of Structural Change: 1 October 2011.

Date of Service Change: 1 October 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards West Croydon Bus Station: Limpsfield Road, The Green, Limpsfield Road, Sanderstead Church Roundabout, Sanderstead Hill, Sanderstead Road, Mayfield Road, Carlton Road, Selsdon Road, Sussex Road, Selsdon Road, Bartlett Street, Brighton Road, South End, Aberdeen Road, St Peter's Road, Park Lane, Fairfield Halls Roundabout, Park Lane, Wellesley Road, Poplar Walk, St Michael's Road.

Towards Warlingham, Sainsburys: Station Road, West Croydon Bus Station, Station Road, Wellesley Road, Park Lane, Fairfield Halls Roundabout, Park Lane, St Peter's Road, Aberdeen Road, South End, Selsdon Road, Sussex Road, Selsdon Road, Carlton Road, Mayfield Road, Sanderstead Road, Sanderstead Hill, Sanderstead Church Roundabout, Limpsfield Road.

STANDING AND TURNING POINTS

WEST CROYDON BUS STATION

Private stand for 14 buses in West Croydon Bus Station on east side of Station Road. Buses proceed from St Michael's Road via West Croydon Bus Station to stand, departing via West Croydon Bus Station to Station Road. Set down in St Michael's Road, at Stop B8 and pick up in Station Road, at Stop B2.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 403 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:	West Croydon.

CROYDON, KATHARINE STREET (from Warlingham, Sainsburys)

Public stand for four buses on south side of Katharine Street, commencing 47 metres east of centre line of Fell Road and extending 40 metres east.

Buses proceed from Park Lane via Katharine Street to stand, departing via Katharine Street, Croydon High Street, Fell Road, Park Lane and Fairfield Halls Roundabout to Park Lane. Set down in Katharine Street, at Stop KB and pick up in Park Lane, at Stop R.

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: Croydon Town Centre.

SOUTH CROYDON, SWAN & SUGAR LOAF (from Warlingham, Sainsburys)

Public stand on north side of Nottingham Road, in two parts:

1. For one bus commencing 25 metres west of Brighton Road outside flats 3-4 Whitgift Court and extending 15 metres west.
2. For two buses, commencing 50 metres west of Brighton Road of outside flats 7-8 Whitgift Court and extending 25 metres west.

Buses proceed from Brighton Road via Warham Road and Nottingham Road to stand, departing via Nottingham Road and Brighton Road to Selsdon Road. Set down in Brighton Road, at Stop G and pick up in Selsdon Road, at Stop 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: South Croydon, South End.

SANDERSTEAD CHURCH (from WEST CROYDON BUS STATION)

Buses proceed from Sanderstead Church Roundabout via Rectory Park and Mitchley Hill departing to Limpsfield Road. Set down in Rectory Park and pick up in Limpsfield Road.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Sanderstead Church.

WARLINGHAM GREEN (from WEST CROYDON BUS STATION)

Buses proceed from Limpsfield Road departing to The Green. Set down in Limpsfield Road and pick up in The Green.

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

WARLINGHAM, SAINSBURYS

Public stand for two buses on north side of Limpsfield Road in layby adjacent to Sainsbury's store commencing opposite the south wall of no.632 and extending 25 metres west.

Buses proceed from Limpsfield Road direct to stand, departing to Limpsfield Road (Circling Roundabout Junction Of). Set down in Limpsfield Road, Alighting Point only and pick up in Limpsfield Road, Alighting Point only.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 403 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:	Warlingham.

Transport for London - Live Mileage List

Route 403
 Service change 20279
 Date 24 November 2009

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WARLSY S	WARLSY S	WARLINGHAM, SAINSBURYS		
WARLSY	SL20	Warlingham Sainsburys	0	0.00
	W38	Marks Road	201	0.12
WARLGN	SL21	Warlingham Green	612	0.38
	SL22	Church Road	416	0.26
	SL23	Verdayne Gardens	426	0.26
	SL24	Hamsey Green	399	0.25
	22195	Harewood Gardens	215	0.13
	4410	Hilton Way	336	0.21
	12418	Wentworth Way	332	0.21
	4409	Sanderstead Methodist Church	397	0.25
	12419	Sanderstead Recreation Ground	302	0.19
	5333	Cranleigh Gardens	251	0.16
SANDCH	4413	Sanderstead / All Saints Church	219	0.14
	12421	Purley Downs Road	520	0.32
	3317	Sanderstead United Reformed Church	352	0.22
	12424	Beechwood Road	789	0.49
SANDSN	12426	Sanderstead Station	317	0.20
	12428	Brambledown Road	326	0.20
	10806	Twin Bridges Business Park	503	0.31
	18809	Sussex Road	463	0.29
	10808	Croham Road	317	0.20
SCROSS	R0487	Swan & Sugar Loaf	291	0.18
	10795	Coombe Road	723	0.45
CROYFH	17630	Fairfield Halls	618	0.38
	SL30	Whitgift Centre	369	0.23
WCROBS	BP2300	West Croydon Bus Station	332	0.21
	WCROBS S	WEST CROYDON BUS STATION	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			10026	6.23
			metres	miles

BACK DIRECTION

Stop Number	Stop Name	Metres	Miles
WCROBS S	WEST CROYDON BUS STATION		
R0850	West Croydon Bus Station	0	0.00
10814	Whitgift Centre	551	0.34
17457	Park Lane / Fairfield Halls	507	0.32
10794	Coombe Road	535	0.33
25871	Swan And Sugar Loaf	601	0.37
4415	Ruskin Parade / South Croydon Station	180	0.11
18810	Sussex Road	528	0.33
10804	Carlton Road	536	0.33
12427	Brambledown Road	478	0.30
4412	Sanderstead Station	292	0.18
12425	Beechwood Road	334	0.21
12423	Sanderstead United Reformed Church	788	0.49
12422	Purley Downs Road	348	0.22
3608	Sanderstead / All Saints Church	511	0.32
12420	Sanderstead Recreation Ground	381	0.24
BP657	Sanderstead Methodist Church	304	0.19
BP1900	Hillsmead Way	323	0.20
12417	Wentworth Way	274	0.17
4411	Hilton Way	226	0.14
22196	Harewood Gardens	368	0.23
SL04	Hamsey Green	227	0.14
SL05	Verdayne Gardens	357	0.22
18833	Church Road	562	0.35
SL06	Warlingham Green	192	0.12
W37	Marks Road	611	0.38
SL07	Warlingham Sainsburys	335	0.21
WARLSY S	WARLINGHAM, SAINSBURYS	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION		10349	6.43
		metres	miles



ROUTE NUMBER & CONTRACT NUMBER

403/QC36501

IS THIS ROUTE OPERATED WITH A DEDICATED ROTA OF DRIVERS ?

Yes

HOW MANY DRIVERS DO YOU EMPLOY TO OPERATE THIS ROUTE ?

23

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			NUMBER OF STAFF ON GRADE
Pay Grade	Standard Hourly Rate	Average Weekly Earnings	
DR4A	11.8308	578.83	22
DR48	10.9006	533.32	1

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

No

IF YES, PLEASE GIVE DETAILS:

Please Note; these numbers do not include spare staff and the date of the last pay award was April 2009.

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 *P Batty*

Date 20/08/2010

Print name Peter Batty

Position in Commercial Director

Name of Arriva London South Ltd Company

YOU MUST RETURN THIS FORM TO contracts.tendering@tfl.gov.uk NO LATER THAN Tuesday 31st August 2010