

7. Service Specification

Route: 415

Contract Reference: QC46802

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	Tulse Hill and Elephant & Castle
Contract Basis	Incentivised
Commencement Date	7 th March 2015
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.6 metres long and 2.5 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 0.70 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.60 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 31st March 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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 415.

- Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 415.

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

Tulse Hill, Hardel Rise to Elephant & Castle, Newington Causeway		Elephant & Castle, Newington Causeway to Tulse Hill, Christchurch Road			
First departure no later than 0435.		First departure no later than 0450.			
0430 - 0630	Every 15 minutes	0445 - 0645	Every 15 minutes		
0631 - 1830	Every 12 minutes	0646 - 1845	Every 12 minutes		
1831 - 1930	Every 15 minutes	1846 - 1930	Every 15 minutes		
1931 - 0010	Every 20 minutes	1931 - 0040	Every 20 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 0035.			
Pinchpoints					
Kennington Church	0740 - 0910	12 minutes	Brixton Station	0735 - 0905	12 minutes
	1510 - 1640	12 minutes		1505 - 1635	12 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Tulse Hill, Hardel Rise to Elephant & Castle, Newington Causeway		Elephant & Castle, Newington Causeway to Tulse Hill, Christchurch Road			
First departure no later than 0435.		First departure no later than 0450.			
0430 - 0615	Every 20 minutes	0445 - 0630	Every 20 minutes		
0616 - 0815	Every 15 minutes	0631 - 0830	Every 15 minutes		
0816 - 1800	Every 12 minutes	0831 - 1830	Every 12 minutes		
1801 - 1930	Every 15 minutes	1831 - 2010	Every 15 minutes		
1931 - 0010	Every 20 minutes	2011 - 0040	Every 20 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 0035.			
Pinchpoints					
Kennington Church	0905 - 1105	12 minutes	Brixton Station	0930 - 1130	12 minutes

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Tulse Hill, Hardel Rise to Elephant & Castle, Newington Causeway		Elephant & Castle, Newington Causeway to Tulse Hill, Christchurch Road			
First departure no later than 0435.		First departure no later than 0450.			
0430 - 0010	Every 20 minutes	0445 - 0040	Every 20 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 0035.			
Pinchpoints					
Kennington Church	1040 - 1140	20 minutes	Brixton Station	1050 - 1150	20 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) A proposal exists to extend Route No. 415 to Surrey Canal Road Station during the lifetime of this contract. Full details are to be confirmed with the developer. When known the route record and requirements will be discussed with the successful Tenderer.
- 4.2) Route No. 415 should be separated from the journeys on Route No. 133 between Brixton Station and Elephant & Castle Station during all periods, where possible.
- 4.3) Route No. 415 can suffer from unpredictable traffic delays in the Brixton and Elephant & Castle areas.

5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

- 5.1) ROUTE RECORD
As per Busnet print out.
- 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 415: Tulse Hill, Hardel Rise - Elephant & Castle

Date of Structural Change: 7 March 2015.

Date of Service Change: 7 March 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Elephant & Castle: Hardel Rise, Tulse Hill, Effra Road, St Matthew's Road, Brixton Hill, Brixton Road, Kennington Park Road, Newington Butts, Elephant And Castle, Newington Causeway.

Towards Tulse Hill, Hardel Rise: Newington Causeway, Elephant And Castle, Newington Butts, Kennington Park Road, Brixton Road, Effra Road, Tulse Hill, Norwood Road, Christchurch 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.

TULSE HILL STATION, HARDEL RISE

Public stand for three buses on the west side of Hardel Rise.
Buses proceed from Christchurch Road via Hardel Rise to stand, departing to Hardel Rise. Set down in Christchurch Road, at Stop E (35303 - Tulse Hill Station #, Last Stop on LOR: 35303 - Tulse Hill Station #) and pick up in Hardel Rise, at Stop D (35304 - Hardel Rise, First Stop on LOR: 35304 - Hardel Rise).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 415 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:	Tulse Hill Station.
OTHER INFORMATION:	No toilet facilities available.

BRIXTON, LAMBETH TOWN HALL, EFFRA ROAD (from ELEPHANT & CASTLE)

Public stand for 3 buses on west side (offside) of Effra Road, commencing 30 metres south of lamp standard No 2498 opposite p/w Nos.9/11, and extending 30 metres north.

Buses proceed from Brixton Road via Effra Road to stand, departing via Effra Road and St Matthew's Road to Brixton Hill. Set down in Brixton Road, At Stop P (25945 - Brixton Station <> #, Last Stop on LOR: 25945 - Brixton Station <> #) and pick up in Brixton Hill, At Stop X (24458 - Lambeth Town Hall, First Stop on LOR: 24458 - Lambeth Town Hall).

AVAILABILITY:	Available from 00:01 until 16:00 only. Buses on Route 415 must not use this stand outside these times.
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:	Brixton.
OTHER INFORMATION:	Available Mondays to Fridays before 1600 only and all day Saturdays and Sundays. At other times use Brixton, Lambeth Town Hall (Brixton Hill) stand.

BRIXTON STATION (from Tulse Hill, Hardel Rise)

Buses proceed from Brixton Road via Stockwell Road and Stockwell Park Walk departing to Brixton Road. Set down in Brixton Road, At Stop S (36214 - Brixton Station <> #, Last Stop on LOR: 36214 - Brixton Station <> #) and pick up in Brixton Road, At Stop F (237 - Brixton Road / Brixton Police Station, First Stop on LOR: 237 - Brixton Road / Brixton Police Station).

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

KENNINGTON, VASSALL ROAD (from Tulse Hill, Hardel Rise)

Public stand for two buses on north side of Vassall Road, outside Holland Town Community Hall.

Buses proceed from Brixton Road via Camberwell New Road, Kennington Park Road, Clapham Road, Caldwell Street and Vassall Road to stand, departing via Vassall Road, Foxley Road and Camberwell New Road to Brixton Road. Set down in Brixton Road, at Stop H (517 - Kennington Church, Last Stop on LOR: 517 - Kennington Church) and pick up in Brixton Road, at Stop K (26409 - Kennington Church, First Stop on LOR: 26409 - Kennington Church).

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:	Kennington Church.

ELEPHANT & CASTLE, SOUTHWARK BRIDGE ROAD

Public stand in two portions:

1 - For five buses on the west side of Southwark Bridge Road, commencing 10 metres north of the centre of Keyworth Street and extending 54 metres north.

2 - Overflow stand for two buses on the south side (offside) of Gaunt Street extending 20 metres. Stand flag BP3514.

Buses proceed from Newington Causeway via Southwark Bridge Road and Gaunt Street to stand, departing via Gaunt Street to Newington Causeway. Set down in Newington Causeway, at Stop F (33624 - Elephant & Castle / Newington Causeway, Last Stop on LOR: 33624 - Elephant & Castle / Newington Causeway) and pick up in Newington Causeway, at Stop H (33626 - Elephant & Castle / Newington Causeway, First Stop on LOR: 33626 - Elephant & Castle / Newington Causeway).

AVAILABILITY:

At any time.

OPERATING RESTRICTIONS:

No more than 2 buses on Route 415 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:

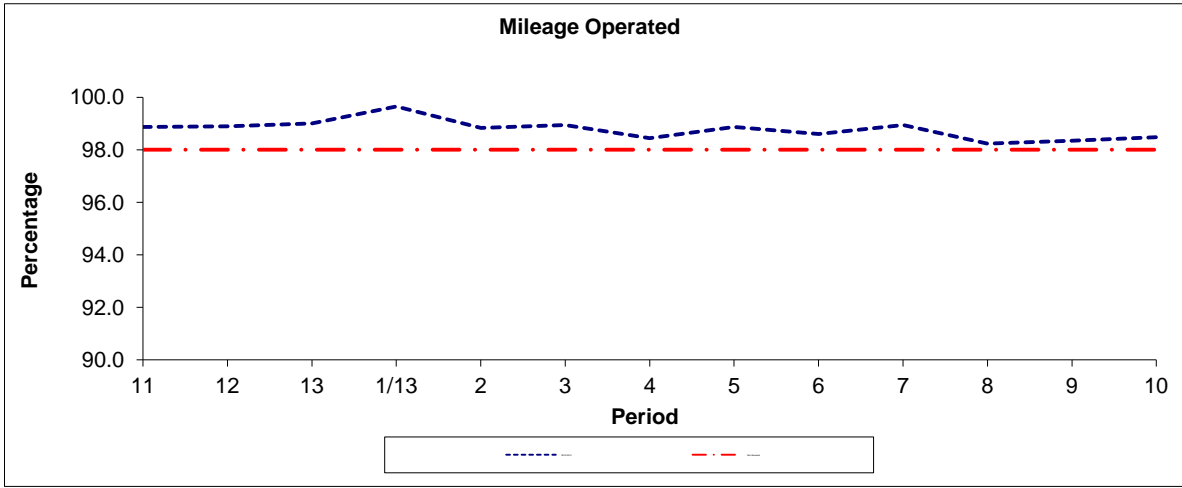
Elephant & Castle.

OTHER INFORMATION:

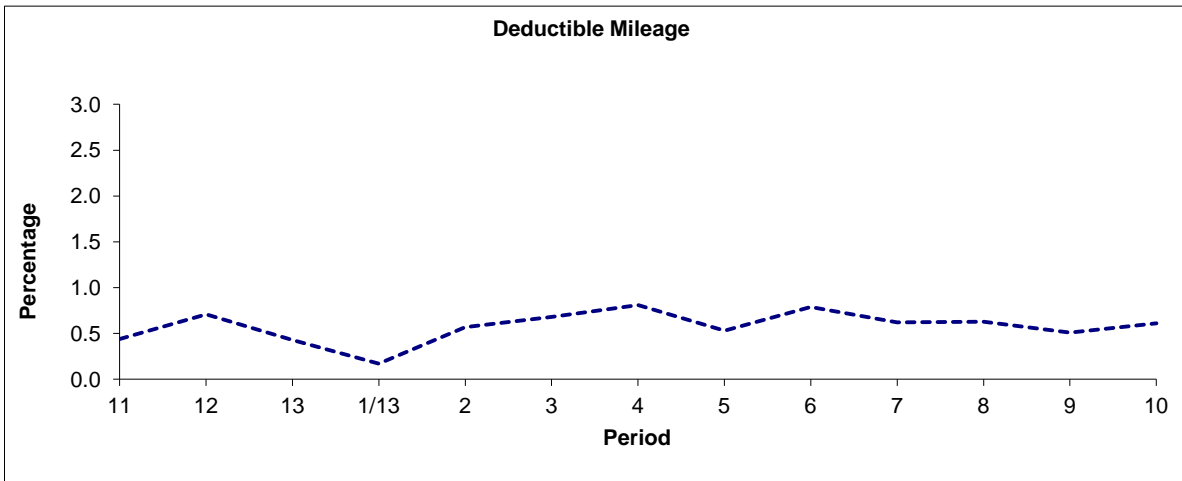
LUL toilet facilities available.

PART B - PERFORMANCE STATISTICS

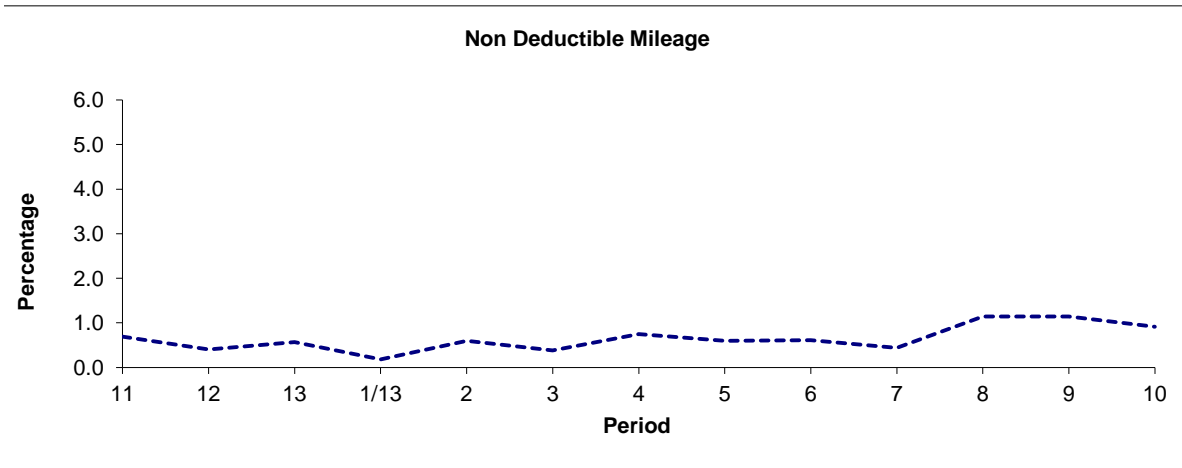
Route 415



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	98.87	98.89	99.00	99.65	98.83	98.94	98.44	98.87	98.60	98.94	98.23	98.35	98.48
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	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	0.44	0.71	0.43	0.17	0.57	0.68	0.81	0.53	0.79	0.62	0.63	0.51	0.61

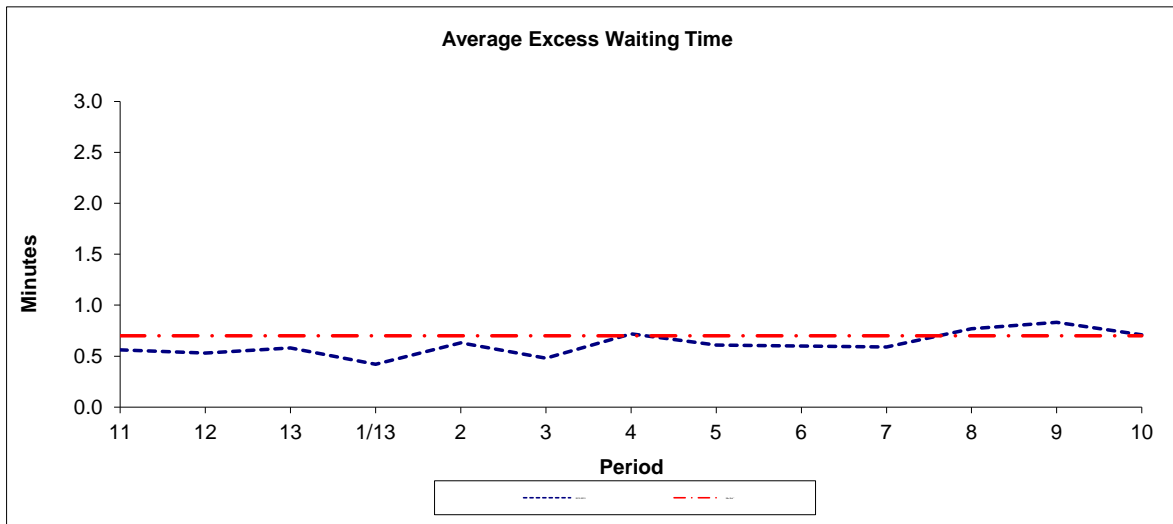


Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012/2013	0.69	0.40	0.57	0.18	0.60	0.38	0.75	0.60	0.61	0.44	1.14	1.14	0.91

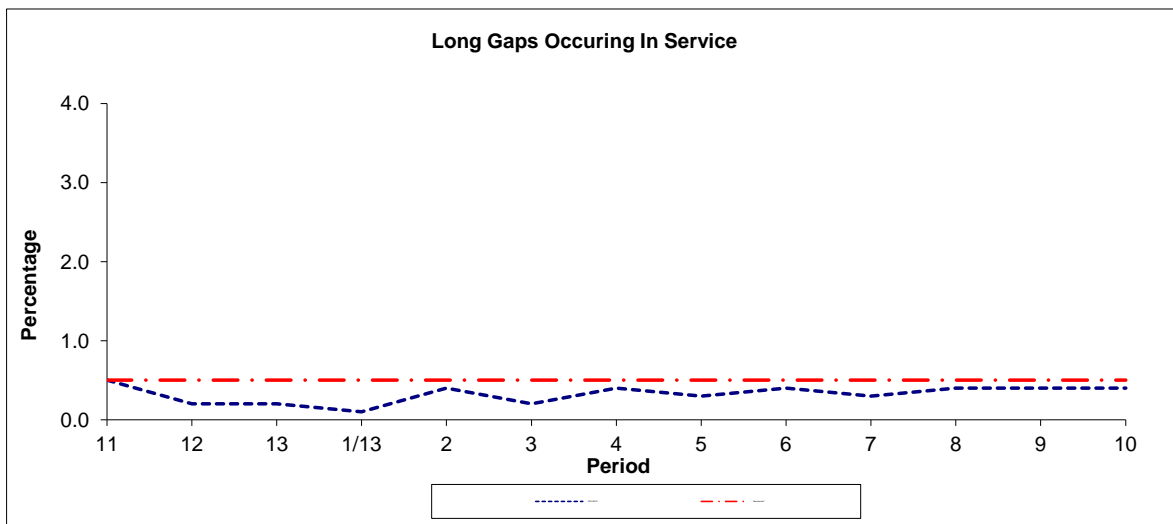
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 415



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012-2013	0.56	0.53	0.58	0.42	0.63	0.48	0.72	0.61	0.60	0.59	0.77	0.83	0.71
Min Std *	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70



Period	11	12	13	1/13	2	3	4	5	6	7	8	9	10
2012-2013	0.5	0.2	0.2	0.1	0.4	0.2	0.4	0.3	0.4	0.3	0.4	0.4	0.4
Benchmark*	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5

Note : Reliability is actual performance under full iBus (4 weeks data).
 Minimum Standards and Benchmarks are those applicable under the new contract.
 * Standard and benchmark shown applies to Option 1. A minimum standard of 0.90 minutes EWT and benchmark of 0.8% Long gaps would apply under Option 2.

ROUTE 415 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 4 12/13 TO QUARTER 3 13/14 (05/01/13 - 03/01/14)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	15,621.	98.0	7.52	0.33	7.84	66.1	32.8	1.0	0.1	0.1	43
0700 - 1000	29,380.	96.9	6.03	0.80	6.83	76.8	21.8	1.2	0.2	0.6	58
1000 - 1300	29,395.	99.7	5.98	0.51	6.49	79.3	20.0	0.6	0.1	0.3	54
1300 - 1600	29,494.	97.5	6.00	0.51	6.51	78.6	20.9	0.5	0.0	0.2	39
1600 - 1900	28,868.	99.1	5.99	0.66	6.65	77.2	21.9	0.8	0.1	0.3	62
1900 - 2200	20,827.	99.7	8.13	0.61	8.74	59.8	34.8	4.7	0.7	0.4	66
2200 - 2400	11,728.	97.4	9.90	0.85	10.75	49.3	41.3	8.0	1.3	0.3	66
Summary	165,313.	98.4	6.45	0.62	7.08	74.2	24.0	1.6	0.2	0.3	66

SATURDAY

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	2,529.	101.4	8.97	0.32	9.29	58.3	38.5	2.9	0.4	0.1	47
0700 - 1000	5,872.	96.4	6.43	0.59	7.02	75.5	23.4	0.9	0.1	0.3	38
1000 - 1300	6,225.	99.0	5.98	0.50	6.48	78.7	20.7	0.6	0.0	0.2	40
1300 - 1600	6,240.	98.8	6.00	0.52	6.52	78.5	20.9	0.6	0.1	0.2	37
1600 - 1900	5,849.	98.9	6.11	0.64	6.75	75.8	23.3	0.8	0.1	0.3	41
1900 - 2200	4,111.	98.3	8.58	0.66	9.24	56.0	37.5	6.0	0.6	0.3	47
2200 - 2400	2,439.	94.5	9.90	1.35	11.25	47.7	39.3	10.6	2.3	0.4	96
Summary	33,265.	98.3	6.62	0.60	7.22	73.1	24.8	1.8	0.2	0.2	96

SUNDAY AND BANK HOLIDAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	2,545.	101.3	9.82	0.20	10.03	51.0	44.4	4.4	0.2	0.0	42
0700 - 1000	3,963.	97.1	8.87	0.37	10.24	50.2	43.9	5.5	0.4	0.0	46
1000 - 1300	4,241.	99.0	9.54	0.61	10.15	51.6	41.0	6.7	0.6	0.1	49
1300 - 1600	4,152.	98.2	9.89	0.64	10.53	50.1	42.0	7.0	0.9	0.2	58
1600 - 1900	4,120.	99.4	9.93	0.50	10.43	49.4	42.6	7.4	0.6	0.2	63
1900 - 2200	4,084.	99.4	9.99	0.56	10.56	49.5	42.5	6.5	1.5	0.5	100
2200 - 2400	2,761.	98.6	9.90	0.70	10.59	50.0	42.7	6.5	0.7	0.1	65
Summary	25,866.	98.9	9.84	0.56	10.40	50.2	42.3	6.8	0.8	0.2	100

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Scheduled Waiting Time (SWT) (mins)	Excess Waiting Time (EWT) (mins)	Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	20,695.	98.8	7.80	0.32	8.12	64.4	34.1	1.4	0.1	0.1	47
0700 - 1000	39,215.	96.8	6.24	0.76	7.01	75.4	22.9	1.4	0.2	0.5	58
1000 - 1300	39,861.	99.5	6.38	0.52	6.89	76.1	22.4	1.3	0.1	0.3	54
1300 - 1600	39,886.	97.7	6.40	0.52	6.92	75.6	23.0	1.2	0.1	0.2	58
1600 - 1900	38,837.	99.1	6.38	0.64	7.02	74.4	24.0	1.5	0.2	0.3	63
1900 - 2200	29,022.	99.5	8.39	0.61	9.00	58.2	36.0	5.1	0.8	0.4	100
2200 - 2400	16,928.	97.1	9.90	0.90	10.79	49.2	41.2	8.2	1.4	0.3	96
Summary	224,444.	98.4	6.79	0.61	7.40	71.9	25.8	2.1	0.3	0.3	100

Transport for London - QSI Points and Live Mileage List

Route 415 (Option 1)
 Service change 16172
 Date 28 October 2009

TRANCHE 468

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TLSHHR S	TLSHHR S	TULSE HILL STATION, HARDEL RISE		
TLSHHR	35304	Hardel Rise	0	0.00
	R0511	High Trees	264	0.16
	25686	Upper Tulse Hill	266	0.17
	25684	Craignair Road	411	0.26
	25682	Jubilee Primary School	310	0.19
BRIXGC	25680	Brixton Water Lane	334	0.21
	13246	Morval Road	236	0.15
	BP4246	St Matthews Estate	211	0.13
	24458	Lambeth Town Hall	237	0.15
BRIXSN	36214	Brixton Station	274	0.17
	26407	Brixton Road/ Brixton Police Station	360	0.22
	2393	Villa Road	243	0.15
	4726	Loughborough Road	244	0.15
	2391	Groveyway	346	0.21
	BP2394	Hillyard Street	225	0.14
	451	Vassall Road	289	0.18
KENCH	517	Kennington Church		
	602	Kennington Road		
	604	Kennington Station	352	0.22
	2143	Penton Place	304	0.19
	2140	Newington Butts	284	0.18
	33619	Elephant & Castle Station	229	0.14
ELEFNC	33624	Elephant & Castle, Newington Causeway	351	0.22
ELEFSB S	ELEFSB S	TULSE HILL STATION, HARDEL RISE	0	0.00
TOTAL ROUTE MILEAGE - OUT DIRECTION			6695 metres	4.16 miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ELEFSB S	ELEFSB S	TULSE HILL STATION, HARDEL RISE		
ELEFNC	33626	Elephant & Castle, Newington Causeway	0	0.00
	33616	Elephant & Castle Station	253	0.16
	2141	Newington Butts	360	0.22
	35298	Penton Place	253	0.16
	605	Kennington Station	179	0.11
	603	Kennington Road	480	0.30
KENCH	26409	Kennington Church	594	0.37
	452	Vassall Road	472	0.29
	2392	Groveyway	289	0.18
	4727	Loughborough Road	414	0.26
	2394	Villa Road	251	0.16
	237	Brixton Road/ Brixton Police Station	226	0.14
BRIXSN	25945	Brixton Station	421	0.26
	34748	St Matthews Church	247	0.15
	13247	St Matthews Estate	186	0.12
	484	Morval Road	210	0.13
BRIXGC	25681	Brixton Water Lane	167	0.10
	25683	Jubilee Primary School	404	0.25
	25685	Craignair Road	346	0.21
	25687	Upper Tulse Hill	448	0.28
	25689	High Trees	232	0.14
	25691	Tulse Hill Tavern	204	0.13
TLSHCR	35303	Tulse Hill Station	281	0.17
TLSHHR S	TLSHHR S	TULSE HILL STATION, HARDEL RISE	0	0.00
TOTAL ROUTE MILEAGE - BACK DIRECTION			6917 metres	4.30 miles