

7. Service Specification

Route: 498

Contract Reference: QC48101

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	Romford, Queens Hospital and Brentwood, Sainsburys
Contract Basis	Incentivised
Commencement Date	27 th June 2015
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved Dimensions	10.1 metres long and 2.5 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 86.00%
Extension Threshold	Departing on Time Threshold - 90.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 28th July 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. 498.

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:

- The Monday to Friday schooldays only journey ex Romford Station at 0755 is withdrawn.
- The Monday to Friday schooldays only journey ex Brentwood, Sainsburys at 1539 is extended from Romford Station to Romford, Queens Hospital.

Requirements for Registration:

The section of Route No. 498 between the Essex County Boundary at Brook Street (at Junction 28 (M25)) and Brentwood, Sainsburys will need to be registered with the Traffic Commissioner for the Eastern Traffic Area 56 days before the operation commences.

The registration should be sent to:

Eastern Traffic Area Office
Hillcrest House
386 Harehills Lane
Leeds
LS9 6NF

Copies of the registration should be sent to:

passenger.transportliaison@essex.gov.uk

and to:

Bus and Coach Licensing Team,
Consultation Delivery
TfL Surface Transport
11th Floor, Zone G8
Palestra
197 Blackfriars Road
London
SE1 8NJ
e-mail: lsp@tfl.gov.uk

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

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.

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.

Cash Free Boarding will be 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

Romford, Queens Hospital to Brentwood, Sainsburys		Brentwood, Sainsburys to Romford, Queens Hospital			
First departure no later than 0545.		First departure no later than 0545.			
0540 - 0645	Every 30 minutes	0540 - 0640	Every 30 minutes		
0646 - 2005	Every 20 minutes	0641 - 2000	Every 20 minutes		
2006 - 0005	Every 30 minutes	2001 - 2335	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2330.			
Pinchpoints					
Harold Park, Petersfield Avenue (A12)	0705 - 0905	20 minutes	Gidea Park, Balgores Lane	0720 - 0920	20 minutes
	1505 - 1625	20 minutes		1515 - 1635	20 minutes

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Brentwood, Sainsburys to Romford, Queens Hospital	
1539	One journey

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Romford, Queens Hospital to Brentwood, Sainsburys		Brentwood, Sainsburys to Romford, Queens Hospital			
First departure no later than 0545.		First departure no later than 0545.			
0540 - 0845	Every 30 minutes	0540 - 0815	Every 30 minutes		
0846 - 1905	Every 20 minutes	0816 - 1835	Every 20 minutes		
1906 - 0005	Every 30 minutes	1836 - 2335	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2330.			
Pinchpoints					
Harold Park, Petersfield Avenue (A12)	0925 - 1125	20 minutes	Gidea Park, Balgores Lane	0940 - 1140	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Romford, Queens Hospital to Brentwood, Sainsburys		Brentwood, Sainsburys to Romford, Queens Hospital			
First departure no later than 0655.		First departure no later than 0730.			
0650 - 0005	Every 30 minutes	0725 - 2335	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2330.			
Pinchpoints					
Harold Park, Petersfield Avenue (A12)	1010 - 1110	30 minutes	Gidea Park, Balgores Lane	1025 - 1125	30 minutes

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 498 should be best separated from the journeys on Route No. 174 between Romford, Oldchurch Road and Gallows Corner, Main Road during all periods, where possible.
- 4.2) Route No. 498 can suffer from unpredictable traffic delays at Gallows Corner, and also within the area surrounding Junction 28 of the M25.
- 4.3) Romford Market normally operates on Wednesdays, Fridays and Saturdays - however, in the run up to Christmas it operates on all days of the week. This can lead to traffic delays in the Romford area whenever Romford Market is in operation.

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 498: Romford, Queen's Hospital - Brentwood, Sainsburys

Date of Structural Change: 27 June 2015.

Date of Service Change: 27 June 2015.

Reason for Issue: {To be specified}.

STREETS TRAVERSED

Towards Brentwood, Sainsburys: Bus Stop Lay-By Outside Bus Station, Private Road In Hospital Grounds, Oldchurch Rise, Oldchurch Road, Oldchurch Road Roundabout, Oldchurch Road, South Street, Atlanta Boulevard, Romford Station Forecourt, South Street, Western Road, Mercury Gardens, Main Road Roundabout, Main Road, Gallows Corner, Colchester Road, Brook Street Interchange, Brook Street, London Road, Brentwood High Street, Ongar Road, William Hunter Way, Sainsburys Roundabout, Bus Slip Road.

Towards Romford, Queen's Hospital: Bus Slip Road, William Hunter Way, Ongar Road, Brentwood High Street, London Road, Brook Street, Brook Street Interchange, Colchester Road, Gallows Corner, Main Road, Main Road Roundabout, Mercury Gardens, Western Road, Chandlers Way, Eastern Road, South Street, Oldchurch Road, Oldchurch Road Roundabout, Oldchurch Road, Oldchurch Rise, Private Road In Hospital Grounds, Queens Hospital Bus Station.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

ROMFORD, QUEENS HOSPITAL

Private stand for four buses in 2 portions on south and west sides of bus station alongside private road through Queen's Hospital.

1 - for three buses on south side of bus station commencing opposite exit from bus station and extending 40 metres west.

2 - for one bus on south-west side of bus station commencing in corner and extending 14 metres north-west.

Buses proceed from Queens Hospital Bus Station direct to stand, departing via Queens Hospital Bus Station to Bus Stop Lay-By Outside Bus Station. Set down in Queens Hospital Bus Station, at stop HJ (BP5051 - Queen's Hospital, Last Stop on LOR: BP5051 - Queen's Hospital) and pick up in Bus Stop Lay-by Outside Bus Station, at stop HM (BP4885 - Queen's Hospital, First Stop on LOR: BP4885 - Queen's Hospital).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 498 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:	Romford, Queen's Hospital.

ROMFORD STATION, ATLANTA BOULEVARD (from BRENTWOOD, SAINSBURYS)

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

Buses proceed from South Street via Atlanta Boulevard to stand, departing via Atlanta Boulevard to Romford Station Forecourt. Set down in Atlanta Boulevard, at alighting point (BP148 - Romford Station #, Last Stop on LOR: R0680 - Romford Station #) and pick up in Romford Station Forecourt, at stop Z (R0760 - Romford Station #, First Stop on LOR: R0760 - Romford 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:	Romford Station.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours a day..

BRENTWOOD, SAINSBURYS

Public stand for one bus in slip road on north side of William Hunter Way outside Sainsbury's store.

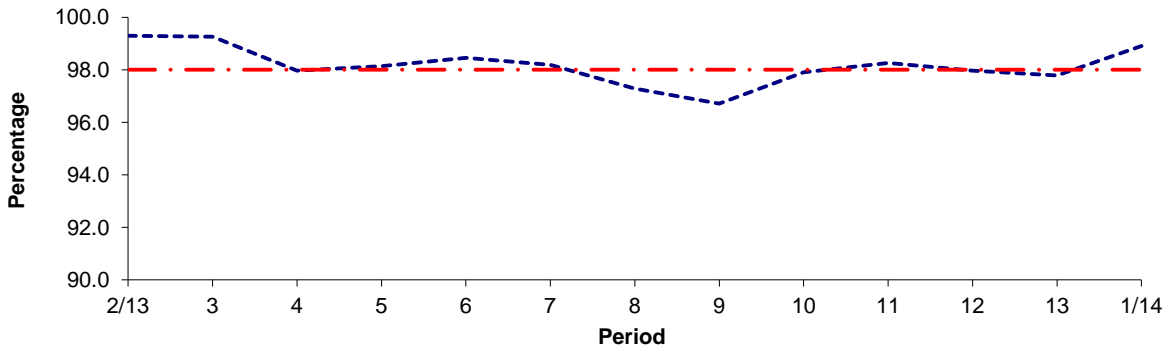
Buses proceed from Bus Slip Road direct to stand, departing to Bus Slip Road. Set down in Bus Slip Road (BP5052 - Brentwood Sainsbury's, Last Stop on LOR: BP5052 - Brentwood Sainsbury's) and pick up in Bus Slip Road (BP5052 - Brentwood Sainsbury's, First Stop on LOR: BP5052 - Brentwood Sainsbury's).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 498 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:	Brentwood.

PART B - PERFORMANCE STATISTICS

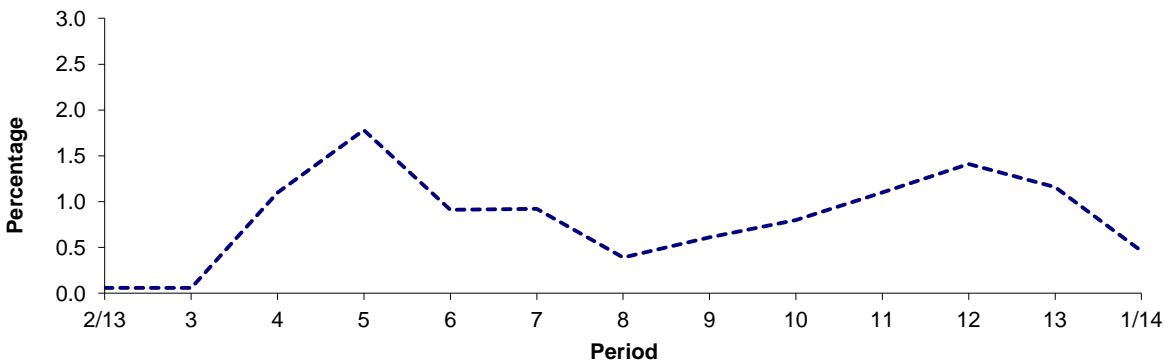
Route 498

Mileage Operated



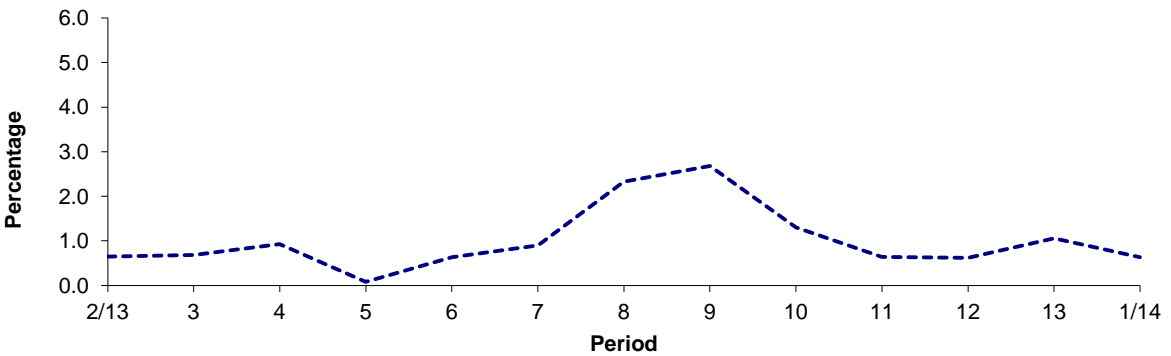
Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013/2014	99.29	99.26	97.97	98.14	98.46	98.18	97.28	96.71	97.90	98.26	97.97	97.78	98.91
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013/2014	0.06	0.06	1.10	1.78	0.91	0.92	0.39	0.61	0.80	1.10	1.41	1.16	0.46

Non Deductible Mileage

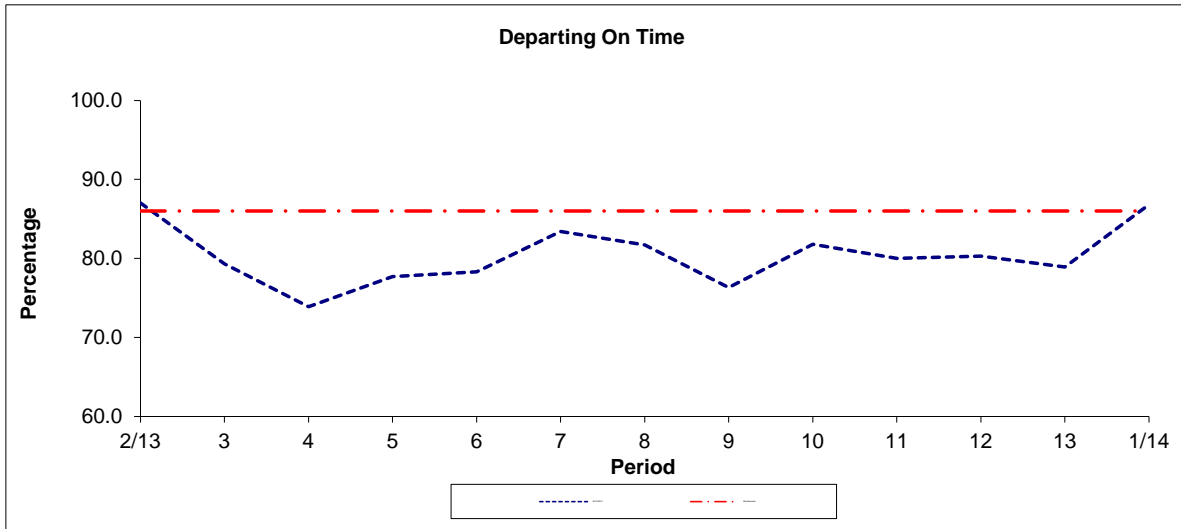


Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013/2014	0.65	0.68	0.93	0.08	0.63	0.90	2.33	2.68	1.30	0.64	0.62	1.06	0.63

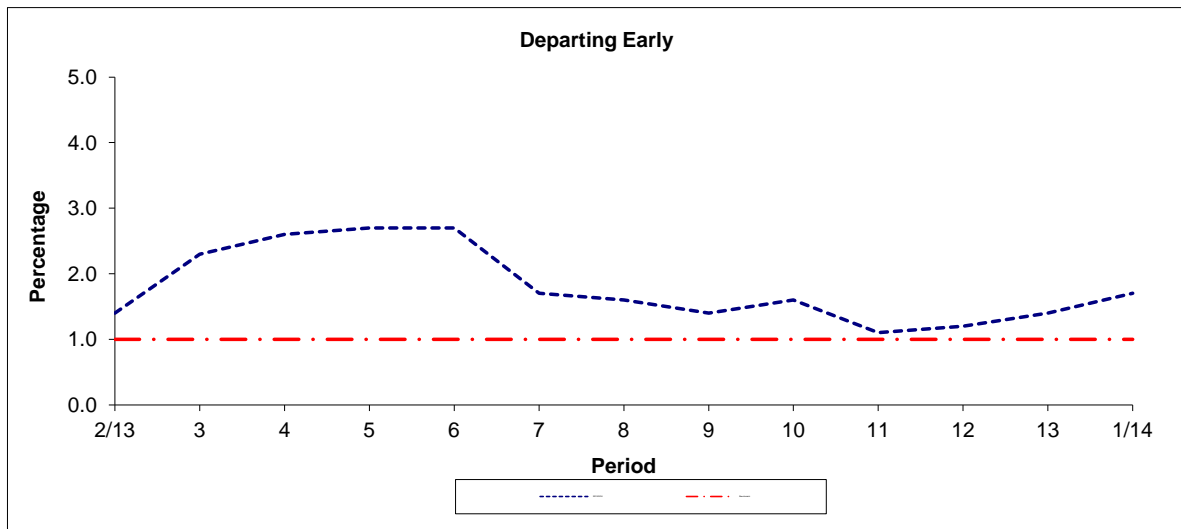
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 498



Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013/2014	87.0	79.3	73.9	77.7	78.3	83.4	81.7	76.3	81.8	80.0	80.3	78.9	86.8
Min Standard	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0



Period	2/13	3	4	5	6	7	8	9	10	11	12	13	1/14
2013/2014	1.4	2.3	2.6	2.7	2.7	1.7	1.6	1.4	1.6	1.1	1.2	1.4	1.7
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 498 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 1 13/14 TO QUARTER 4 13/14 (01/04/13 - 31/03/14)**

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	5868	97.6	98.6	93.8	1.5	2.0	2.7
0700 - 1000	18975	97.8	95.8	79.4	4.4	1.4	14.9
1000 - 1300	18088	98.9	97.5	87.5	2.7	0.6	9.1
1300 - 1600	18770	97.6	97.5	84.2	2.8	0.8	12.2
1600 - 1900	18135	97.4	93.5	64.1	7.4	2.3	26.2
1900 - 2200	13977	98.3	95.2	81.2	5.5	2.5	10.7
2200 - 2400	7928	98.9	97.4	86.0	2.9	4.1	7.1
Summary	101741	98.0	96.2	78.9	4.5	1.6	15.0

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	1245	94.0	97.1	91.2	2.8	4.3	1.7
0700 - 1000	3278	99.2	97.6	90.6	2.6	1.4	5.5
1000 - 1300	4065	97.7	98.2	84.8	2.3	1.4	11.6
1300 - 1600	4038	99.9	95.6	71.9	5.2	1.3	21.6
1600 - 1900	4062	100.0	97.6	85.5	2.7	2.6	9.2
1900 - 2200	2800	96.4	96.9	85.5	2.9	2.4	9.2
2200 - 2400	1799	99.4	98.8	87.2	1.2	3.9	7.7
Summary	21287	98.5	97.3	82.7	3.2	1.9	12.2

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	99	76.8	93.9	86.0	6.0	4.0	4.0
0700 - 1000	2471	98.9	96.2	93.1	3.7	0.9	2.4
1000 - 1300	2673	97.3	97.6	88.3	2.6	2.0	7.1
1300 - 1600	2651	99.4	96.2	81.5	3.8	1.2	13.5
1600 - 1900	2571	99.6	98.8	93.8	1.3	2.3	2.6
1900 - 2200	2634	100.3	98.5	92.2	1.5	4.0	2.3
2200 - 2400	1779	98.9	98.0	91.6	1.7	4.9	1.8
Summary	14878	98.9	97.5	89.2	2.5	2.3	6.0

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	7212	96.7	98.3	93.3	1.8	2.3	2.6
0700 - 1000	24724	98.1	96.1	81.0	4.2	1.4	13.4
1000 - 1300	24826	98.5	97.6	87.1	2.6	0.9	9.3
1300 - 1600	25459	98.1	97.0	82.0	3.2	0.9	13.8
1600 - 1900	24768	98.0	94.7	69.3	6.3	2.3	22.1
1900 - 2200	19411	98.3	95.9	83.0	4.8	2.7	9.6
2200 - 2400	11506	99.0	97.7	86.9	2.5	4.2	6.5
Summary	137906	98.2	96.5	80.4	4.1	1.7	13.8

Transport for London - QSI Points and Live Mileage List

Route **498**
 Service change 34363
 Date 12/08/2013

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ROMFHP	BP4885	Queen's Hospital		
	18289	Rom Valley Way	537	0.33
ROMFSN	R0760	Romford Station	453	0.28
	34121	Western Road	331	0.21
	34120	Mercury Gardens	320	0.20
	18468	Romford Police Station	348	0.22
	2492	Pettits Lane	346	0.21
	20511	Raphael Park	251	0.16
	9002	Repton Avenue	276	0.17
GIDPBL	4348	Links Avenue	517	0.32
	9003	Castellan Avenue	469	0.29
GALWMR	18470	Upper Brentwood Road	261	0.16
	BP2176	Gallows Corner Retail Park	433	0.27
	BP1358	Bampton Road	761	0.47
	BP2177	Gubbins Lane	635	0.39
	BP2178	Court Avenue	469	0.29
HDPKPA	BP2179	Petersfield Avenue	354	0.22
	BP5162	Holiday Inn	2014	1.25
BRKSBS	BP5058	The Bull	440	0.27
	BP5164	Moat House	496	0.31
	BP5056	Kavanaghs Road	424	0.26
	BP5054	B T Building	451	0.28
	BP5163	London Road	349	0.22
	OC894	Crown Street	278	0.17
	OC573	Brentwood High Street	428	0.27
BTWDSY	BP5052	Brentwood Sainsbury's	317	0.20
Total Route Mileage - Out Direction			11958	7.43
			11958	7.43

Transport for London - QSI Points and Live Mileage List

Route **498**
 Service change 34363
 Date 12/08/2013

QSI Points are highlighted.

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BTWDSY	BP5052	Brentwood Sainsbury's		
	OC895	Brentwood High Street	240	0.15
	OC576	Crown Street	436	0.27
	BP5547	London Road	316	0.20
	BP5055	B T Building	317	0.20
	BP5057	Kavanaghs Road	436	0.27
	BP5059	Moat House	489	0.30
BRKSBS	BP5060	The Bull	288	0.18
	BP5161	Holiday Inn	612	0.38
	BP2758	Maylands Way	1142	0.71
HDPKPA	BP2180	Petersfield Avenue	649	0.40
	BP2181	Court Avenue	415	0.26
	BP2182	Gubbins Lane	519	0.32
	BP2183	Bampton Road	735	0.46
	BP2184	Gallows Corner Retail Park	637	0.40
GALWMR	18469	Upper Brentwood Road	347	0.22
	3542	Castellan Avenue	310	0.19
GIDPBL	3296	Balgores Lane	589	0.37
	3541	Repton Avenue	480	0.30
	20512	Raphael Park	310	0.19
	2491	Pettits Lane	248	0.15
	BP4873	Mercury Gardens	475	0.30
	R0656	Western Road	335	0.21
ROMFSN	R0680	Romford Station	403	0.25
	R0337	Rom Valley Way	430	0.27
ROMFHP	BP5051	Queen's Hospital	538	0.33
Total Route Mileage - Back Direction			11696	7.27
			11696	7.27