

7. Service Specification

Route: C1

Contract Reference: QC57202

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.

Route Number	C1
Terminus Points	Victoria Station, Buckingham Palace Road and White City Bus Station
Contract Basis	Incentivised
Commencement Date	1 st July 2017
Vehicle Type	60 capacity, dual door, single deck vehicles, minimum 10.8m long
Current Maximum Approved Dimensions	10.1 metres long and 2.4 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	No
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Average Excess Wait Time - No more than 1.30 minutes
Extension Threshold	Average Excess Wait Time Threshold - 1.20 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 22nd August 2017

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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. C1.

- As part of the Victoria Station upgrade works, Terminus Place is closed. Temporary routeing and standing arrangements are currently in operation at Victoria. From January 2018, the permanent routeing will resume and there will be new stopping and standing arrangements.
- As part of the White City expansion works, Ariel Way is closed. Temporary routeing and standing arrangements are currently in operation. From late 2017, the permanent routeing will resume and there will be new stopping and standing arrangements.
- Tenderers should refer to the schedules dated 4th July 2015 when compiling schedules.
- **Please see Section 5 for a full list of streets traversed and standing arrangements.**

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:

- 60 capacity, dual door, single deck, minimum 10.8m long vehicles are specified, subject to a satisfactory route test.

Operators should provide the following prices:

1. **Annual diesel price - based on minimum 5 year contract.**

Tenderers are encouraged to offer alternative vehicle options in accordance with Part 9 of their tender, including but not limited to:

1. **Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start and/or energy efficient components).**
2. **Zero emission vehicles (e.g. electric or fuel cell).**
3. **Existing vehicles.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Victoria, Buckingham Palace Road to White City Bus Station			White City Bus Station to Victoria, Buckingham Palace Road		
First departure no later than 0600.			First departure no later than 0555.		
0555 - 0620	Every 20 minutes		0550 - 0635	Every 20 minutes	
0621 - 0720	Every 12 minutes		0636 - 0650	Every 12 minutes	
0721 - 1805	Every 10 minutes		0651 - 1750	Every 10 minutes	
1806 - 0010	Every 12 minutes		1751 - 2355	Every 12 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2350.		
Pinchpoints					
Earls Court Station, Warwick Road	0750 - 0920	10 minutes	Sloane Square, Sloane Street	0730 - 0900	10 minutes
	1545 - 1730	10 minutes		1530 - 1630	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Victoria, Buckingham Palace Road to White City Bus Station			White City Bus Station to Victoria, Buckingham Palace Road		
First departure no later than 0600.			First departure no later than 0555.		
0555 - 0700	Every 20 minutes		0550 - 0755	Every 20 minutes	
0701 - 0815	Every 15 minutes		0756 - 0830	Every 15 minutes	
0816 - 1805	Every 10 minutes		0831 - 1750	Every 10 minutes	
1806 - 0010	Every 12 minutes		1751 - 2355	Every 12 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2350.		
Pinchpoints					
Earls Court Station, Warwick Road	0900 - 1030	10 minutes	Sloane Square, Sloane Street	0930 - 1100	10 minutes

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

Victoria, Buckingham Palace Road to White City Bus Station			White City Bus Station to Victoria, Buckingham Palace Road		
First departure no later than 0700.			First departure no later than 0650.		
0655 - 0900	Every 20 minutes		0645 - 0830	Every 20 minutes	
0901 - 0930	Every 15 minutes		0831 - 0845	Every 15 minutes	
0931 - 0010	Every 12 minutes		0846 - 2355	Every 12 minutes	
Last departure no earlier than 0005.			Last departure no earlier than 2350.		
Pinchpoints					
Earls Court Station, Warwick Road	1020 - 1150	12 minutes	Sloane Square, Sloane Street	1030 - 1200	12 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. C1 can suffer from unpredictable traffic delays along the length of the route.
- 4.2) The Victoria Station Upgrade (VSU) project is a scheme to enhance station capacity and relieve congestion. The project is expected to finish in 2018.
- 4.3) The Earls Court Exhibition Centre and the surrounding area is being redeveloped. The scheme is not expected to be completed until 2020. Route No. C1 will continue to be monitored.
- 4.4) Further development is planned at White City including the expansion of Westfield shopping centre and around 8,000 residential units. Route No. C1 will continue to be monitored.

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 C1: Victoria, Lower Grosvenor Place - White City

Date of Structural Change: 1 July 2017.

Date of Service Change: 1 July 2017.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards White City: Buckingham Palace Road, Semley Place, Ebury Street, Elizabeth Street, Eaton Square, Eaton Gate, Cliveden Place, Sloane Square, Sloane Street, Knightsbridge, Brompton Road, Thurloe Place, Cromwell Place, Old Brompton Road, Warwick Road, Pembroke Road, Earl's Court Road, Kensington High Street, Holland Road, Holland Park Roundabout, Uxbridge Road, Shepherds Bush Interchange, Westfield Way, Ariel Way, The Perimeter Road, White City Bus Station, The Perimeter Road, White City Bus Station.

Towards Victoria, Lower Grosvenor Place: White City Bus Station, The Perimeter Road, Ariel Way, Westfield Way, Shepherds Bush Interchange, Uxbridge Road, Holland Park Roundabout, Holland Road, Addison Crescent, Addison Road, Kensington High Street, Earl's Court Road, Old Brompton Road, Cromwell Place, Thurloe Place, Brompton Road, Knightsbridge, Sloane Street, Sloane Square (North Side), Sloane Square, Cliveden Place, Eaton Gate, Eaton Square, Elizabeth Street, Buckingham Palace Road (Contraflow Bus Lane).

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

VICTORIA, LOWER GROSVENOR PLACE

Public off side stand for three buses on south side of Lower Grosvenor Place commencing outside No.13 and extending 30 metres west.

Buses proceed from Buckingham Palace Road via Grosvenor Gardens and Lower Grosvenor Place to stand, departing via Lower Grosvenor Place to Buckingham Palace Road. Set down in Buckingham Palace Road, at Stop S (BP5458 - Victoria Station # <> / Grosvenor Gardens, Last Stop on LOR: BP5458 - Victoria Station # <> / Grosvenor Gardens) and pick up in Buckingham Palace Road, at Stop R (7817 - Grosvenor Gardens / Victoria Street, First Stop on LOR: 7817 - Grosvenor Gardens / Victoria Street).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route C1 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: Victoria.

SLOANE SQUARE, ROYAL COURT THEATRE (from WHITE CITY)

Buses proceed from Sloane Street via Sloane Square departing to Sloane Street. Set down in Sloane Street, at Stop C (3900 - Sloane Square, Last Stop on LOR: 3900 - Sloane Square) and pick up in Sloane Street, at Stop A (899 - Sloane Street / Sloane Square Station <>, First Stop on LOR: 899 - Sloane Street / Sloane Square Station <>).

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

EARLS COURT TESCO (from Victoria, Lower Grosvenor Place)

Buses proceed from Warwick Road via Pembroke Road departing to Earl's Court Road. Set down in Warwick Road, at Stop E (BP2068 - West Cromwell Road, Last Stop on LOR: BP2068 - West Cromwell Road) and pick up in Earl's Court Road, at Stop H (1566 - Cromwell Road, First Stop on LOR: 1566 - Cromwell Road).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
BLIND DISPLAY: Earl's Court, Tesco.

WHITE CITY BUS STATION, STAND Z7

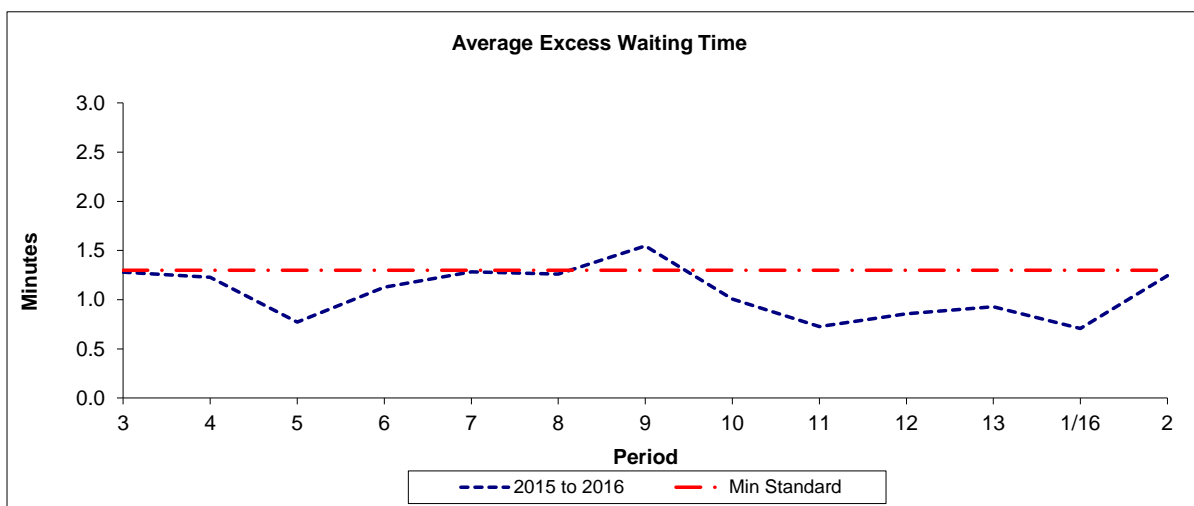
Private stand for 2 buses for route C1 in two sections at Stands Z7 and Z9 in building of White City Bus Station.

Buses proceed from White City Bus Station direct to stand, departing to White City Bus Station. Set down in White City Bus Station, at alighting point (BP5255 - White City Bus Station <>, Last Stop on LOR: BP5255 - White City Bus Station <>) and pick up in White City Bus Station, at Stop WL (BP5239 - White City Bus Station <>, First Stop on LOR: BP5239 - White City Bus Station <>).

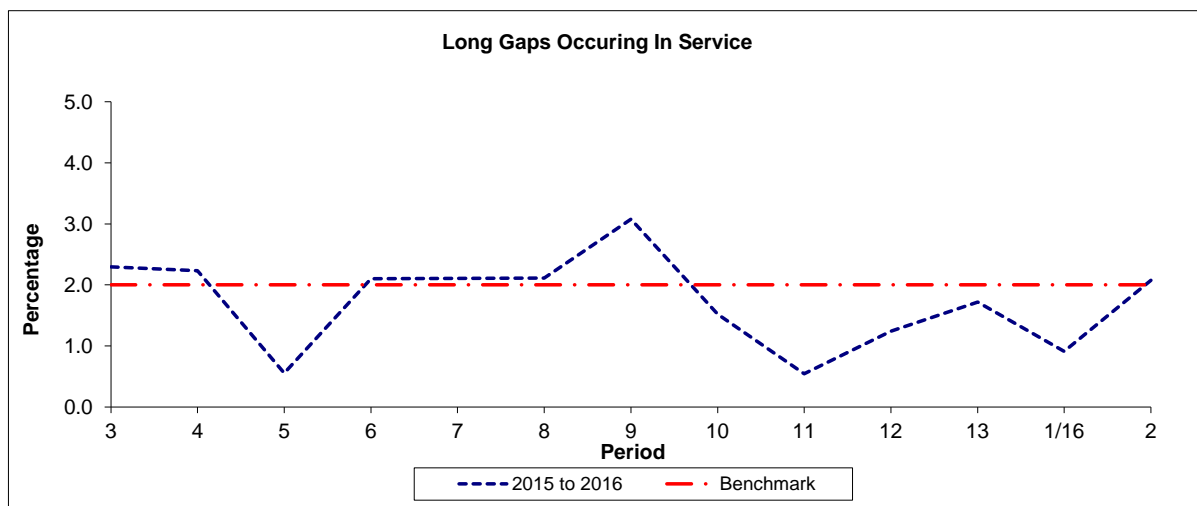
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route C1 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	White City.

PART B - PERFORMANCE STATISTICS

Route C1



Period	3	4	5	6	7	8	9	10	11	12	13	1/16	2
2015 to 2016	1.28	1.23	0.77	1.13	1.28	1.26	1.55	1.01	0.73	0.86	0.93	0.71	1.24
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



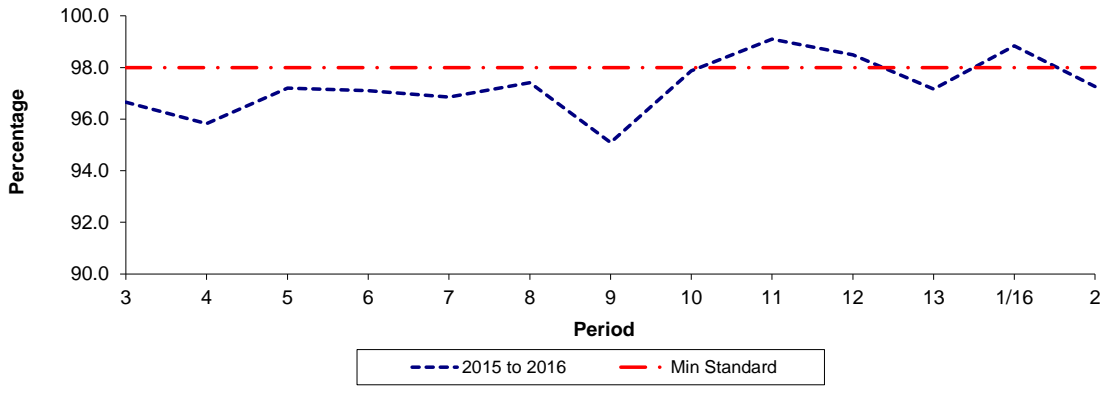
Period	3	4	5	6	7	8	9	10	11	12	13	1/16	2
2015 to 2016	2.3	2.2	0.6	2.1	2.1	2.1	3.1	1.5	0.5	1.2	1.7	0.9	2.1
Benchmark	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Note : Reliability is actual performance under full iBus (4 weeks data).
Minimum Standards and Benchmarks are those applicable under the new contract.

PART B - PERFORMANCE STATISTICS

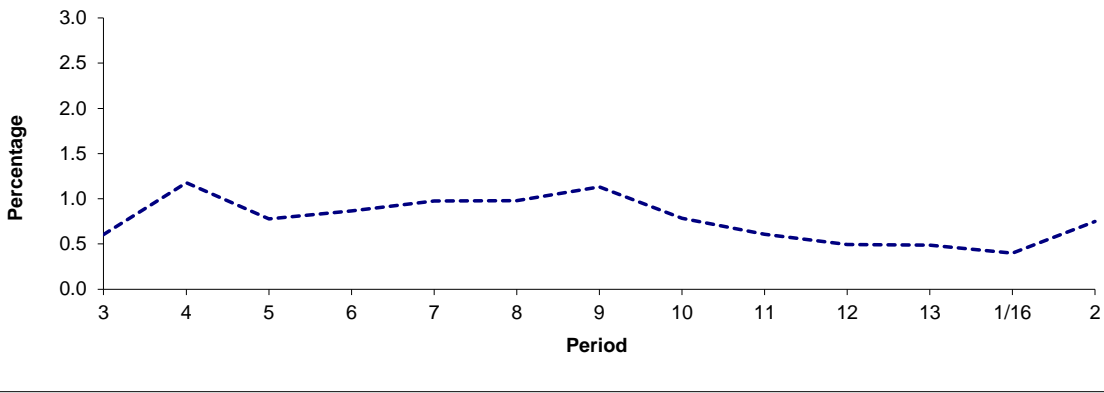
Route C1

Mileage Operated



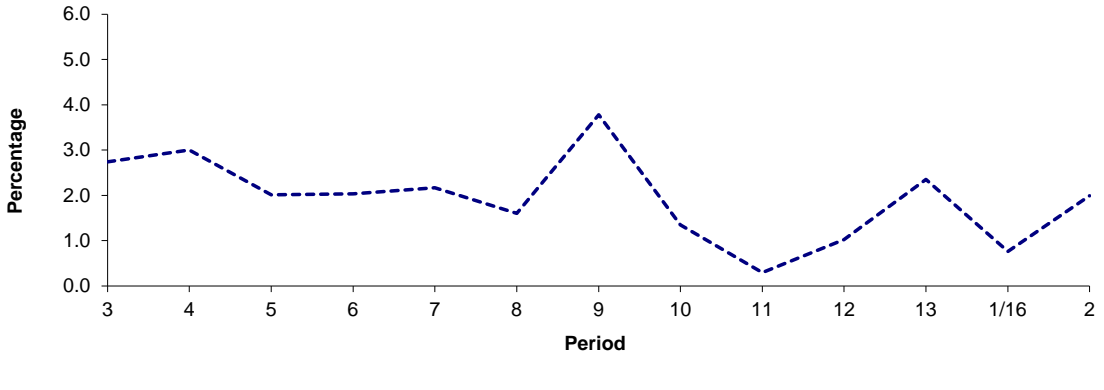
Period	3	4	5	6	7	8	9	10	11	12	13	1/16	2
2015 to 2016	96.65	95.82	97.21	97.10	96.86	97.41	95.09	97.87	99.09	98.49	97.16	98.84	97.26
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	3	4	5	6	7	8	9	10	11	12	13	1/16	2
2015 to 2016	0.60	1.18	0.78	0.87	0.98	0.98	1.13	0.78	0.61	0.49	0.49	0.40	0.75

Non Deductible Mileage



Period	3	4	5	6	7	8	9	10	11	12	13	1/16	2
2015 to 2016	2.74	3.00	2.02	2.03	2.17	1.61	3.78	1.35	0.30	1.02	2.35	0.76	1.99

Note: Mileage is based on 4 weeks data

ROUTE C1 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 1 TO 4 2015/16 (01/04/15 - 31/03/16)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	9,888	9,871	99.8	8.72	0.29	9.02	73.6	22.9	3.3	0.2	1.0	41
07:00 - 10:00	56,808	57,945	102.0	5.14	0.64	5.78	85.1	14.1	0.6	0.1	0.6	54
10:00 - 13:00	56,684	56,455	99.6	5.02	1.01	6.03	82.2	16.4	1.2	0.2	1.4	62
13:00 - 16:00	57,165	56,533	98.9	5.00	1.24	6.24	80.4	17.3	1.9	0.4	2.2	60
16:00 - 19:00	55,514	52,734	95.0	5.01	1.87	6.88	76.4	19.3	3.2	1.1	4.3	82
19:00 - 22:00	49,030	47,832	97.6	5.75	1.43	7.18	74.2	22.3	2.8	0.7	2.2	82
22:00 - 24:00	31,692	32,469	102.5	5.95	0.72	6.67	78.2	20.7	1.0	0.1	0.4	69
All Locations Summary	316,781	313,839	99.1	5.26	1.20	6.46	79.7	17.9	2.0	0.5	2.1	82

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	1,695	1,744	102.9	10.00	-0.23	9.77	68.5	26.3	4.9	0.3	1.4	43
07:00 - 10:00	8,877	9,098	102.5	6.81	0.45	7.25	75.7	22.9	1.4	0.1	0.1	55
10:00 - 13:00	11,727	11,719	99.9	5.09	0.69	5.77	84.6	14.5	0.8	0.1	0.8	40
13:00 - 16:00	12,035	11,858	98.9	4.96	1.28	6.24	80.7	17.2	1.7	0.3	2.1	58
16:00 - 19:00	11,573	11,381	98.3	5.08	1.23	6.32	80.0	18.0	1.7	0.2	1.8	44
19:00 - 22:00	9,943	9,724	97.8	5.86	1.51	7.37	72.5	23.3	3.3	0.9	2.5	76
22:00 - 24:00	6,608	6,708	101.5	5.95	1.02	6.98	76.3	21.4	1.9	0.4	1.1	55
All Locations Summary	62,458	62,032	99.3	5.49	1.04	6.53	79.1	18.8	1.8	0.3	1.5	76

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	284	292	102.8	10.00	-0.25	9.75	89.0	9.1	1.7	0.1	7.7	25
07:00 - 10:00	8,022	8,133	101.4	8.47	0.28	8.75	64.6	31.7	3.5	0.3	0.0	44
10:00 - 13:00	11,516	11,820	102.6	5.99	0.47	6.45	79.0	20.1	0.8	0.1	0.4	40
13:00 - 16:00	11,518	11,625	100.9	5.96	0.77	6.73	76.7	21.7	1.4	0.2	0.6	58
16:00 - 19:00	11,663	11,762	100.8	5.95	0.92	6.87	75.7	22.0	2.0	0.3	1.1	50
19:00 - 22:00	11,746	12,089	102.9	5.92	0.96	6.88	76.4	21.5	1.8	0.3	1.1	60
22:00 - 24:00	7,956	8,235	103.5	5.90	0.42	6.32	80.1	19.4	0.5	0.0	0.1	33
All Locations Summary	62,705	63,956	102.0	6.21	0.70	6.91	76.1	22.1	1.6	0.2	0.8	60

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	11,867	11,907	100.3	8.85	0.24	9.09	73.9	22.5	3.3	0.2	1.4	43
07:00 - 10:00	73,707	75,176	102.0	5.45	0.61	6.05	83.3	15.8	0.9	0.1	0.6	55
10:00 - 13:00	79,927	79,994	100.1	5.16	0.89	6.05	82.2	16.6	1.1	0.2	1.2	62
13:00 - 16:00	80,718	79,816	98.9	5.11	1.19	6.30	80.0	17.9	1.8	0.3	2.0	60
16:00 - 19:00	78,750	75,877	96.4	5.12	1.70	6.81	76.7	19.4	2.9	0.9	3.7	82
19:00 - 22:00	70,719	69,645	98.5	5.79	1.38	7.17	74.2	22.4	2.7	0.7	2.1	82
22:00 - 24:00	46,256	47,412	102.5	5.94	0.73	6.67	78.1	20.6	1.1	0.1	0.5	69
All Locations Summary	441,944	439,827	99.5	5.39	1.13	6.52	79.3	18.4	1.9	0.4	1.9	82

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 572

Route: C1

Service change: 42006

Date: 31/10/2015

QSI Points are highlighted

Reason for Issue

Formalisation of diversion routing to and from White City Bus Station via temporary new Perimeter Road

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
VCSNBP	7817	Grosvenor Gardens / Victoria		
	7819	Victoria Coach Station	451	0.28
	R0072	Belgravia Police Station	118	0.07
	BP211	Ebury Street	230	0.14
	37398	Eaton Square	332	0.21
	894	Sloane Square Station	388	0.24
SLSQSS	899	Sloane Street / Sloane Square Station	192	0.12
	1150	Pont Street	381	0.24
	210	Knightsbridge Station	474	0.29
	216	Knightsbridge Station / Harrods	320	0.20
BMTRHD	37396	Harrods	169	0.11
	11175	Brompton Square	313	0.19
	11179	Victoria and Albert Museum	202	0.13
SKENSN	BP5351	South Kensington Station	401	0.25
	35673	Onslow Gardens	442	0.27
	11170	Gloucester Road	131	0.08
	11472	Cresswell Gardens	281	0.17
	37445	Bolton Gardens / Brompton Library	168	0.10
	36836	Redcliffe Gardens	327	0.20
	29940	Earls Court Square	257	0.16
ECRTWR	29941	Earls Court Station	232	0.14
	BP2068	West Cromwell Road	447	0.28
	34760	Pembroke Road	164	0.10
	11165	Scarsdale Villas	381	0.24
	1399	Pembroke Place	216	0.13
	126	Kensington High Street / Earls Court Rd	175	0.11
KENSAR	11195	Warwick Gardens	306	0.19
	1059	Holland Road / Kensington Olympia Stn	287	0.18
	11196	Holland Gardens	253	0.16
	1791	Russell Gardens	268	0.17
	11197	Lower Addison Gardens	210	0.13
	839	Holland Road / Upper Addison Gardens	194	0.12
SHEPS1	BP5232	Shepherd's Bush Station	375	0.23
WCTYBS	BP5255	White City Bus Station	1289	0.80
Total Route Mileage - Out Direction			10374	6.45
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WCTYBS	BP5239	White City Bus Station		
SHEPS1	BP5234	Shepherd's Bush Station	1462	0.91
	34171	Holland Road / Upper Addison Gardens	359	0.22
	34172	Lower Addison Gardens	267	0.17
	34173	Russell Gardens	260	0.16
	29935	St Barnabas Church	324	0.20
KENSAR	35202	Warwick Gardens	357	0.22
	20591	Kensington High Street / Earls Court Rd	205	0.13
	1400	Earls Court Road / Pembroke Place	209	0.13
	11166	Pembroke Road	254	0.16
	1566	Cromwell Road	169	0.11
	11476	Nevern Place	227	0.14
ECRTEC	11164	Earls Court Station	199	0.12
	11162	Earls Court Road / Old Brompton Road	239	0.15
	11171	Bolton Gardens / Brompton Library	323	0.20
	11471	Cresswell Gardens	244	0.15
	11169	Gloucester Road	185	0.11
	35674	Onslow Gardens	168	0.10
SKENSN	16870	South Kensington Station	448	0.28
	11178	Victoria and Albert Museum	435	0.27
	37304	Brompton Square	281	0.17
BMTRHD	36598	Harrods	316	0.20
	213	Knightsbridge Station	196	0.12
	20821	Sloane Street / Knightsbridge Station	350	0.22
	1151	Pont Street	336	0.21
SLSQSS	3900	Sloane Square	527	0.33
	37407	Sloane Square Station	163	0.10
	37402	Eaton Square	330	0.21
	37408	Victoria Coach Station	279	0.17
	35312	Eccleston Bridge	266	0.17
VCSNBP	BP5458	Victoria Station / Grosvenor Gardens	333	0.21
Total Route Mileage - Back Direction			9711	6.03
			Metres	Miles