

7. Service Specification

Route: C3

Contract Reference: QC69601

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	Clapham Junction, Grant Road and Earls Court, Tesco
Contract Basis	Incentivised
Commencement Date	3 rd October 2020
Vehicle Type	87 capacity, dual door, double deck vehicles
Current Maximum Approved Dimensions	10.2 metres long and 2.55 metres wide
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Minimum Performance Standard	Average Excess Wait Time - No more than 0.90 minutes
Extension Threshold	Average Excess Wait Time Threshold - 0.85 minutes
Advertising Rights	Operator
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 7th October 2019

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. C3.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. C3.

The Mayor and Transport for London (TfL) have developed a series of clean bus corridors which will be 'Low Emission Bus Zones' (LEBZ) in London. The corridors will prioritise the greenest buses on the worst polluted routes, as part of the Mayor's plans to improve air quality across London.

The Low Emission Bus Zones will apply 24 hours a day, 7 days a week, and will require all buses operating for TfL within the zones to meet Euro VI emission standards.

- **Route No. C3 serves LEBZ - A3 Wandsworth to St. John's Hill which commenced in July 2018.**

Operators should provide the following prices:

- 1. Annual diesel-electric hybrid 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. Vehicles that offer genuine increased capacity and are certified as such.**
- 2. Modifications to reduce emissions and fuel consumption (including energy storage, engine stop/start, extended zero-emission range and/or energy efficient components)**
- 3. Existing vehicles. Separate costs must be provided both excluding and including the cost of upgrading to Euro VI standards. The inclusive costs should be on a per bus per annum basis. Please note that existing diesel vehicles will NOT be considered for routes which are already operated by hybrids.**

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Clapham Junction, Meyrick Arms to Earls Court, Tesco			Earls Court, Tesco to Clapham Junction Station, Falcon Street		
First departure no later than 0525.			First departure no later than 0530.		
0520 - 0630	Every 15 minutes		0525 - 0630	Every 15 minutes	
0631 - 2005	Every 10 minutes		0631 - 2005	Every 10 minutes	
2006 - 0040	Every 15 minutes		2006 - 0035	Every 15 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0030.		
Pinchpoints					
Chelsea Harbour, Imperial Wharf	0720 - 0900	10 minutes	Sands End, Sainsbury's	0710 - 0910	10 minutes
	1520 - 1650	10 minutes		1520 - 1650	10 minutes

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Clapham Junction, Meyrick Arms to Earls Court, Tesco			Earls Court, Tesco to Clapham Junction Station, Falcon Street		
First departure no later than 0525.			First departure no later than 0530.		
0520 - 0740	Every 15 minutes		0525 - 0730	Every 15 minutes	
0741 - 2005	Every 10 minutes		0731 - 2005	Every 10 minutes	
2006 - 0040	Every 15 minutes		2006 - 0035	Every 15 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0030.		
Pinchpoints					
Chelsea Harbour, Imperial Wharf	0930 - 1130	10 minutes	Sands End, Sainsbury's	0930 - 1130	10 minutes

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

Clapham Junction, Meyrick Arms to Earls Court, Tesco			Earls Court, Tesco to Clapham Junction Station, Falcon Street		
First departure no later than 0525.			First departure no later than 0530.		
0520 - 0040	Every 15 minutes		0525 - 0035	Every 15 minutes	
Last departure no earlier than 0035.			Last departure no earlier than 0030.		
Pinchpoints					
Chelsea Harbour, Imperial Wharf	1030 - 1200	15 minutes	Sands End, Sainsbury's	1020 - 1150	15 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. C3 can suffer unpredictable traffic delays in the Earls Court area.
- 4.2) There is a traffic control barrier in Chelsea Harbour which causes tailbacks in the Lots Road area at peak times.
- 4.3) The site of the Lots Road power station is being developed into a complex of private and social housing.
- 4.4) Football matches at Chelsea Football Club can cause traffic congestion in the Fulham Broadway, West Brompton and surrounding areas.
- 4.5) Events and shows at the Earls Court Exhibition Centre can cause traffic congestion in the Warwick Road and Cromwell Road area.

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 C3: Clapham Junction, Grant Road - Earls Court, Tesco

Date of Structural Change: 3 October 2020.

Date of Service Change: 3 October 2020.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Earls Court, Tesco: Falcon Road, St John's Hill, Plough Road, York Road, Wandsworth Bridge Roundabout, Bridgend Road, Wandsworth Bridge, Townmead Road, Harbour Avenue, Chelsea Harbour Drive, Lots Road Roundabout, Lots Road, King's Road, Gunter Grove, Finborough Road, Warwick Road.

Towards Clapham Junction, Grant Road: Warwick Road, Pembroke Road, Earl's Court Road, Redcliffe Gardens, Fulham Road, Edith Grove, King's Road, Lots Road, Lots Road Roundabout, Chelsea Harbour Drive, Harbour Avenue, Townmead Road, Wandsworth Bridge, Bridgend Road, Wandsworth Bridge Roundabout, York Road, Plough Road, St John's Hill, Falcon 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.

CLAPHAM JUNCTION STATION, GRANT ROAD

Private stand for eight buses in 2 portions in slip road off Falcon Road (west side) south of Grant Road:

1 - for three buses in slip road;

2 - for five buses standing abreast in bus parking area between slip road and Grant Road.

Buses proceed from Falcon Road via Slip Road to stand, departing via Slip Road and Grant Road to Falcon Road. Set down in Falcon Road, at Stop E (25569 - Clapham Junction Station # / Falcon Road, Last Stop on LOR: 25569 - Clapham Junction Station # / Falcon Road) and pick up in Falcon Road, at Stop G (8957 - Clapham Junction Station # / Falcon Road, First Stop on LOR: 8957 - Clapham Junction Station # / Falcon Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route C3 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: Clapham Junction.

WANDSWORTH, WANDSWORTH BRIDGE ROAD (from EARLS COURT, TESCO)

Buses proceed from Bridgend Road via Wandsworth Bridge Roundabout departing to Bridgend Road. Set down in Bridgend Road, at Stop TM (29147 - Bridgend Road, Last Stop on LOR: 29147 - Bridgend Road) and pick up in Bridgend Road, at Stop TD (18732 - Bridgend Road, First Stop on LOR: 18732 - Bridgend Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**

BLIND DISPLAY: Wandsworth Bridge, South Side.

CHELSEA HARBOUR

From Clapham Junction, Grant Road.

Buses proceed from Harbour Avenue via Chelsea Harbour Drive, Lots Road Roundabout and Chelsea Harbour Drive departing to Harbour Avenue. Set down in Harbour Avenue, at stop K (HF010 - Imperial Wharf Stn # / Chelsea Harbour, Last Stop on LOR: HF010 - Imperial Wharf Stn # / Chelsea Harbour) and pick up in Harbour Avenue, at stop A (BP5021 - Imperial Wharf Stn # / Chelsea Harbour, First Stop on LOR: BP5021 - Imperial Wharf Stn # / Chelsea Harbour).

From Earls Court, Tesco.

Buses proceed from King's Road via Lots Road, Lots Road Roundabout and Lots Road departing to King's Road. Set down in King's Road, at stop GH (1809 - Worlds End Health Centre, Last Stop on LOR: 1809 - Worlds End Health Centre) and pick up in King's Road, at stop GD (1808 - Worlds End Health Centre, First Stop on LOR: 1808 - Worlds End Health Centre).

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

WEST BROMPTON, OLD BROMPTON ROAD (from Clapham Junction, Grant Road)

Buses proceed from Finborough Road via Old Brompton Road departing to Redcliffe Gardens. Set down in Finborough Road, at stop N (29939 - Old Brompton Road, Last Stop on LOR: 29939 - Old Brompton Road) and pick up in Redcliffe Gardens, at stop HU (11160 - Redcliffe Square, First Stop on LOR: 11160 - Redcliffe Square).

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

EARLS COURT STATION (from Clapham Junction, Grant Road)

Buses proceed from Warwick Road via Nevern Square and Trebovir Road departing to Earl's Court Road. Set down {Not Specified}, at Stop C (29941 - Earls Court Station <>, Last Stop on LOR: 29941 - Earls Court Station <>) and pick up {Not Specified}, at Stop A (11164 - Earls Court Station <>, First Stop on LOR: 11164 - Earls Court Station <>).

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

EARLS COURT, TESCO

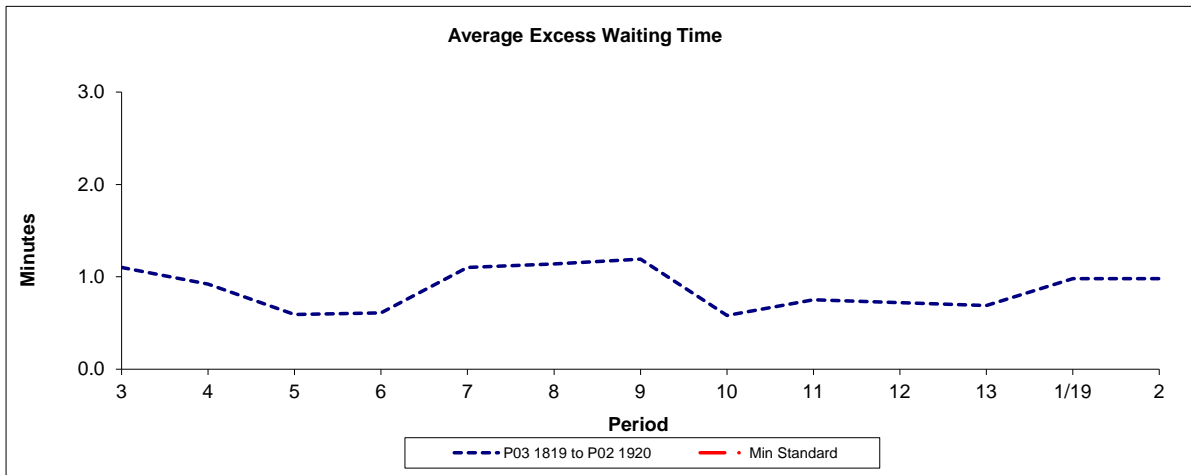
Public stand for two buses in layby (southern end) on west side of Warwick Road, north of West Cromwell Road.

Buses proceed from Warwick Road direct to stand, departing to Warwick Road. Set down in Warwick Road, at alighting point (BP2069 - Warwick Road Tesco, Last Stop on LOR: BP2069 - Warwick Road Tesco) and pick up in Warwick Road, at Stop E (BP2068 - West Cromwell Road, First Stop on LOR: BP2068 - West Cromwell Road).

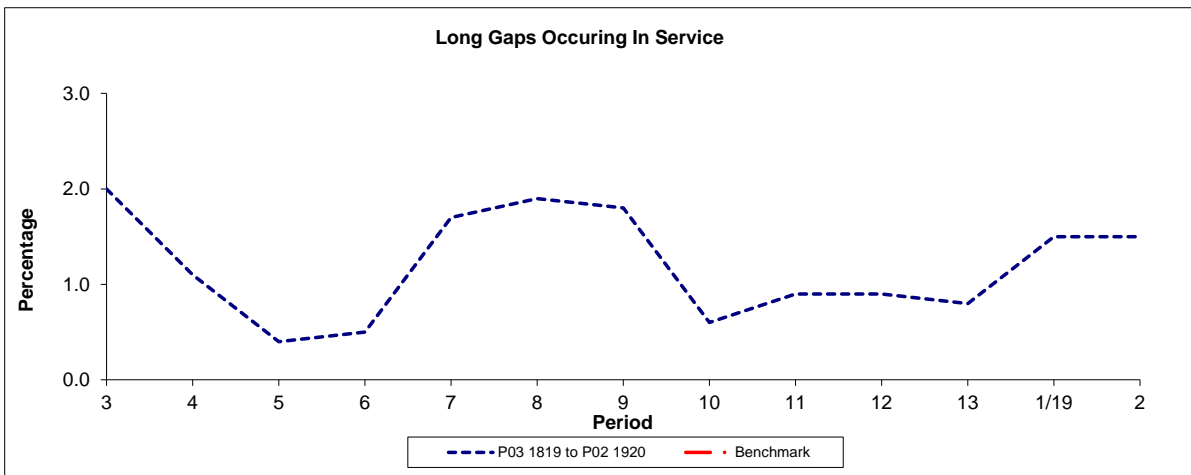
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route C3 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Earl's Court, Tesco.

PART B - PERFORMANCE STATISTICS

Route C3



Period	3	4	5	6	7	8	9	10	11	12	13	1/19	2
P03 1819 to P02 1920	1.10	0.92	0.59	0.61	1.10	1.14	1.19	0.58	0.75	0.72	0.69	0.98	0.98
Min Standard													



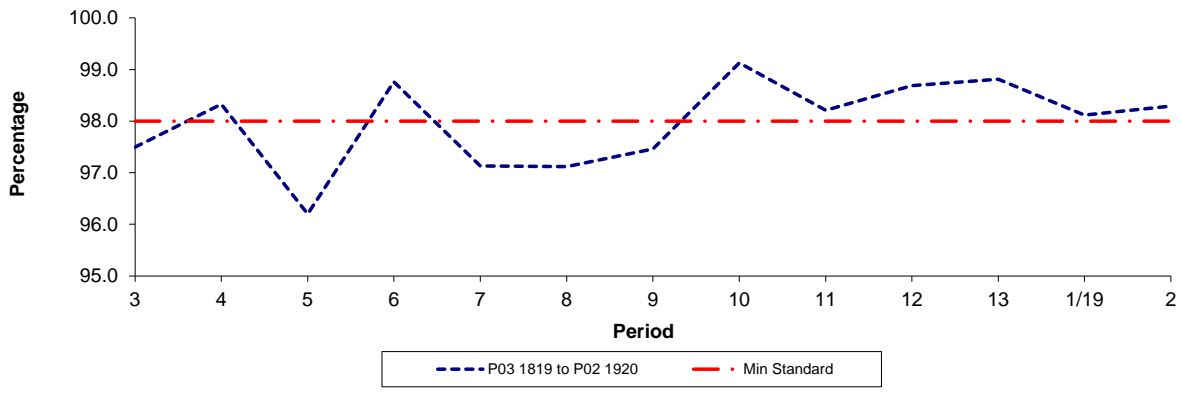
Period	3	4	5	6	7	8	9	10	11	12	13	1/19	2
P03 1819 to P02 1920	2.0	1.1	0.4	0.5	1.7	1.9	1.8	0.6	0.9	0.9	0.8	1.5	1.5
Benchmark													

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

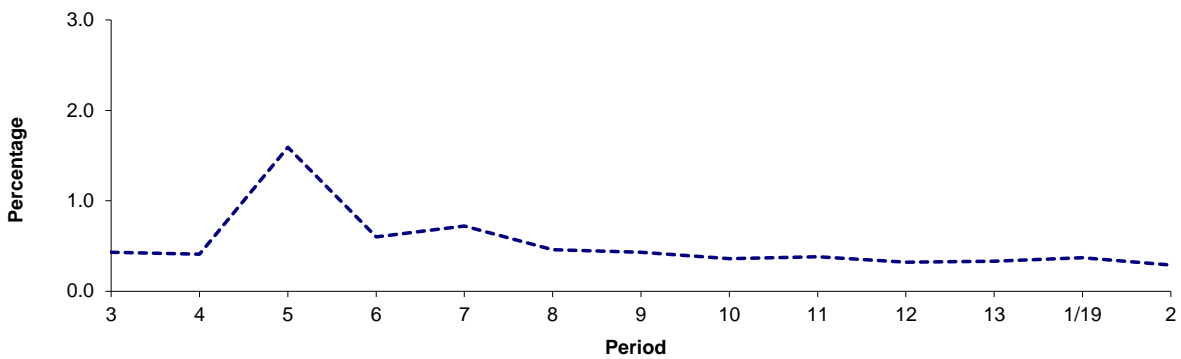
Route C3

Mileage Operated



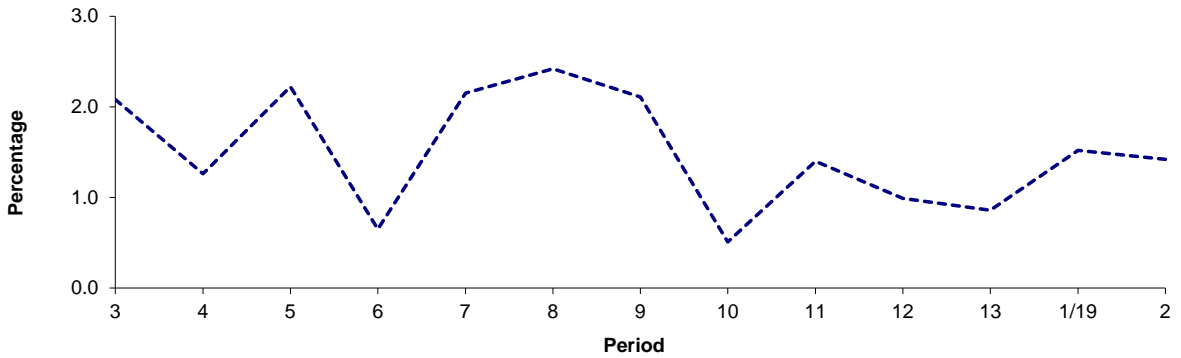
Period	3	4	5	6	7	8	9	10	11	12	13	1/19	2
P03 1819 to P02 1920	97.50	98.33	96.20	98.76	97.13	97.12	97.46	99.13	98.21	98.69	98.81	98.12	98.29
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

Deductible Mileage



Period	3	4	5	6	7	8	9	10	11	12	13	1/19	2
P03 1819 to P02 1920	0.43	0.41	1.59	0.60	0.72	0.46	0.43	0.36	0.38	0.32	0.33	0.37	0.29

Non-deductible Mileage



Period	3	4	5	6	7	8	9	10	11	12	13	1/19	2
P03 1819 to P02 1920	2.08	1.26	2.22	0.65	2.15	2.42	2.11	0.51	1.40	0.99	0.86	1.52	1.42

Note: Mileage is based on 4 weeks data

ROUTE C3 - FULL IBUS RESULTS BY TIME OF DAY
QUARTERS 01/18 to 04/18 (01/04/18 - 31/03/19)

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	14,698	14,496	98.6	6.93	0.28	7.21	78.8	20.8	0.4	0.0	0.4	47.5
07:00 - 10:00	40,186	39,400	98.0	5.01	0.62	5.64	86.5	13.0	0.4	0.1	0.5	54.3
10:00 - 13:00	40,375	39,754	98.5	4.98	0.70	5.68	86.2	13.2	0.6	0.1	0.6	56.9
13:00 - 16:00	40,017	39,459	98.6	5.04	0.75	5.79	84.9	14.2	0.7	0.2	0.8	71.9
16:00 - 19:00	40,055	37,363	93.3	4.97	1.66	6.63	78.3	18.6	2.5	0.6	3.2	77.9
19:00 - 22:00	32,110	32,357	100.8	6.06	1.02	7.09	73.9	23.8	2.0	0.3	1.3	69.6
22:00 - 24:00	17,240	17,410	101.0	7.42	0.45	7.87	66.7	32.0	1.2	0.2	0.2	60.5
All Locations Summary	224,681	220,239	98.0	5.29	0.93	6.22	81.7	16.8	1.2	0.3	1.3	77.9

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	2,553	2,598	101.8	7.50	0.24	7.74	71.1	28.3	0.6	0.0	0.4	32.8
07:00 - 10:00	7,426	7,343	98.9	5.60	0.30	5.90	85.6	14.2	0.2	0.0	0.1	35.0
10:00 - 13:00	8,334	8,126	97.5	5.00	0.58	5.58	87.3	12.2	0.3	0.2	0.5	49.4
13:00 - 16:00	8,226	8,131	98.8	5.00	0.93	5.93	84.2	14.6	1.0	0.2	1.2	59.7
16:00 - 19:00	8,274	8,128	98.2	4.99	0.98	5.97	83.6	15.1	1.0	0.2	1.3	59.1
19:00 - 22:00	6,991	6,960	99.6	5.79	0.77	6.56	77.1	21.5	1.2	0.1	0.9	40.0
22:00 - 24:00	3,584	3,588	100.1	7.42	0.41	7.82	66.3	32.6	1.0	0.0	0.0	33.8
All Locations Summary	45,388	44,874	98.9	5.38	0.73	6.11	82.6	16.5	0.8	0.1	0.8	59.7

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	2,806	2,871	102.3	7.50	0.21	7.71	71.9	27.7	0.4	0.0	0.5	33.6
07:00 - 10:00	5,915	5,892	99.6	7.51	0.14	7.64	67.0	32.8	0.3	0.0	0.0	29.4
10:00 - 13:00	5,676	5,633	99.2	7.52	0.31	7.83	65.3	33.8	0.8	0.1	0.1	35.6
13:00 - 16:00	5,624	5,639	100.3	7.50	0.43	7.93	65.5	32.8	1.4	0.3	0.3	44.9
16:00 - 19:00	5,722	5,736	100.2	7.47	0.53	8.00	65.8	32.2	1.8	0.2	0.2	50.0
19:00 - 22:00	5,820	5,918	101.7	7.43	0.52	7.95	66.2	31.7	1.9	0.2	0.3	42.1
22:00 - 24:00	4,016	4,093	101.9	7.50	0.15	7.65	67.2	32.3	0.5	0.0	0.0	30.9
All Locations Summary	35,579	35,782	100.6	7.49	0.39	7.88	66.0	32.6	1.3	0.2	0.2	50.0

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	20,057	19,965	99.5	7.02	0.27	7.29	77.6	21.9	0.4	0.0	0.4	47.5
07:00 - 10:00	53,527	52,635	98.3	5.18	0.58	5.76	85.5	14.1	0.4	0.1	0.5	54.3
10:00 - 13:00	54,385	53,513	98.4	5.28	0.63	5.91	84.0	15.4	0.5	0.1	0.5	56.9
13:00 - 16:00	53,867	53,229	98.8	5.31	0.74	6.05	82.7	16.3	0.8	0.2	0.8	71.9
16:00 - 19:00	54,051	51,227	94.8	5.21	1.48	6.68	77.8	19.4	2.3	0.5	2.7	77.9
19:00 - 22:00	44,921	45,235	100.7	6.18	0.93	7.11	73.5	24.4	1.9	0.3	1.1	69.6
22:00 - 24:00	24,840	25,091	101.0	7.43	0.41	7.84	66.7	32.1	1.1	0.1	0.1	60.5
All Locations Summary	305,648	300,895	98.4	5.51	0.85	6.36	80.3	18.3	1.1	0.2	1.1	77.9

Transport for London - Live Mileage List

Route: C3

Service Change: 49003

Date: 27/01/2018

Reason for Issue

QSI points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CLJNMA	8957	Clapham Junction Station / Falcon Road		
	27937	Clapham Junction Station	403	0.25
	34967	Strath Terrace	419	0.26
	34968	Wayland Road Estate	298	0.19
	34970	Wallis Close	93	0.06
PLRDYR	25518	Hope Street / Plantation Wharf Pier	232	0.14
	25514	Chatfield Road	224	0.14
	25512	Petergate	256	0.16
	18732	Bridgend Road	441	0.27
	BP2561	Wandsworth Bridge	481	0.30
SENDSY	BP170	William Morris Way / Sainsbury's	227	0.14
	BP2563	Glenrosa Street	267	0.17
	BP217	Imperial Wharf Station / Imperial Road	291	0.18
CHELHA	HF010	Imperial Wharf Stn / Chelsea Harbour	298	0.19
	BP5927	Lots Road	428	0.27
	1808	Worlds End Health Centre	264	0.16
	29936	Gunter Grove	191	0.12
	29937	Fulham Road	263	0.16
	29938	Redcliffe Street	307	0.19
	29939	Old Brompton Road	333	0.21
	29940	Earls Court Square	211	0.13
	29941	Earls Court Station	232	0.14
ECRTTS	BP2069	Warwick Road Tesco	422	0.26
Total Route Mileage - Out Direction			6581	4.09
			Metres	Miles

Tranche 696

New Contract

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ECRTTS	BP2068	West Cromwell Road		
	34760	Pembroke Road	164	0.10
	1566	Cromwell Road	436	0.27
	11476	Nevern Place	227	0.14
ECRTEC	11164	Earls Court Station	199	0.12
	11162	Earls Court Road / Old Brompton Road	239	0.15
	11160	Redcliffe Square	373	0.23
	1064	Fulham Road / Chelsea & Westminster Hosp	401	0.25
	11311	Edith Grove / King's Road	302	0.19
	1809	Worlds End Health Centre	343	0.21
	BP5926	Lots Road	244	0.15
CHELHA	BP5021	Imperial Wharf Stn / Chelsea Harbour	388	0.24
	BP5588	Imperial Road	247	0.15
	BP216	Bagleys Lane	171	0.11
	BP2564	Glenrosa Street	158	0.10
SENDSY	BP215	William Morris Way / Sainsbury's	342	0.21
	BP2562	Wandsworth Bridge	177	0.11
	29147	Bridgend Road	576	0.36
	25513	Petergate	179	0.11
	25515	Chatfield Road	350	0.22
PLRDYR	25519	Hope Street / Plantation Wharf Pier	135	0.08
	34971	Wallis Close	153	0.10
	34969	Wayland Road Estate	162	0.10
	34966	Strath Terrace	389	0.24
	429	Clapham Junction Station	465	0.29
CJSNFC	25569	Clapham Junction Station / Falcon Road	107	0.07
Total Route Mileage - Back Direction			6927	4.30
			Metres	Miles