

7. Service Specification

Route: H13

Contract Reference QC45203

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	Northwood Hills, St Vincent's Nursing Home to Ruislip Lido
Contract Basis	Incentivised
Commencement Date	6 th September 2014
Vehicle Type	60 capacity, dual door, single deck, subject to a satisfactory route test Plus One 87 capacity, dual door, double deck, subject to a satisfactory route test
Current Maximum Approved Dimensions	10.3 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 21st October 2013

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. H13.

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:

- On Mondays to Fridays, the departure at 1520 ex Ruislip Lido should operate with an 87 capacity, dual door, double deck bus.
- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long will be specified, subject to a satisfactory route test.
- One 87 capacity, dual door, double deck bus is specified, subject to a satisfactory route test.

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

Northwood Hills, St Vincent's Nursing Home to Ruislip Lido		Ruislip Lido to Northwood Hills, St Vincent's Nursing Home			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 0700	Every 30 minutes	0555 - 0700	Every 30 minutes		
0701 - 1900	Every 20 minutes	0701 - 1900*	Every 20 minutes		
1901 - 0005	Every 30 minutes	1901 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Eastcote, Field End Road/High Road	0715 - 0915	20 minutes	Pinner, Love Lane	0715 - 0915	20 minutes
	1500 - 1640	20 minutes		1500 - 1640	20 minutes

*The journey departing Ruislip Lido at approximately 1520 should operate with an 87 capacity, dual door double deck bus.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Northwood Hills, St Vincent's Nursing Home to Ruislip Lido		Ruislip Lido to Northwood Hills, St Vincent's Nursing Home			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 0900	Every 30 minutes	0555 - 0900	Every 30 minutes		
0901 - 1800	Every 20 minutes	0901 - 1800	Every 20 minutes		
1801 - 0005	Every 30 minutes	1801 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Eastcote, Field End Road/High Road	0915 - 1115	20 minutes	Pinner, Love Lane	0920 - 1100	20 minutes

3) SCHEDULE REQUIREMENTS & PINCHPOINTS - continued

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

Northwood Hills, St Vincent's Nursing Home to Ruislip Lido		Ruislip Lido to Northwood Hills, St Vincent's Nursing Home			
First departure no later than 0700.		First departure no later than 0700.			
0655 - 0005	Every 30 minutes	0655 - 0005	Every 30 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 2400.			
Pinchpoints					
Eastcote, Field End Road/High Road	1015 - 1145	30 minutes	Pinner, Love Lane	1015 - 1145	30 minutes

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

4) OPERATIONAL CONSIDERATIONS

4.1) Route No. H13 can suffer from unpredictable traffic delays in the Pinner and Ruislip areas.

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 H13: Northwood, St. Vincent's Hospital - Ruislip Lido

Date of Structural Change: 6 September 2014.

Date of Service Change: 6 September 2014.

Reason for Issue: New Quality incentive Contract.

STREETS TRAVERSED

Towards Ruislip Lido: Bus Turning Circle, Wiltshire Lane, Norwich Road, Joel Street, Northwood Way, Hillside Road, Potter Street, Pinner Hill, Pinner Hill Road, Elm Park Road, Bridge Street, Marsh Road, Eastcote Road, Bridle Road, Field End Road, Eastcote High Road, Eastcote Road, Windmill Hill, Pembroke Road, Station Approach, Pembroke Road, Ruislip High Street, Bury Street, Duck's Hill Road, Reservoir Road, Turning Circle, Reservoir Road.

Towards Northwood, St. Vincent's Hospital: Reservoir Road, Duck's Hill Road, Bury Street, Ruislip High Street, Pembroke Road, Station Approach, Pembroke Road, Windmill Hill, Eastcote Road, Eastcote High Road, Field End Road, Bridle Road, Eastcote Road, Marsh Road, Bridge Street, Elm Park Road, Pinner Hill Road, Pinner Hill, Potter Street, Hillside Road, Northwood Way, Joel Street, Norwich Road, Wiltshire Lane, Bus Turning Circle.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

NORTHWOOD HILLS, ST. VINCENTS HOSPITAL

Public stand for one bus at exit from bus turning circle on north-east side of Wiltshire Lane. Buses proceed from Bus Turning Circle direct to stand, departing to Bus Turning Circle. Set down in Bus Turning Circle, at Alighting Point (BP4927 - St Vincent's Nursing Home, Last Stop on LOR: BP4927 - St Vincent's Nursing Home) and pick up in Bus Turning Circle (BP4927 - St Vincent's Nursing Home, First Stop on LOR: BP4927 - St Vincent's Nursing Home).

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H13 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:	Northwood Hills, St Vincent's.
OTHER INFORMATION:	No toilet facilities available.

NORTHWOOD HILLS, JOEL STREET (from RUISLIP LIDO)

Buses proceed from Northwood Way via Northwood Hills Circus departing to Northwood Way. Set down in Northwood Way, at Stop D (BP1764 - Waverley Gardens, Last Stop on LOR: BP1764 - Waverley Gardens) and pick up in Northwood Way, at Stop L (BP1755 - Waverley Gardens, First Stop on LOR: BP1755 - Waverley Gardens).

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

PINNER, LOVE LANE (from RUISLIP LIDO)

Public stand for 2 buses on west side of Bridge Street at junction of Love Lane commencing opposite Red Lion Parade and extending 23 metres south. Buses proceed from Marsh Road via Bridge Street to stand, departing via Bridge Street and Turn At Junction With Love Lane to Bridge Street. Set down in Marsh Road, at Stop B (17474 - Pinner Station <>, Last Stop on LOR: 17474 - Pinner Station <>) and pick up in Bridge Street, at Stop C (34522 - Pinner Station <>, First Stop on LOR: 34522 - Pinner 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:	Pinner.

RUISLIP STATION APPROACH, WEST SIDE (from RUISLIP LIDO)

Private stand for three buses on west side of Ruislip Station Approach, commencing 25 metres south of Pembroke Road and extending 30 metres south.

Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Stop A (27860 - Ruislip Station <>, Last Stop on LOR: 27860 - Ruislip Station <>) and pick up in Station Approach, at Stop B (27862 - Ruislip Station <>, First Stop on LOR: 27862 - Ruislip 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: Ruislip.

RUISLIP STATION APPROACH, EAST SIDE (from Northwood, St. Vincent's Hospital)

Private stand for two buses on east side of Ruislip Station Approach, commencing 35 metres south of Pembroke Road and extending 25 metres north.

Buses proceed from Station Approach direct to stand, departing to Station Approach. Set down in Station Approach, at Stop B (27862 - Ruislip Station <>, Last Stop on LOR: 27862 - Ruislip Station <>) and pick up in Station Approach, at Stop A (27860 - Ruislip Station <>, First Stop on LOR: 27860 - Ruislip 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: Ruislip.

RUISLIP LIDO

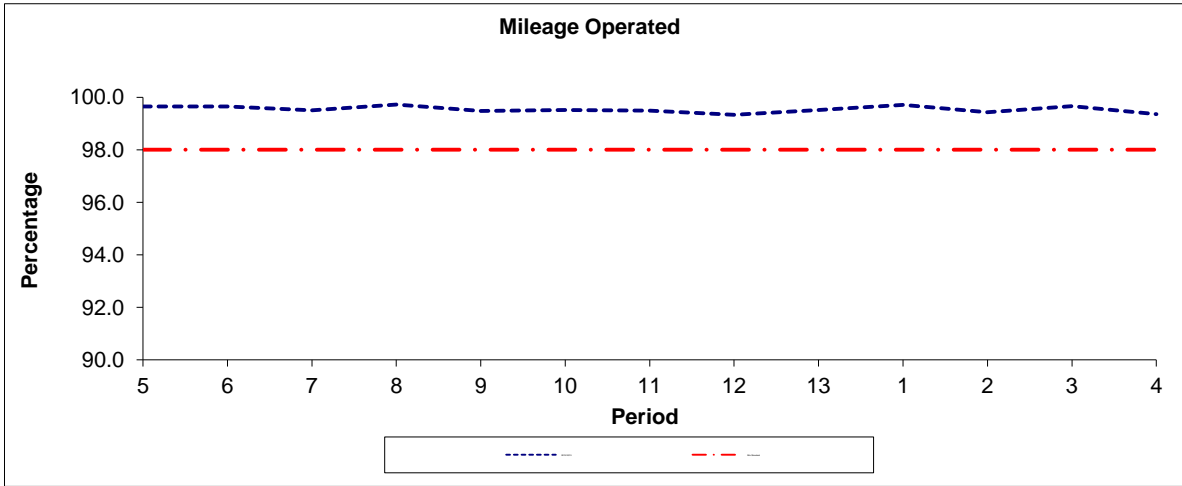
Public stand for 1 bus on east side of Reservoir Road commencing 0.5 metres north of lamp standard No. DP641 and extending 16 metres north.

Buses proceed from Reservoir Road direct to stand, departing to Reservoir Road. Set down in Reservoir Road, at Alighting Point (37027 - Ruislip Lido, Last Stop on LOR: 37027 - Ruislip Lido) and pick up in Reservoir Road (11352 - Ruislip Lido, First Stop on LOR: 11352 - Ruislip Lido).

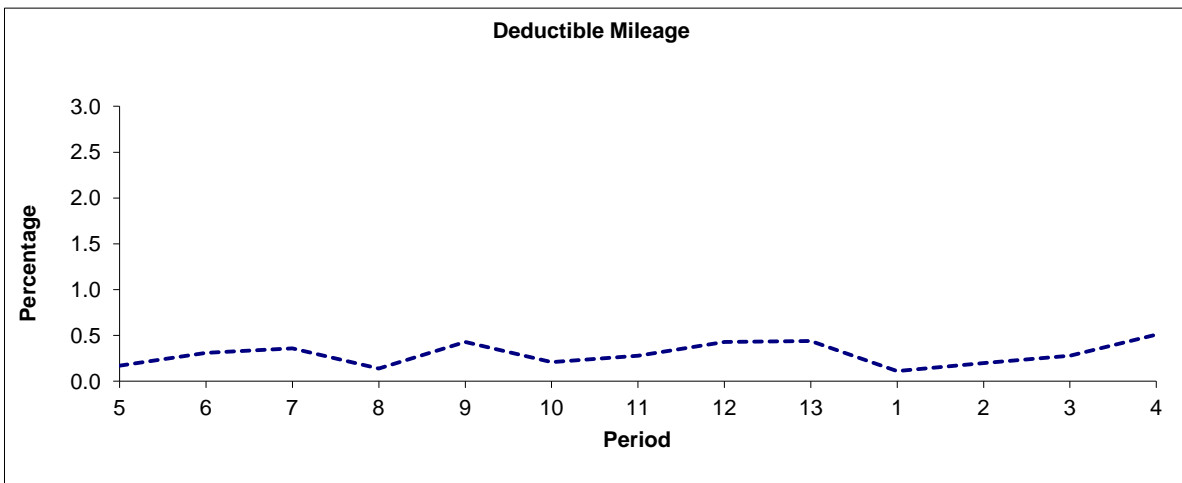
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route H13 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Ruislip Lido.
OTHER INFORMATION: Council toilet facilities available (restricted opening).

PART B - PERFORMANCE STATISTICS

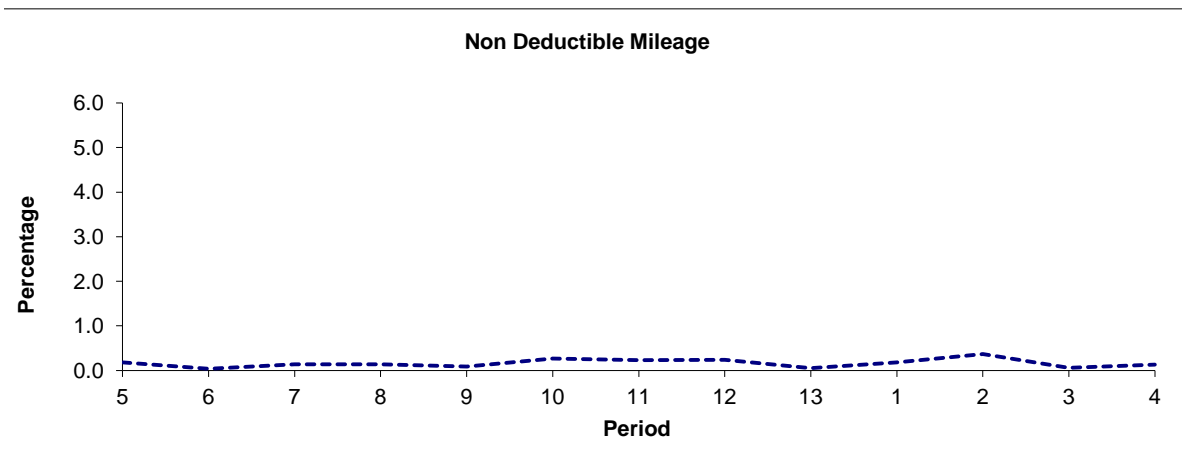
Route H13



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	99.65	99.65	99.50	99.72	99.48	99.52	99.49	99.33	99.51	99.71	99.43	99.66	99.36
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	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	0.17	0.31	0.36	0.14	0.43	0.21	0.28	0.43	0.44	0.11	0.20	0.28	0.51

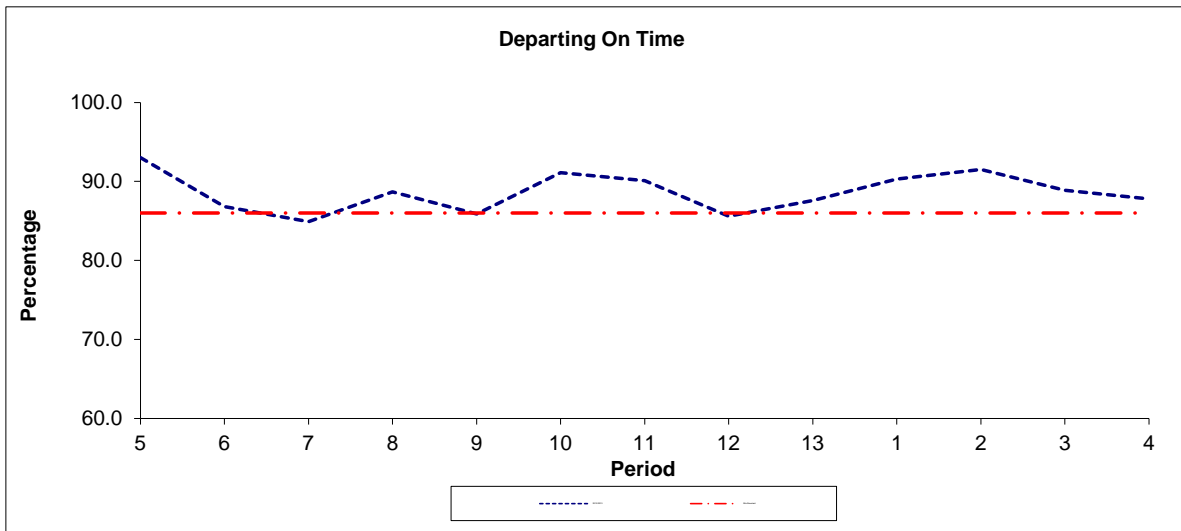


Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	0.18	0.04	0.14	0.14	0.09	0.27	0.23	0.24	0.05	0.18	0.37	0.06	0.13

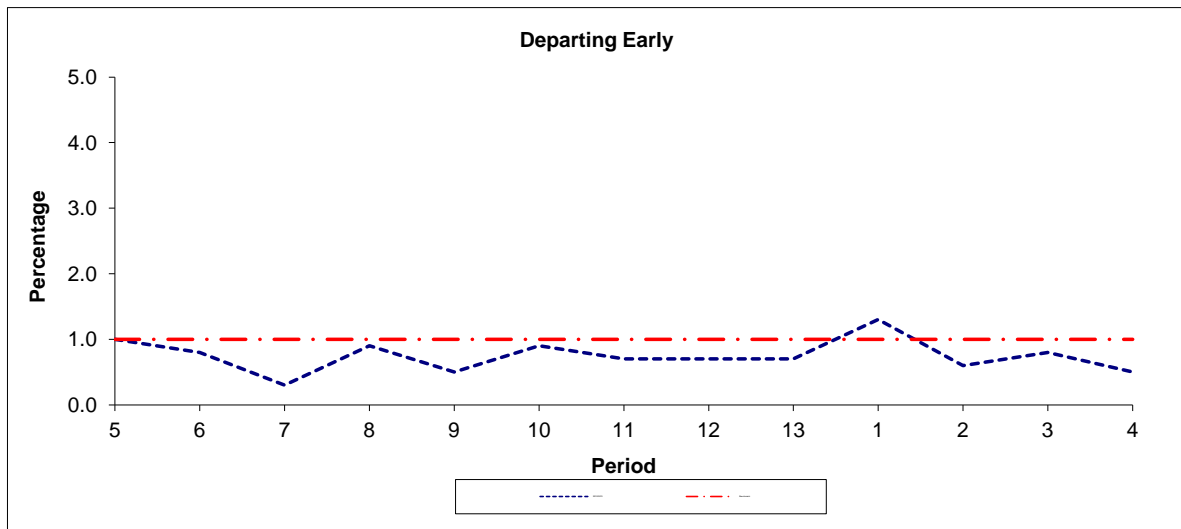
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route H13



Period	5	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	93.0	86.8	84.9	88.7	85.9	91.1	90.1	85.6	87.6	90.3	91.5	88.9	87.8
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	5	6	7	8	9	10	11	12	13	1	2	3	4
2012/2013	1.0	0.8	0.3	0.9	0.5	0.9	0.7	0.7	0.7	1.3	0.6	0.8	0.5
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 H13 - FULL iBUS RESULTS BY TIME OF DAY
QUARTERS 2/12 to 1/13 (23/06/12 - 21/06/13)

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	4,794.	102.9	99.1	96.1	1.0	0.2	2.7
0700 - 1000	21,319.	98.3	98.5	86.2	1.6	2.0	10.2
1000 - 1300	21,497.	99.6	99.5	92.3	0.5	0.2	7.0
1300 - 1600	21,731.	97.8	98.8	88.0	1.3	0.6	10.1
1600 - 1900	21,744.	100.1	98.8	85.6	1.2	0.6	12.6
1900 - 2200	14,107.	103.6	98.9	85.0	1.1	0.2	13.7
2200 - 2400	9,624.	101.0	99.5	95.5	0.4	0.8	3.2
Summary	114,816.	99.8	99.0	87.9	1.1	0.8	10.2

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	1,010.	102.1	99.4	96.7	0.7	1.5	1.2
0700 - 1000	3,351.	98.7	99.8	93.8	0.2	0.4	5.5
1000 - 1300	4,570.	98.2	98.8	85.4	1.3	0.4	12.9
1300 - 1600	4,473.	100.1	98.4	88.5	1.7	0.6	9.2
1600 - 1900	4,141.	99.6	99.4	91.9	0.7	0.5	6.9
1900 - 2200	2,847.	101.9	98.9	84.0	1.2	0.2	14.6
2200 - 2400	1,982.	100.6	99.3	95.1	0.7	0.7	3.5
Summary	22,374.	99.8	99.1	89.1	1.1	0.5	9.4

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	20.	185.0	100.0	100.0	0.0	0.0	0.0
0700 - 1000	3,343.	100.5	99.7	97.7	0.4	0.5	1.5
1000 - 1300	3,401.	98.1	98.8	86.0	1.3	0.4	12.2
1300 - 1600	3,299.	102.8	98.9	90.9	1.4	0.9	6.9
1600 - 1900	3,225.	101.7	99.2	92.2	0.9	0.2	6.6
1900 - 2200	3,268.	99.6	99.3	90.3	0.7	0.5	8.4
2200 - 2400	2,202.	100.4	99.2	95.4	0.7	0.9	3.0
Summary	18,758.	100.6	99.2	91.0	1.0	0.5	7.4

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	5,824.	103.0	99.1	96.2	0.9	0.4	2.5
0700 - 1000	28,013.	98.6	98.8	87.4	1.4	1.8	9.4
1000 - 1300	29,468.	99.2	99.3	90.5	0.7	0.3	8.5
1300 - 1600	29,503.	98.7	98.8	88.3	1.4	0.7	9.6
1600 - 1900	29,110.	100.2	98.9	86.9	1.2	0.5	11.4
1900 - 2200	20,222.	102.7	99.0	85.5	1.0	0.3	13.2
2200 - 2400	13,808.	100.8	99.5	95.4	0.5	0.8	3.2
Summary	155,948.	99.9	99.0	88.3	1.1	0.7	9.8

Transport for London - QSI Points and Live Mileage List

Route H13
 Service change 32214
 Date 03/11/2012

Reason for Issue

QSI Points are highlighted.

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
NTWHHP	BP4927	St Vincent's Nursing Home		
	BP1752	Hayden School	395	0.25
	BP1753	Cranbourne Road	183	0.11
	20228	Colchester Road	344	0.21
NTWHSN	20224	Northwood Hills Station	326	0.20
	BP1754	Stanley Road	299	0.19
	BP1755	Waverley Gardens	145	0.09
	BP1756	Hillside School	342	0.21
	BP1757	Hillside Road / Northwood Way	196	0.12
HLSRPS	BP1758	Potter Street Hill	435	0.27
	BP1775	Albury Drive	499	0.31
	BP1784	Lyndhurst Avenue	167	0.10
	BP1774	Mill Farm Close	285	0.18
	BP1773	Tudor Road	216	0.13
	17193	West End Lane	256	0.16
	37242	Granville Place	351	0.22
PINLL	34522	Pinner Station	386	0.24
	7501	Pinner Library	380	0.24
	7503	Holwell Place	150	0.09
	70224	Cannon Lane	280	0.17
	70226	Malpas Drive	320	0.20
	C59	Francis Road	426	0.26
	C62	The Chase	335	0.21
	16434	Bridle Road	342	0.21
ECOTFH	C65	High Road Eastcote	427	0.27
	C67	Fore Street	408	0.25
	C68	Hume Way	283	0.18
	BP1759	West Hatch Manor	568	0.35
	C58	Ruislip Manor Station	358	0.22
RUISSN	27862	Ruislip Station	875	0.54
	15771	Brickwall Lane	130	0.08
	19214	Midcroft	225	0.14
	15768	The Oaks	277	0.17
	27594	Ruislip Young People's Centre	392	0.24
	15766	Ladygate Lane	340	0.21
	15764	Arlington Drive	351	0.22
	15762	Breakspear Road	352	0.22
RUISLD	37027	Ruislip Lido	689	0.43
Total Route Mileage - Out Direction			12733	7.91
			12733	7.91

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BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
RUISLD	11352	Ruislip Lido		
	15761	Breakspear Road	458	0.28
	15763	Arlington Drive	486	0.30
	15765	Ladygate Lane	236	0.15
	27595	Ruislip Young People's Centre	401	0.25
	15767	The Oaks	428	0.27
	15769	Midcroft	245	0.15
	15770	Brickwall Lane	136	0.08
RUISSN	27860	Ruislip Station	359	0.22
	C57	Ruislip Manor Station	731	0.45
	BP1760	West Hatch Manor	369	0.23
	C69	Hume Way	513	0.32
	C66	Yeomans Acre	205	0.13
	BP2467	Fore Street	271	0.17
ECOTFH	C64	High Road Eastcote	258	0.16
	BP3769	Eastcote Methodist Church	170	0.11
	C63	St Lawrence's Church	361	0.22
	C61	The Chase	263	0.16
	C60	Francis Road	300	0.19
	70225	Malpas Drive	386	0.24
	16425	Cannon Lane	428	0.27
	7502	Holwell Place	214	0.13
	17474	Pinner Station	289	0.18
PINLL	4543	Love Lane	302	0.19
	37243	Granville Place	234	0.15
	17194	West End Lane	464	0.29
	BP1769	Tudor Road	194	0.12
	BP1770	Mill Farm Close	202	0.13
	BP1771	Crossway	216	0.13
	BP1772	Albury Drive	233	0.14
HLSRPS	BP1761	Potter Street Hill	495	0.31
	BP1762	Hillside Road / Northwood Way	501	0.31
	BP1763	Hillside School	218	0.14
	BP1764	Waverley Gardens	336	0.21
	BP1765	Stanley Road	171	0.11
	20227	Northwood Hills Circus	154	0.10
NTWHSN	20225	Northwood Hills Station	188	0.12
	BP1766	Winchester Road	457	0.28
	BP1796	Cranbourne Road	166	0.10
	BP1767	Hayden School	180	0.11
NTWHHP	BP4927	St Vincent's Nursing Home	426	0.26
Total Route Mileage - Back Direction			12644	7.86
			12644	7.86