

CONTRACT SPECIFICATION

Tenders are requested for the following contract to operate a bus service.

Contract Reference	QC36904
Route Number	H20
Terminus Points	Hounslow, Civic Centre to Ivybridge, Twickenham Tesco
Contract Basis	Incentivised
Commencement Date	19 th November 2011
Vehicle Type	Single deck, single door, 45 capacity vehicles
Maximum Approved Dimensions	8.8 metres long and 2.45 metres wide
Advertising Rights	Operator
Sponsored Route	No
Minimum Performance Std	0.70 mins EWT
Extension Threshold	0.60 mins EWT
Minimum Operated Mileage	98.00%

Tender Return Date: no later than 12 o'clock on 22nd November 2010.

SERVICE SPECIFICATION

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1) 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. H20.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. H20.

2) SCHEDULE REQUIREMENTS & PINCHPOINTS

2.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Civic Centre to Ivybridge, Twickenham Tesco		Ivybridge, Twickenham Tesco to Hounslow, Civic Centre			
First departure no later than 0545.		First departure no later than 0540.			
0540 - 0700	Every 15 minutes	0535 - 0640	Every 15 minutes		
0701 - 1900	Every 12 minutes	0641 - 1830	Every 12 minutes		
1901 - 0005	Every 20 minutes	1831 - 0010	Every 20 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0005.			
Pinchpoints					
Maswell Park, Central Avenue/Heath Road	0735 - 0850	12 minutes	Hounslow, Treaty Centre	0715 - 0905	12 minutes
	1500 - 1635	12 minutes		1450 - 1630	12 minutes

2.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Civic Centre to Ivybridge, Twickenham Tesco		Ivybridge, Twickenham Tesco to Hounslow, Civic Centre			
First departure no later than 0545.		First departure no later than 0540.			
0540 - 0705	Every 30 minutes	0535 - 0710	Every 30 minutes		
0706 - 0745	Every 20 minutes	0711 - 0810	Every 20 minutes		
0746 - 0900	Every 15 minutes	0811 - 0850	Every 15 minutes		
0901 - 1800	Every 12 minutes	0851 - 1750	Every 12 minutes		
1801 - 0005	Every 20 minutes	1751 - 0010	Every 20 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0005.			
Pinchpoints					
Maswell Park, Central Avenue/Heath Road	0920 - 1100	12 minutes	Hounslow, Treaty Centre	0955 - 1110	12 minutes

2.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Civic Centre to Ivybridge, Twickenham Tesco		Ivybridge, Twickenham Tesco to Hounslow, Civic Centre			
First departure no later than 0730.		First departure no later than 0730.			
0725 - 1000	Every 30 minutes	0725 - 1025	Every 30 minutes		
1001 - 0005	Every 20 minutes	1026 - 0010	Every 20 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0005.			
Pinchpoints					
Maswell Park, Central Avenue/Heath Road	1010 - 1130	20 minutes	Hounslow, Treaty Centre	1045- 1140	20 minutes

2.4) BOXING DAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Hounslow Civic Centre to Ivybridge, Twickenham Tesco		Ivybridge, Twickenham Tesco to Hounslow, Civic Centre			
First departure no later than 0830.		First departure no later than 0830.			
0825 - 1000	Every 30 minutes	0825 - 1025	Every 30 minutes		
1001 - 0005	Every 20 minutes	1026 - 0010	Every 20 minutes		
Last departure no earlier than 2400.		Last departure no earlier than 0005.			
Pinchpoints					
Maswell Park, Central Avenue/Heath Road	1010 - 1130	20 minutes	Hounslow, Treaty Centre	1045 - 1145	20 minutes

3) QSI POINTS & MILEAGE

It is intended Route No. H20 will have 30 surveys per quarter at the following locations:

QSI POINTS	
<i>Towards Ivybridge, Twickenham Tesco</i>	<i>Towards Hounslow, Civic Centre</i>
Hounslow Central	Ivybridge Tesco (not evenings or Sundays)
MILEAGE: See Attached iBus Sheets	

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. H20 suffers from unpredictable traffic delays in the Hounslow area.
- 4.2) Smaller buses are used on the route due to highway constraints between Whitton Road and Heath Road, Central Avenue and Hall Road, and at the Worton Road mini roundabout.
- 4.3) The 2012 Olympic Games open on Friday 27th July and close on Sunday 12th August. The 2012 Paralympic Games start on Wednesday 29th August and close on Sunday 9th September. The Games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.

5) CURRENT PERFORMANCE, ROUTE RECORD & IBUS MILEAGE

- 5.1) CURRENT PERFORMANCE
As per current print out.
- 5.2) ROUTE RECORD
As per Busnet Printout.
- 5.3) IBUS MILEAGE
As per current print out.