

7. Service Specification

Route: R8

Contract Reference: QC54506

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	R8
Terminus Points	Orpington Station and Biggin Hill, Post Office (via and not via Orpington, Walnuts Centre) and Green Street Green and Charles Darwin School.
Contract Basis	Incentivised
Commencement Date	3 rd December 2016
Vehicle Type	30 capacity, single door, single deck, minimum 7.1mlong
Current Maximum Approved Dimensions	7.1 metres long and 2.33 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 82.00%
Extension Threshold	Departing on Time Threshold - 85.00%
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is: No later than 12 Noon on Tuesday 29th March 2016.

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
- 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. R8.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. R8.

Hail & Ride operation:

Hail and ride operation, with buses stopping wherever it is safe to set down and pick up passengers, applies on the following sections of Route No. R8:

Towards Orpington Station - Jail Lane, Luxted Road, North End Lane and Shire Lane.

Towards Biggin Hill, Post Office - Single street, Luxted Road, North End Lane, Shire Lane, Jail Lane, (**Biggin Hill**) Church Road and Aperfield Road.

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.

3) SCHEDULE REQUIREMENTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Orpington Station to Biggin Hill ,Post Office	
0530, 0630, 0742, 0900, 1020, 1150, 1320, 1440, 1600, 1720, 1840 & 2000	Twelve Journeys

Biggin Hill, Post Office to Orpington Station	
0600*, 0705*, 0823*, 0940, 1100, 1230, 1400, 1520, 1640, 1800, 1920 & 2040	Twelve Journeys

*Departures before 0940 ex Biggin Hill, Post Office will not be required to serve Orpington, Walnuts Centre.

Tenderers should ensure that all buses are scheduled to hesitate for two minutes in Biggin Hill, Post Office.

3.2) MONDAY TO FRIDAY SCHOOLDAYS SCHEDULE REQUIREMENTS

Green Street Green, Metrobus Garage to Jail Lane, Single Street	
0750	One Journey

Jail Lane, Single Street to Green Street Green, Metrobus Garage	
1523	One Journey

The journeys shown in Section 3.2 are specifically designed to meet the start and finish times of Charles Darwin School in the Biggin Hill area.

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS

Orpington Station to Biggin Hill, Post Office	
0530, 0630, 0742, 0900, 1020, 1150, 1320, 1440, 1600, 1720, 1840 & 2000.	Twelve Journeys

Biggin Hill, Post Office to Orpington Station	
0600, 0705, 0823, 0940, 1100, 1230, 1400, 1520, 1640, 1800, 1920 & 2040.	Twelve Journeys

Tenderers should ensure that all buses are scheduled to hesitate for two minutes in Biggin Hill, Post Office.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. R8 can suffer from unpredictable traffic delays in the Orpington area.
- 4.2) Smaller buses are used on the route due to highway constraints in the Downe 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 R8: Orpington Station - Biggin Hill, Post Office

Date of Structural Change: 3 December 2016.

Date of Service Change: 3 December 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Biggin Hill, Post Office: Station Approach, Station Road, Orpington War Memorial, Spur Road, Gravel Pit Way, Homefield Rise, Orpington High Street, Orpington War Memorial, Sevenoaks Road, Farnborough Hill, Shire Lane, North End Lane, Downe High Street, Cudham Road, Luxted Road, Single Street, Jail Lane, Main Road, Church Road, Aperfield Road, Main Road.

School Journey towards Charles Darwin School:

operate from Jail Lane to Private Road In Charles Darwin School Grounds.

Towards Orpington Station: Main Road, Jail Lane, Single Street, Luxted Road, Downe High Street, North End Lane, Shire Lane, Farnborough Hill, Sevenoaks Road, Orpington War Memorial, Spur Road, Gravel Pit Way, Homefield Rise, Orpington High Street, Orpington War Memorial, Spur Road, Gravel Pit Way, Homefield Rise, Orpington High Street, Orpington War Memorial, Station Road, Station Approach.

School Journey from Charles Darwin School:

operate from Private Road In Charles Darwin School Grounds to Jail Lane.

Special Journey towards Orpington Station between Sevenoaks Road and Station Road:

Before 0900 on Mondays to Fridays, buses run from Sevenoaks Road direct to Station Road, Orpington. Buses operate from Sevenoaks Road, then via Orpington War Memorial rejoining line of route at Station 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.

ORPINGTON STATION

Private stand for 8 buses standing abreast in marked bays on north side of Orpington Bus Station on east side of Orpington Station.

Buses proceed from Station Approach via Orpington Bus Station to stand, departing to Orpington Bus Station. Set down in Station Approach, at Stop G (R0398 - Orpington Station #, Last Stop on LOR: R0398 - Orpington Station #) and pick up in Orpington Bus Station, at Stop E (26966 - Orpington Bus Station #, First Stop on LOR: 26966 - Orpington Bus Station #).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route R8 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: Orpington Station.
OTHER INFORMATION: Toilets available at Rail Station from 04:30 to 00:45.

CHARLES DARWIN SCHOOL

Buses proceed out of service from Private Road In Charles Darwin School Grounds. Buses depart from out of service to Private Road In Charles Darwin School Grounds. Set down in Private Road In Charles Darwin School Grounds (BP5048 - Charles Darwin School, Last Stop on LOR: BP5048 - Charles Darwin School) and pick up in Private Road In Charles Darwin School Grounds (BP5048 - Charles Darwin School, First Stop on LOR: BP5048 - Charles Darwin School).

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route R8 should be scheduled to stand at any one time.
BLIND DISPLAY: Charles Darwin School.

BIGGIN HILL, POST OFFICE, HESITATION POINT

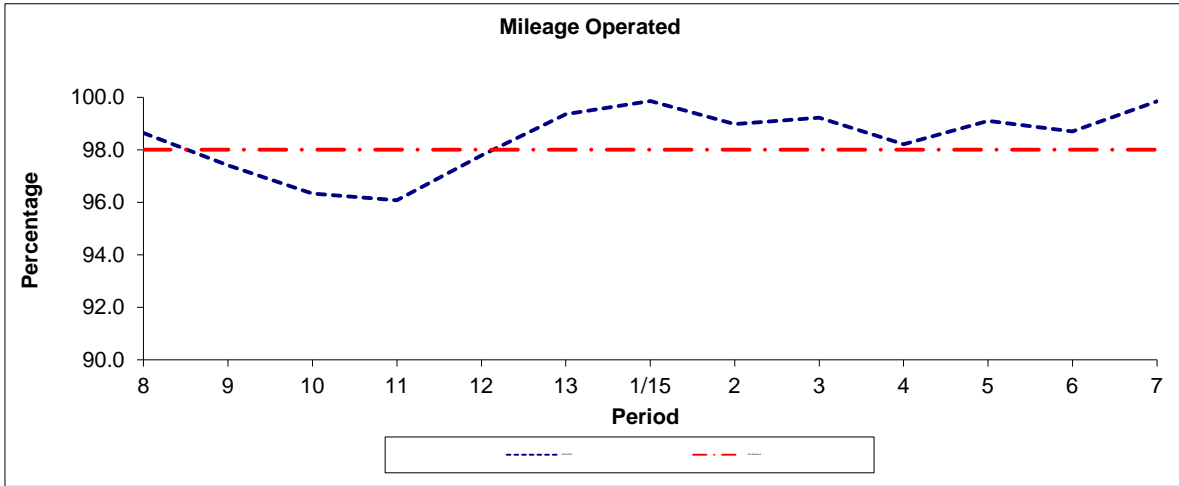
Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Main Road direct to stand, departing to Main Road. Set down in Main Road, at Stop T (R0389 - Lebanon Gardens, Last Stop on LOR: R0389 - Lebanon Gardens) and pick up in Main Road, at Stop T (R0389 - Lebanon Gardens, First Stop on LOR: R0389 - Lebanon Gardens).

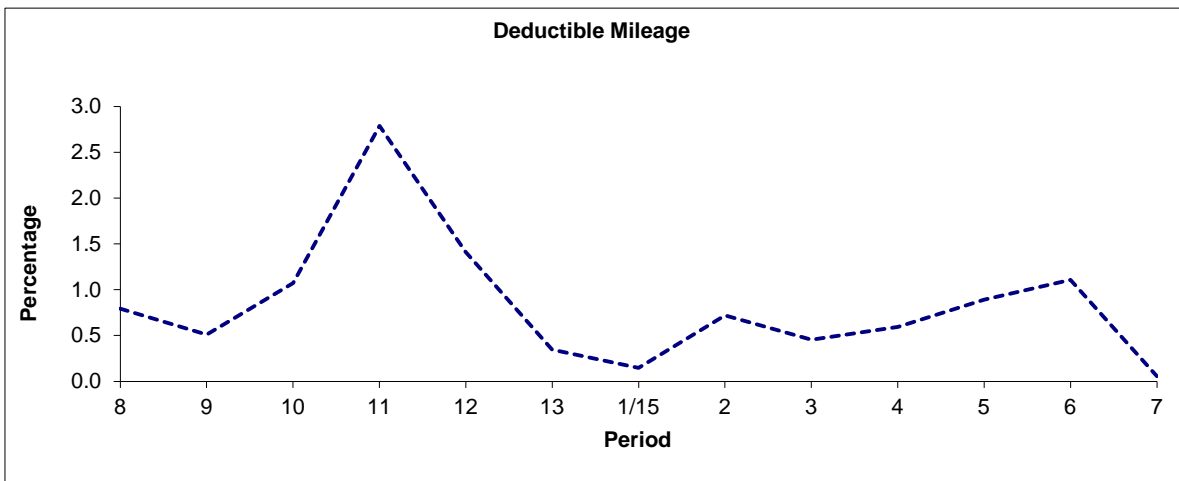
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route R8 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
BLIND DISPLAY:	Biggin Hill.
OTHER INFORMATION:	Scheduled hesitation point only, buses must not stand for more than 2 minutes. Once bus has entered the loop the blind display should show "Orpington Station"..

PART B - PERFORMANCE STATISTICS

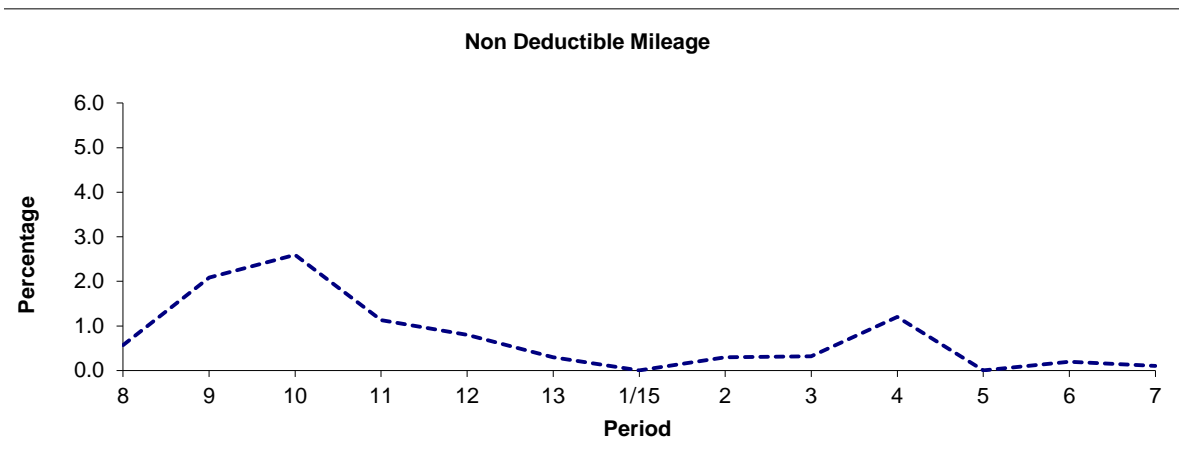
Route R8



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	98.64	97.40	96.33	96.08	97.79	99.36	99.85	98.98	99.23	98.21	99.11	98.70	99.84
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	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	0.79	0.51	1.07	2.79	1.41	0.35	0.15	0.72	0.45	0.59	0.89	1.11	0.06

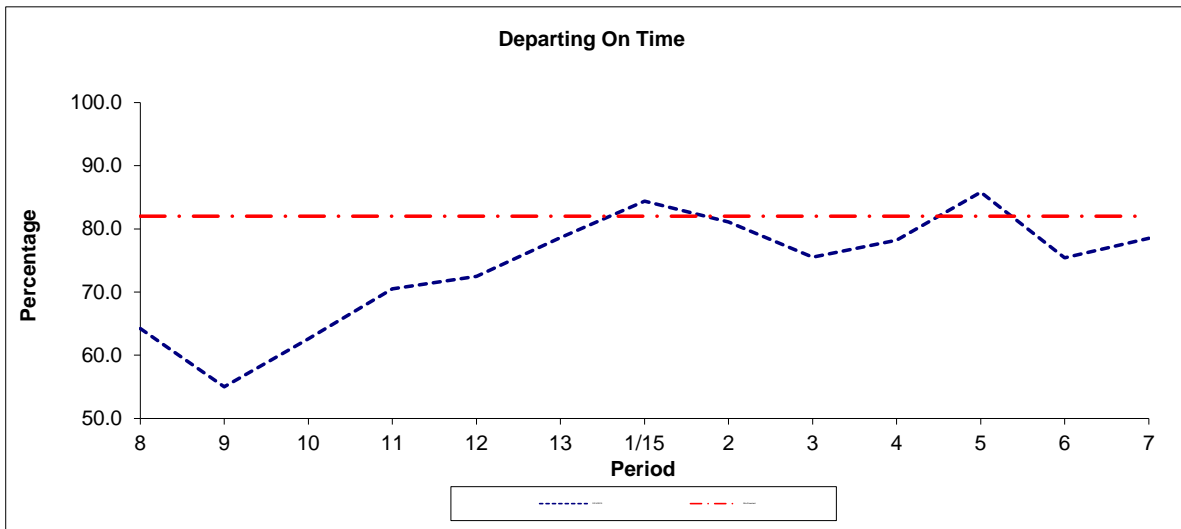


Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	0.57	2.09	2.59	1.13	0.80	0.29	0.00	0.30	0.32	1.20	0.00	0.20	0.10

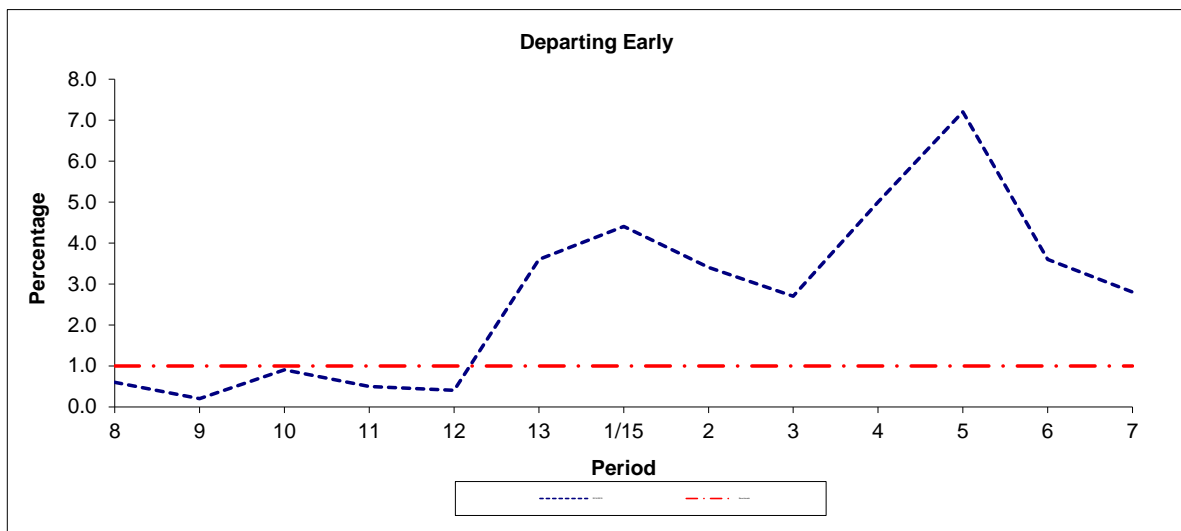
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route R8 (Both Options)



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	64.2	55.0	62.6	70.5	72.5	78.6	84.4	81.1	75.5	78.2	85.8	75.4	78.5
Min Standard	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0	82.0



Period	8	9	10	11	12	13	1/15	2	3	4	5	6	7
2014/2015	0.60	0.20	0.90	0.50	0.40	3.60	4.40	3.40	2.70	5.00	7.20	3.60	2.80
Benchmark	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00

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

ROUTE R8 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 3 14/15 TO QUARTER 2 15/16 (13/09/14 - 18/0915)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,131.	3,058.	97.7	98.1	94.0	1.7	2.8	1.5
07:00 - 10:00	5,266.	5,066.	96.2	93.7	75.3	5.8	3.5	15.4
10:00 - 13:00	5,338.	5,259.	98.5	96.3	83.6	3.5	1.7	11.1
13:00 - 16:00	5,369.	5,282.	98.4	94.3	76.3	6.2	3.4	14.1
16:00 - 19:00	5,747.	5,484.	95.4	80.6	49.4	18.9	1.3	30.4
19:00 - 22:00	3,280.	3,393.	103.4	95.8	84.0	3.9	4.3	7.8
All Locations	28,131.	27,542.	97.9	92.4	72.1	8.4	2.7	16.8

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	716.	692.	96.6	97.3	92.4	2.6	2.7	2.4
07:00 - 10:00	1,110.	1,129.	101.7	99.9	93.1	0.1	3.4	3.5
10:00 - 13:00	1,160.	1,094.	94.3	95.7	68.5	3.9	1.8	25.8
13:00 - 16:00	1,053.	1,059.	100.6	91.4	69.0	8.0	2.9	20.0
16:00 - 19:00	1,216.	1,211.	99.6	99.3	84.7	0.9	2.6	11.8
19:00 - 22:00	692.	690.	99.7	100.0	92.3	0.0	5.3	2.4
All Locations	5,947.	5,875.	98.8	97.1	79.0	3.3	2.9	14.7

PUBLIC HOLIDAY (NO SUNDAY SERVICE)

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	14.	14.	100.0	100.0	100.0	0.0	0.0	0.0
07:00 - 10:00	20.	20.	100.0	100.0	97.0	0.0	3.0	0.0
10:00 - 13:00	20.	20.	100.0	100.0	94.7	0.0	5.3	0.0
13:00 - 16:00	18.	18.	100.0	100.0	93.5	0.0	6.5	0.0
16:00 - 19:00	22.	18.	81.8	81.8	80.2	19.8	0.0	0.0
19:00 - 22:00	14.	14.	100.0	100.0	91.7	0.0	8.3	0.0
All Locations	108.	104.	96.3	96.3	91.0	4.6	4.4	0.0

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	Linked Buses (%)	On Time (%)	Non Arrival / Not Linked (%)	Early (%)	Late (%)
05:00 - 07:00	3,861.	3,764.	97.5	98.0	93.9	1.8	2.7	1.6
07:00 - 10:00	6,396.	6,215.	97.2	94.8	76.9	5.3	3.5	14.3
10:00 - 13:00	6,518.	6,373.	97.8	96.2	80.9	3.6	1.8	13.7
13:00 - 16:00	6,440.	6,359.	98.7	93.9	75.2	6.5	3.4	15.0
16:00 - 19:00	6,985.	6,713.	96.1	83.8	54.0	16.6	1.4	28.0
19:00 - 22:00	3,986.	4,097.	102.8	96.5	85.3	3.3	4.5	6.9
All Locations	34,186.	33,521.	98.1	93.2	73.1	7.7	2.7	16.4

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 545

Route R8 (not via Walnuts Centre) (Option 1)

Service change 25793

Date 03/12/2011

Reason for Issue

New Contract

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ORPNSN	26966	Orpington Bus Station		
	18952	Tubbenden Lane		
ORPNWM	12240	High Street / Orpington War Memorial	1141	0.71
	31173	Hillcrest Road	317	0.20
	19005	Sevenoaks Road / Tower Road	398	0.25
	19007	Sevenoaks Road / Orpington Hospital	397	0.25
	BP4868	Sevenoaks Road / Cloonmore Avenue	262	0.16
	19009	Crescent Way	280	0.17
	19011	Glentrammon Road	507	0.32
GSTGMB	12207	Farnborough Hill / Bus Garage	149	0.09
	H0228	Shire Lane / Beechwood Avenue	418	0.26
	H0456	North End Lane / Shire Lane	1507	0.94
	35033	Downe High Street	1789	1.11
DWNEHS	20131	Downe Church	221	0.14
JLLNS	H0457	Berrys Green	2598	1.61
	H0232	Old Tye Avenue	1386	0.86
	H0229	Hawthorne Avenue	451	0.28
BIGHBH	40147	Biggin Hill / Black Horse	204	0.13
	40163	Main Road / Aperfield Road	1574	0.98
	40151	Village Green Way	284	0.18
BIGHPO	R0389	Biggin Hill Post Office	357	0.22
Total Route Mileage - Out Direction			12420	8.85
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BIGHPO	R0389	Biggin Hill Post Office		
	40150	Maple Leaf Close	253	0.16
BIGHBH	40148	Biggin Hill / Black Horse	404	0.25
	H0233	Hawthorne Avenue	252	0.16
JLLNS	OC756		1790	1.11
	H0240	Luxted	1593	0.99
DWNEHS	H0946	Downe Village	984	0.61
	18205	Farnborough Hill / Shire Lane	3648	2.27
GSTGMB	12208	Farnborough Hill / Bus Garage	288	0.18
	19010	Glentrammon Road	173	0.11
	19008	Crescent Way	456	0.28
	19006	Sevenoaks Road / Cloonmore Avenue	328	0.20
	40239	Sevenoaks Road / Orpington Hospital	248	0.15
	19004	Sevenoaks Road / Tower Road	295	0.18
	19002	Hillcrest Road	447	0.28
	10705	Sevenoaks Road / Orpington War Memor	132	0.08
	13953	Tubbenden Lane	552	0.34
ORPNSN	R0398	Orpington Station	219	0.14
Total Route Mileage - Back Direction			12062	7.49
			Metres	Miles

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

TRANCHE 545

Route R8 (via Walnuts Centre) (Option 1)
 Service change 25793
 Date 03/12/2011

Reason for Issue

New Contract

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ORPNSN	26966	Orpington Bus Station		
	18952	Tubbenden Lane		
ORPNWM	12240	High Street / Orpington War Memorial	1141	0.71
	31173	Hillcrest Road	317	0.20
	19005	Sevenoaks Road / Tower Road	398	0.25
	19007	Sevenoaks Road / Orpington Hospital	397	0.25
	BP4868	Sevenoaks Road / Cloonmore Avenue	262	0.16
	19009	Crescent Way	280	0.17
	19011	Glentrammon Road	507	0.32
GSTGMB	12207	Farnborough Hill / Bus Garage	149	0.09
	H0228	Shire Lane / Beechwood Avenue	418	0.26
	H0456	North End Lane / Shire Lane	1507	0.94
	35033	Downe High Street	1789	1.11
DWNEHS	20131	Downe Church	221	0.14
JLLNS S	H0457	Berrys Green	2598	1.61
	H0232	Old Tye Avenue	1386	0.86
	H0229	Hawthorne Avenue	451	0.28
BIGHBH	40147	Biggin Hill / Black Horse	204	0.13
	40163	Main Road / Aperfield Road	1574	0.98
	40151	Village Green Way	284	0.18
BIGHPO	R0389	Biggin Hill Post Office	357	0.22
Total Route Mileage - Out Direction			14484	9.00
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
BIGHPO	R0389	Biggin Hill Post Office		
	40150	Maple Leaf Close	253	0.16
BIGHBH	40148	Biggin Hill / Black Horse	404	0.25
	H0233	Hawthorne Avenue	252	0.16
JLLNS S	OC756		1790	1.11
	H0240	Luxted	1593	0.99
DWNEHS	H0946	Downe Village	984	0.61
	18205	Farnborough Hill / Shire Lane	3648	2.27
GSTGMB	12208	Farnborough Hill / Bus Garage	288	0.18
	19010	Glentrammon Road	173	0.11
	19008	Crescent Way	456	0.28
	19006	Sevenoaks Road / Cloonmore Avenue	328	0.20
	40239	Sevenoaks Road / Orpington Hospital	248	0.15
	19004	Sevenoaks Road / Tower Road	295	0.18
	19002	Hillcrest Road	447	0.28
	10705	Sevenoaks Road / Orpington War Memor	132	0.08
	12239	High Street / Orpington War Memorial	184	0.11
ORPNWC	40232	Orpington / Walnuts Centre	313	0.19
	13953	Tubbenden Lane	857	0.53
ORPNSN	R0398	Orpington Station	219	0.14
Total Route Mileage - Back Direction			12864	7.99
			Metres	Miles