

## SECTION 2: PART A

### SERVICE SPECIFICATION FOR ROUTE No. R9

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This document should be read in conjunction with the Corporation's Guide for Tenderers (Part A: Explanatory Notes - Service Requirements). Where appropriate, reference is made to the relevant section.

**1. TENDERS REQUIRED**

This document describes the service for which the Corporation requires Tenders and Tenderers **must** submit a fully compliant bid. In addition, Tenderers **may** wish to draw upon their local knowledge to submit alternative bids which offer improved value for money in meeting passenger needs. These might incorporate, for example, different timings, frequencies, route structures and / or vehicles. The Corporation will welcome such bids and give them careful consideration.

For more information, please refer to Section 2.1 of Part A of the Guide for Tenderers.

**2. 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. R9.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. R9.

**3. TERMINALS**

Route No. R9 will operate between Orpington Station and Ramsden Estate, Tintagel Road.

Full details of the route to be followed, the permitted terminal workings and the available stands are shown at Appendix A. Tenderers should particularly note the information relating to the shared usage of stands, the taking of meal reliefs and the use of ferry vehicles.

**4. DAYS OF OPERATION**

One timetable must be offered for Route No. R9 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Saturdays & Good Friday	Section 6.2
Sundays	Section 6.3
Christmas Day	No service
Boxing Day	Section 6.4
Other Public Holidays	Sunday service

## 5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. R9 is currently approved for vehicles which are a maximum of 10.2 metres long and 2.55 metres wide. A formal route test will be required for vehicles which exceed these dimensions. This will be arranged with the successful Tenderer.

The service requirement set out in Section 6 assumes that dual door, single deck buses with a minimum capacity of 55 of which approximately 28 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers must submit proposals based on new vehicles. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp.

**Bids for both conventional diesel powered vehicles and diesel-electric hybrid vehicles should be submitted and separate prices for both types are required.**

**Bids based on a mix of hybrid and conventional vehicles would be welcomed, subject to a minimum of 10 hybrid powered vehicles being offered for this route (full hybrid operation should be offered for routes with a vehicle requirement of less than 10).**

Tenderers should refer to the vehicle design (including accessibility) features contained in Schedule II to Annex B of the Framework Agreement and Section 2 Part B of the Master ITT (Version 2 issued June 2005).

Tenderers may also submit bids based on using existing vehicles. Tenderers are asked to specify what refurbishment would be carried out on existing buses and the expected timescale of those works. See Master ITT (Version 2 issued June 2005).

## 6. FREQUENCIES

The level of service (e.g. every 15 minutes) required by the Corporation is described in terms of the interval between departures. Whilst a completely regular service at the specified frequency should be possible at most times, occasionally a bus may be timetabled to depart up to five minutes earlier or later than the regular time.

Tenderers should note that when the specified frequency changes (e.g. between the peak and midday periods), the scheduled interval between buses should never be greater than that provided by the lower of the two frequencies **AT ANY POINT ON THE ROUTE**.

Tenderers should note that unless otherwise stated **all** journeys should operate between the terminal points defined in each direction.

## 6.1 Mondays to Fridays

### 1. Orpington Station to Ramsden Estate, Tintagel Road

0525 - 0705	Every 20 minutes*
0706 - 0825	Every 10 minutes*
0826 - 1900	Every 12 minutes
1901 - 2030	Every 15 minutes
2031 - 0035	Every 30 minutes

First departure from Orpington Station no later than 0530.  
Last departure from Orpington Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Ramsden Estate, Tintagel Road between 0715 and 0835 and no more than 12 minutes apart at Orpington, War Memorial between 0840 and 0905 and between 1505 and 1640.

**Tenderers should ensure that all buses are scheduled to hesitate for two minutes in Ramsden Estate, Tintagel Road.**

**\*Buses will not be required to serve Orpington High Street and Homefield Rise (for Walnuts Centre) from first departure until 0825.**

### 2. Ramsden Estate, Tintagel Road to Orpington Station

0535 - 0715	Every 20 minutes*
0716 - 0825	Every 10 minutes*
0826 - 1910	Every 12 minutes
1911 - 2040	Every 15 minutes
2041 - 0045	Every 30 minutes

First departure from Ramsden Estate, Tintagel Road no later than 0540.  
Last departure from Ramsden Estate, Tintagel Road no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 10 minutes apart at Orpington Station between 0725 and 0835 and no more than 12 minutes apart at Orpington, War Memorial between 0845 and 0910 and between 1500 and 1635.

**\*Buses will not be required to serve Orpington High Street, Homefield Rise and Gravel Pit Way (for Walnuts Centre) from first departure until 0825.**

## 6.2 Saturdays & Good Friday

### 1. Orpington Station to Ramsden Estate, Tintagel Road

0525 - 0630	Every 30 minutes
0631 - 0810	Every 20 minutes
0811 - 1900	Every 12 minutes
1901 - 2030	Every 15 minutes
2031 - 0035	Every 30 minutes

First departure from Orpington Station no later than 0530.  
Last departure from Orpington Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Orpington, War Memorial between 0815 and 1050.

**Tenderers should ensure that all buses are scheduled to hesitate for two minutes in Ramsden Estate, Tintagel Road.**

### 2. Ramsden Estate, Tintagel Road to Orpington Station

0535 - 0640	Every 30 minutes
0641 - 0820	Every 20 minutes
0821 - 1910	Every 12 minutes
1911 - 2040	Every 15 minutes
2041 - 0045	Every 30 minutes

First departure from Ramsden Estate, Tintagel Road no later than 0540.  
Last departure from Ramsden Estate, Tintagel Road no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Orpington, War Memorial between 0830 and 1105.

### 6.3 Sundays

1. Orpington Station to Ramsden Estate, Tintagel Road

0725 - 0035            Every 30 minutes

First departure from Orpington Station no later than 0730.  
Last departure from Orpington Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Orpington, War Memorial between 1035 and 1135.

**Tenderers should ensure that all buses are scheduled to hesitate for two minutes in Ramsden Estate, Tintagel Road.**

2. Ramsden Estate, Tintagel Road to Orpington Station

0735 - 0045            Every 30 minutes

First departure from Ramsden Estate, Tintagel Road no later than 0740.  
Last departure from Ramsden Estate, Tintagel Road no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Orpington, War Memorial between 1020 and 1120.

## 6.4 Boxing Day

### 1. Orpington Station to Ramsden Estate, Tintagel Road

0755 - 0035            Every 30 minutes

First departure from Orpington Station no later than 0800.  
Last departure from Orpington Station no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Ramsden Estate, Tintagel Road between 1040 and 1140.

**Tenderers should ensure that all buses are scheduled to hesitate for two minutes in Ramsden Estate, Tintagel Road.**

### 2. Ramsden Estate, Tintagel Road to Orpington Station

0805 - 0045            Every 30 minutes

First departure from Ramsden Estate, Tintagel Road no later than 0810.  
Last departure from Ramsden Estate, Tintagel Road no earlier than 0040.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Orpington Station between 1020 and 1150.



## 7. MINIMUM PERFORMANCE STANDARDS

Please refer to Section 2.7 of Part A of the Guide for Tenderers.

Tenderers should note that the objective of the Operator of Route No. R9 shall be to operate all scheduled mileage and adhere **fully** to the published timetable. The Operator must use its best endeavours to achieve this.

The **minimum** standards of acceptable performance for Route No. R9 shall be:

Average Excess Wait Time:	No more than 0.70 minutes
Minimum Operated Mileage:	No less than 98.00%

or as notified by the Corporation from time to time. The Operator will be required to achieve or better the standards.

### QSI Thresholds

For Quality Incentive Contracts, the QSI threshold is the standard of performance to be achieved by the operator in order to qualify for an automatic contract extension (in accordance with Schedule IX of the Framework Agreement).

Average Excess Wait Time Threshold = 0.60 minutes

**It is anticipated that sufficient QSI surveys for Performance and Threshold measurement will be available at or shortly after the commencement of the new contract for Route No. R9. When they are available, full incentive provisions will be introduced from the start of the next payment quarter using the Departing on Time standard above. However, until sufficient QSI surveys are available the contract will operate without QIC payments or deductions, nor will the extension threshold be available.**

### Summary of Proposed QSI Coverage

Survey arrangements to be advised.

## 8. RUNNING TIMES

The current timetable for Route No. R9 can be viewed by prospective Tenderers on Caesar. Attention is drawn to the variations in running times at different times of the day. Please refer to Section 2.8 of Part A of the Guide for Tenderers for further information.

Tenderers should carefully check the existing running times to ensure that they are appropriate in present traffic conditions. Tenderers should particularly check the existing running times for the Mondays to Fridays AM & PM peaks and the morning interpeak and the Saturday morning shopping period. It is expected that any changes to these running times can be accommodated within existing cycle times.

It is expected that any changes to these running times can be accommodated within existing cycle times.

When reviewing existing, and devising new, running times Tenderers should refer to:

- the minimum performance standards for Route No. R9 in Section 7 above;
- the historical performance data provided in Section 1 Part B of the introduction to this ITT;
- the paragraph in Section 12 referring to the proposed extension of the Cashless Boarding zone throughout the whole of the London area.

Tenderers may consider if school summer holiday schedules, incorporating running time reductions, are desirable for this route. In this event, schedules and costs must be submitted separately.

## 9. LAYOVERS

Under normal circumstances, layover time on stands and at bus stations should be restricted to that required to provide a reliable service. Longer layovers for any other purpose may only be taken with the permission of the Corporation.

## 10. TIMING CONSTRAINTS

Route No. R9 should interwork with other bus services where possible.

Tenderers submitting bids should bear this requirement in mind when compiling schedules. This requirement will be negotiated with the successful Tenderer for this route to ensure that optimal interworking/separation is delivered within its schedules.

## 11. CONTROL STRATEGY

Route No. R9 can suffer from the effects of traffic congestion, making some form of route control essential in order to achieve or better the minimum performance standards for this route.

Tenderers should submit proposals on the control strategy they intend to adopt and the type of control they would intend to use by completing the form provided in Section 3: Part 7 of this ITT. The cost of this control should be included within the main Tender price.

Tenderers should also indicate how they intend to facilitate driver changeovers and meal reliefs for this route.

Further information is provided in Section 2.11 of Part A of the Guide for Tenderers.

## 12. OPERATIONAL CONSIDERATIONS

Tenderers should note the following operating considerations affecting Route No. R9:

- **During Mondays to Fridays, ex Orpington Station, buses will not be required to serve Orpington High Street and Homefield Rise (for Walnuts Centre) from first departure to 0825. Ex Ramsden Estate, Tintagel Road, buses will not be required to serve Orpington High Street, Homefield Rise and Gravel Pit Way (for Walnuts Centre) from first departure to 0825.**

Tenderers should also note the following factors/events which may have an impact on Route No. R9 in the foreseeable future:

- **It is anticipated that Cashless Boarding will be extended throughout London at some stage during the lifetime of this contract. This is expected to lead to significant savings in running and recovery times to bus routes, and, therefore, potential resource (cycle time and PVR) savings are expected. Tenderers are required to identify and submit the level of savings per vehicle that could be achieved by reducing peak vehicle requirement, and/or how reliability targets could be revised when the Scheme is introduced.**

The above factors have been included to assist Tenderers and represents the information currently available to the Corporation. Tenderers should make their own enquiries about events which may impact upon the route and should form their own views about their likely effect upon it.

**13. STOPPING ARRANGEMENTS**

Buses operating on Route No. R9 must serve all stops on the line of route designated for the route.

**14. TIMING POINTS & MILEAGES**

**Timing Points**

The required timing points (and codes) are shown in Caesar.

**Mileages for Route No. R9**

Via Walnuts Centre

Orpington Station to Ramsden Station, Tintagel Road	1.9 miles
Ramsden Station, Tintagel Road to Orpington Station	3.4 miles

Not Via Walnuts Centre

Orpington Station to Ramsden Station, Tintagel Road	1.2 miles
Ramsden Station, Tintagel Road to Orpington Station	2.9 miles

Tenderers should note that:

- these measurements are believed to be accurate to within 0.5 miles, but no warranty or representation as to accuracy is given;
- out of service stand workings have not been measured and are not included within the above measurements;
- if alternative or additional measurements are used by the Tenderer, these must be stated in the tender submission;
- point to point measurements pertaining to recognised curtailment points or alternative terminals will be agreed with the successful Tenderer once the contract has been awarded.

## 15. VEHICLE LIVERY

All vehicles to be used on Route No. R9 from the commencement of the new Route Agreement must be in a livery that is exclusively Corporation red. The paint should be matched accurately to the colour as defined by the following manufacturer's specifications:

ICI London Bus Red P498 FPF 3

Other manufacturers should also be able to produce this specification from the ICI colour chart.

This requirement does not include the lower panels which may be in a different colour but which shall not exceed 50cm in height, or the rooftop which should be painted white so as to reduce temperatures inside the vehicle during the summer months.

The positioning and size of Operators' logos are to be agreed between the Operator and the Corporation and, where possible, these should be above the front doors on the nearside of the vehicles and above the drivers' offside cab windows.

All livery proposals must be submitted to the Contracts Tendering Manager for approval.

## 16. STANDS AND BLINDS

Tenderers should note that under normal circumstances, the specific restrictions relating to each stand will apply to the whole stand at all times. Any variation to such standing arrangements must be agreed by the Corporation. In addition, Tenderers should note the following general requirements:

- 1) Drivers MUST switch off engines during layover periods at bus stations or on stands.
- 2) No meal reliefs may be taken on any stand (on or off line of route) without the permission of the Corporation.
- 3) No crew ferry vehicles may enter any stand (on or off line of route) without the permission of the Corporation.
- 4) Destination blind displays to be used are shown under each stand description. Tenderers may suggest, within their bids, alternative blind displays.
- 5) The intermediate (also known as via) blind display to be used on the nearside of the vehicle is shown in the box below:

R9 via Spur Road
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For further information, please refer to Annex C of the Framework Agreement: General Conditions relating to the use of London Buses' Bus Stations and Stands.

# LONDON BUSES - ROUTE DESCRIPTION

## ROUTE R9: Orpington Bus Station - Ramsden Estate (Tintagel Road)

**Date of Structural Change:** 6 August 2011.

**Date of Service Change:** 6 August 2011.

**Reason for Issue:** New Tender.

### **STREETS TRAVERSED**

**Towards Ramsden Estate (tintagel Road):** Orpington Bus Station, Station Approach, Station Road, Orpington High Street, Homefield Rise, Orpington High Street, Orpington War Memorial, Spur Road, Court Road (Orpington By-Pass), Avalon Road, Gillmans Road, Tintagel Road.

**Special Journey towards Ramsden Estate (tintagel Road) between Station Road and Spur Road:**

Before 0830 on Mondays to Fridays, buses operate from Station Road, then via Orpington War Memorial rejoining line of route at Spur Road.

**Towards Orpington Bus Station:** Tintagel Road, Petten Grove, Chelsfield Lane, Avalon Road, Court Road (Orpington By-Pass), Spur Road, Orpington War Memorial, Orpington High Street, Homefield Rise, Gravel Pit Way, Spur Road, Orpington War Memorial, Station Road, Station Approach.

**Special Journey towards Orpington Bus Station between Spur Road and Station Road:**  
operate from Spur Road, then via Orpington War Memorial rejoining line of route at Station Road.

## **STANDING AND TURNING POINTS**

### **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 and pick up in Orpington Bus Station, at Stop F.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route R9 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.
DISPLAY:	Orpington Station.

### **RAMSDEN ESTATE, TINTAGEL ROAD, HESITATION POINT (from Orpington Bus Station)**

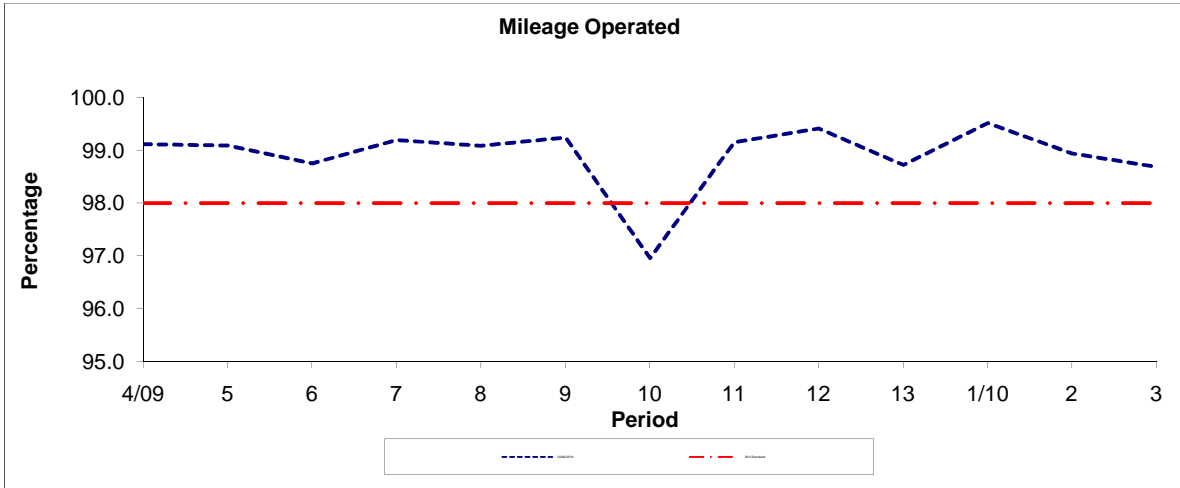
Hesitation point only; Buses must only hesitate as long as necessary to change ticket machine, radio and blind displays.

Buses proceed from Tintagel Road direct to stand, departing to Tintagel Road. Set down in Tintagel Road, at Stop J and pick up in Tintagel Road, at Stop J.

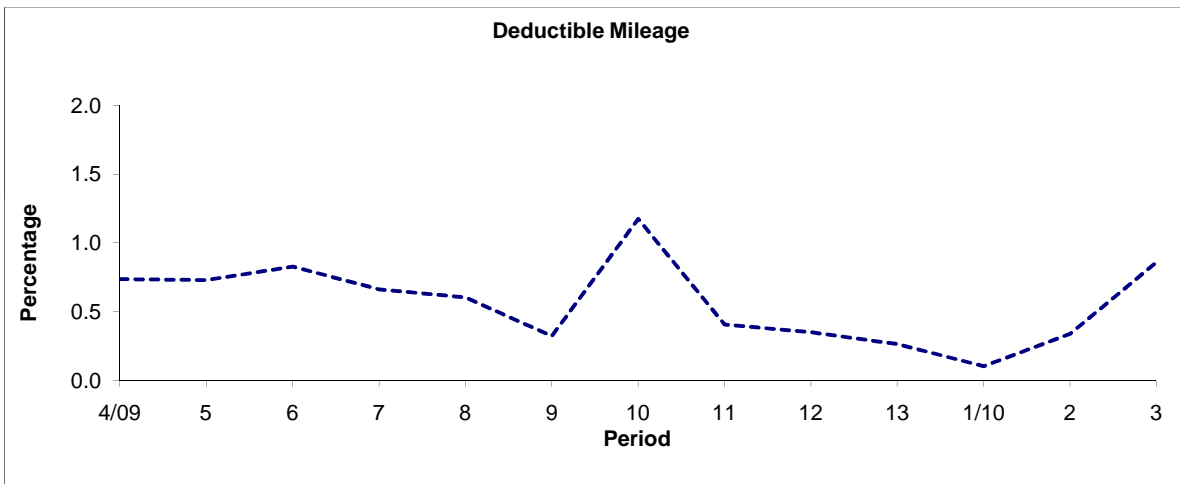
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	None.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Ramsden Estate.

**PART B - PERFORMANCE STATISTICS**

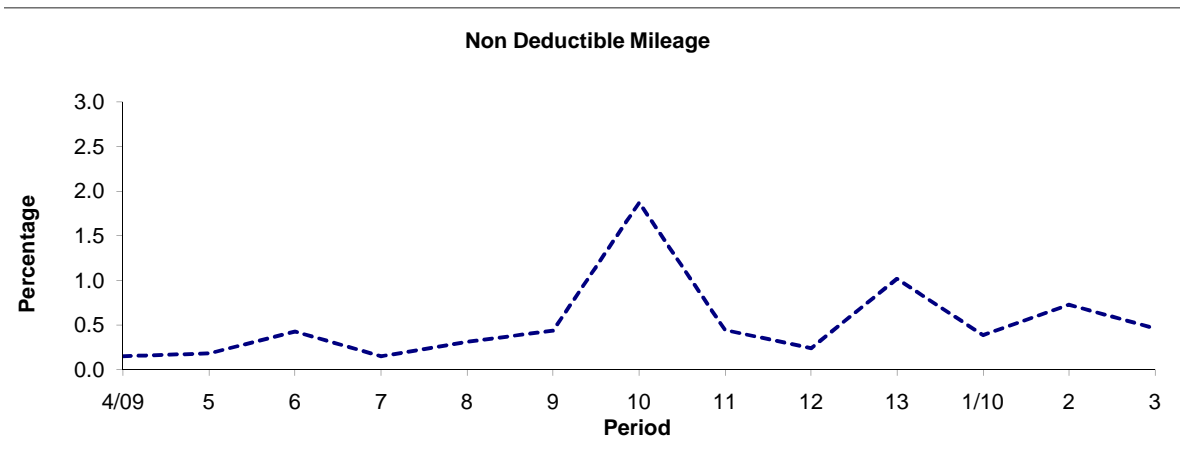
**Route R9**



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	99.11	99.09	98.75	99.19	99.08	99.24	96.95	99.15	99.41	98.72	99.51	98.93	98.68
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	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.74	0.73	0.83	0.66	0.60	0.32	1.18	0.41	0.35	0.26	0.10	0.34	0.86



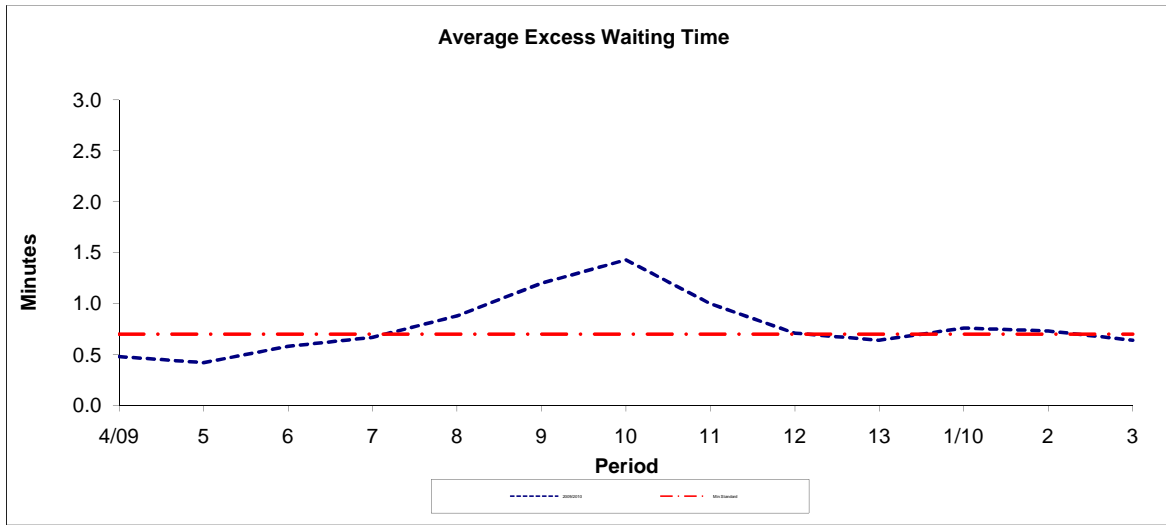
Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.15	0.18	0.42	0.15	0.31	0.44	1.87	0.44	0.24	1.02	0.38	0.73	0.46

**Note :** Mileage is based on 4 weeks data

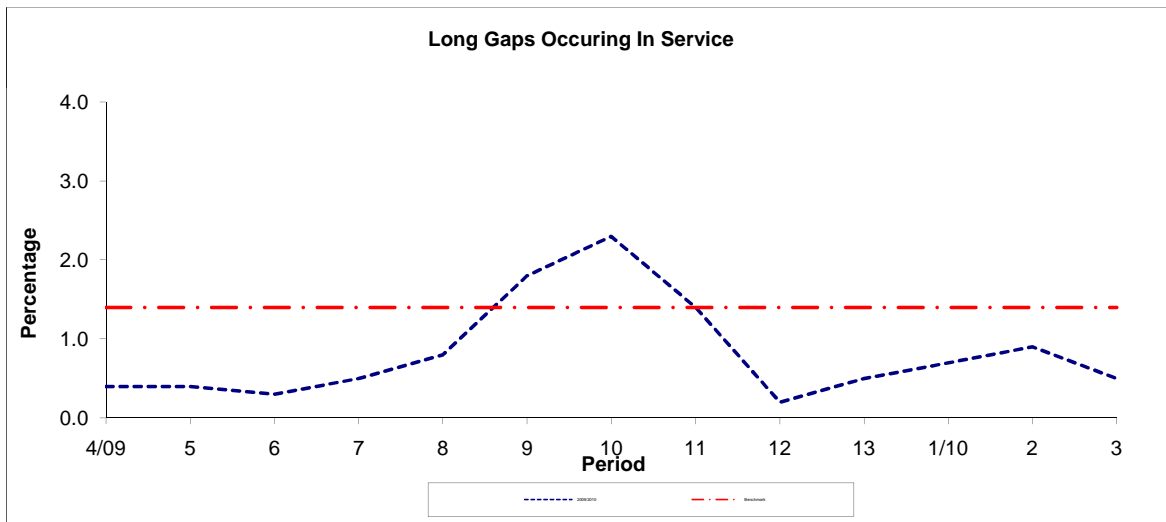


**PART B - PERFORMANCE STATISTICS**

**Route R9**



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.48	0.42	0.58	0.67	0.88	1.20	1.43	1.00	0.71	0.64	0.76	0.73	0.64
Min Standard	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70



Period	4/09	5	6	7	8	9	10	11	12	13	1/10	2	3
2009/2010	0.40	0.40	0.30	0.50	0.80	1.80	2.30	1.40	0.20	0.50	0.70	0.90	0.50
Benchmark	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40

**Note :** Reliability is based on 12 weeks rolling data