

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 99

CONTENTS

	Page
1. Tenders Required	2
2. Proposed Changes	2
3. Terminals	2
4. Days of Operation	2
5. Vehicle Type	3
6. Frequencies	4
7. Minimum Performance Standards	10
8. Running Times	11
9. Layovers	11
10. Timing Constraints	11
11. Control Strategy	12
12. Operational Considerations	12
13. Stopping Arrangements	12
14. Timing Points and Mileages	13
15. Vehicle Livery	13
16. Stands & Blinds	14
 <u>Appendices</u>	
A. Route Record	15

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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 99:

- The Friday and Saturday night diversion in Bexleyheath Town Centre will be removed.
- Route No. 99 will be rerouted in the Woolwich area in December 2009. Please see Appendix A for a full list of streets traversed.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 99.

3. TERMINALS

Route No. 99 will operate between Woolwich, Beresford Square and Bexleyheath, Shopping Centre.

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. 99 which will operate as follows:

DAY OF OPERATION	
Mondays to Fridays	Section 6.1
Mondays to Thursdays Schooldays	Section 6.2
Fridays Schooldays	Section 6.3
Saturdays & Good Friday	Section 6.4
Sundays	Section 6.5
Christmas Day	No service
Boxing Day	Section 6.6
Other Public Holidays	Sunday service

5. VEHICLE TYPE

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

Route No. 99 is currently approved for vehicles which are a maximum of 10.5 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, double deck buses with a minimum capacity of 87, of which approximately 60 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. Woolwich, Beresford Square to Bexleyheath, Shopping Centre

0450 - 0555	Every 20 minutes
0556 - 0625	Every 15 minutes
0626 - 1900	Every 12 minutes
1901 - 0050	Every 15 minutes

First departure from Woolwich, Beresford Square no later than 0455.
Last departure from Woolwich, Beresford Square no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Barnhurst Station between 0710 and 0840 and between 1530 and 1630.

2. Bexleyheath, Shopping Centre to Woolwich, Beresford Square

0435 - 0520	Every 20 minutes
0521 - 0620	Every 15 minutes
0621 - 1820	Every 12 minutes
1821 - 0025	Every 15 minutes

First departure from Bexleyheath, Shopping Centre no later than 0440.
Last departure from Bexleyheath, Shopping Centre no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Plumstead Station between 0700 and 0830 and between 1530 and 1630.

6.2 Mondays to Thursdays schooldays

1. Erith, Trinity School to Woolwich, Beresford Square
1530 one journey

6.3 Fridays Schooldays

1. Erith, Trinity School to Woolwich, Beresford Square
1430 one journey

The journeys shown in Section 6.2 and 6.3 are specifically designed to meet the finish time of Erith Trinity School. It is possible that these times may be altered during the life of the contract. Tenderers should indicate whether they are able to adjust the times of the specified journeys by up to 20 minutes (earlier or later) without alteration to the contract price. It may also be necessary for afternoon journeys to operate earlier than stated at the end of term and on other occasions at short notice.

6.4 Saturdays & Good Friday

1. Woolwich, Beresford Square to Bexleyheath, Shopping Centre

0450 - 0525	Every 30 minutes
0526 - 0700	Every 20 minutes
0701 - 0815	Every 15 minutes
0816 - 1800	Every 12 minutes
1801 - 0050	Every 15 minutes

First departure from Woolwich, Beresford Square no later than 0455.
Last departure from Woolwich, Beresford Square no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Barnhurst Station between 0910 and 1040.

2. Bexleyheath, Shopping Centre to Woolwich, Beresford Square

0435 - 0510	Every 30 minutes
0511 - 0640	Every 20 minutes
0641 - 0730	Every 15 minutes
0731 - 1800	Every 12 minutes
1801 - 0025	Every 15 minutes

First departure from Bexleyheath, Shopping Centre no later than 0440.
Last departure from Bexleyheath, Shopping Centre no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Plumstead Station between 0900 and 1030.

6.5 Sundays

1. Woolwich, Beresford Square to Bexleyheath, Shopping Centre

0450 - 0855	Every 30 minutes
0856 - 0915	Every 20 minutes
0916 - 0050	Every 15 minutes

First departure from Woolwich, Beresford Square no later than 0455.
Last departure from Woolwich, Beresford Square no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Barnhurst Station between 1010 and 1140.

2. Bexleyheath, Shopping Centre to Woolwich, Beresford Square

0435 - 0740	Every 30 minutes
0741 - 0820	Every 20 minutes
0821 - 0025	Every 15 minutes

First departure from Bexleyheath, Shopping Centre no later than 0440.
Last departure from Bexleyheath, Shopping Centre no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Plumstead Station between 1000 and 1130.

6.6 Boxing Day

1. Woolwich, Beresford Square to Bexleyheath, Shopping Centre

0820 - 0855	Every 30 minutes
0856 - 0915	Every 20 minutes
0916 - 0050	Every 15 minutes

First departure from Woolwich, Beresford Square no later than 0825.

Last departure from Woolwich, Beresford Square no earlier than 0045.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Barnhurst Station between 1010 and 1140.

2. Bexleyheath, Shopping Centre to Woolwich, Beresford Square

0755 - 0820	Every 20 minutes
0821 - 0025	Every 15 minutes

First departure from Bexleyheath, Shopping Centre no later than 0800.

Last departure from Bexleyheath, Shopping Centre no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Plumstead Station between 1000 and 1130.

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. 99 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. 99 shall be:

Average Excess Wait Time:	No more than 1.00 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

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 = 0.85 minutes

Summary of proposed QSI coverage: Route No. 99

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Towards Bexleyheath

Woolwich

Belvedere \$ (not evenings or Sundays)

Erith

Towards Woolwich

Bexleyheath

Belvedere \$ (not evenings or Sundays)

\$ Observed simultaneously in both directions. Counted as two surveys.

Total scheduled manual QSI surveys per quarter = 76.

8. RUNNING TIMES

The current timetable for Route No. 99 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 PM interpeak.

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. 99 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. 99 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. 99 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. 99:

- Route No. 99 can suffer from unpredictable traffic delays in the Woolwich and Plumstead areas.

Tenderers should also note the following factors which may have an impact on Route No. 99 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. 99 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. 99

Woolwich, Beresford Square to Bexleyheath, Shopping Centre	11.7 miles
Bexleyheath, Shopping to Centre Woolwich, Beresford Square	10.6 miles
Erith, Trinity School to Woolwich, Beresford Square	4.3 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. 99 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:

99 via Upper Belvedere

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 99: Woolwich, Beresford Street - Bexleyheath, Shopping Centre

Date of Structural Change: 8 January 2011.

Date of Service Change: 8 January 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Bexleyheath, Shopping Centre: Woolwich High Street, Hare Street, Powis Street, John Wilson Street, Castile Road, Monk Street, Calderwood Street, Thomas Street, Woolwich New Road, Plumstead Road, Plumstead High Street, Bostall Hill, Woolwich Road, Erith Road, Fraser Road, Bexley Road, Walnut Tree Road, Erith High Street, Bexley Road, Queens Road, James Watt Way, Manor Road, Slade Green Road, Hazel Road, Moat Lane, Forest Road, Bridge Road, Whitehall Lane, Howbury Lane, Thames Road, Perry Street Roundabout, Parkside Avenue, Northall Road, Barnehurst Road, Mayplace Road East, Mayplace Road West, Arnsberg Way, Geddes Place North Bay.

Towards Woolwich, Beresford Street: Mayplace Road West, Mayplace Road East, Barnehurst Road, Northall Road, Parkside Avenue, Perry Street Roundabout, Thames Road, Howbury Lane, Whitehall Lane, Bridge Road, Forest Road, Cedar Road, Hazel Road, Moat Lane, Forest Road, Cedar Road, Hazel Road, Slade Green Road, Manor Road, James Watt Way, Erith High Street, Pier Road, Colebrook Street, Wharfside Close, Bexley Road, Fraser Road, Erith Road, Woolwich Road, Bostall Hill, Plumstead High Street, Plumstead Road, Beresford Street.

Special Journey towards Woolwich, Beresford Street between Geddes Place North Bay and Mayplace Road West:

operate from Geddes Place North Bay, then via Geddes Place, Arnsberg Way rejoining line of route at Mayplace Road West.

STANDING AND TURNING POINTS

WOOLWICH, BERESFORD STREET

Public stand for ten buses on south side of Beresford Street and Woolwich High Street in 3 parts:

1. For two buses commencing 25 metres south east of Macbean Street extending 31 metres south east.
2. For three buses as an overflow stand commencing 4 metres north west of lamp standard 06A0121 extending 36 metres south east.
3. For five buses as an overflow stand commencing 4 metres west of lamp standard 16AA1549 extending 61 metres east.

Buses proceed from Beresford Street direct to stand, departing via Beresford Street to Woolwich High Street. Set down in Beresford Street and pick up in Woolwich High Street, at Stop C.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 99 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:	Woolwich.

PLUMSTEAD, PETTMAN CRESCENT (from BEXLEYHEATH, SHOPPING CENTRE)

Buses proceed from Plumstead Road via Pettman Crescent departing to Plumstead Road. Set down in Plumstead Road, at Alighting Point and pick up in Plumstead Road, at Stop B.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Plumstead, Bus Garage.

UPPER BELVEDERE (from Woolwich, Beresford Street)

Buses proceed from Woolwich Road via Nuxley Road and Albert Road departing to Woolwich Road. Set down in Woolwich Road, at stop P and pick up in Woolwich Road.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	Turning Point Only - Buses must not stand
DISPLAY:	Upper Belvedere.

ERITH, BEXLEY ROAD

Private stand for up to 3 buses in lay-bay on south side of Bexley Road commencing level with steps to Shopping Centre and extending approximately 30 metres eastwards.

From Bexleyheath, Shopping Centre.

Buses proceed from Bexley Road direct to stand, departing to Bexley Road. Set down in Bexley Road, at Alighting Point and pick up in Bexley Road, at Stop G.

From Woolwich, Beresford Street.

Buses proceed from Bexley Road direct to stand, departing to Bexley Road. Set down in Bexley Road, at Alighting Point and pick up in Bexley Road, at Stop H.

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.
DISPLAY:	Erith.

SLADE GREEN STATION

Public stand for 2 buses on west side and at south end of Forest Road adjacent to Slade Green Station car park.

From Bexleyheath, Shopping Centre.

Buses proceed from Forest Road direct to stand, departing to Forest Road. Set down in Forest Road, at stop A and pick up in Forest Road, at stop A.

From Woolwich, Beresford Street.

Buses proceed from Forest Road direct to stand, departing to Forest Road. Set down in Forest Road, at stop A and pick up in Forest Road, at stop A.

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.
DISPLAY:	Slade Green.

BEXLEYHEATH SHOPPING CENTRE, GEDDES PLACE

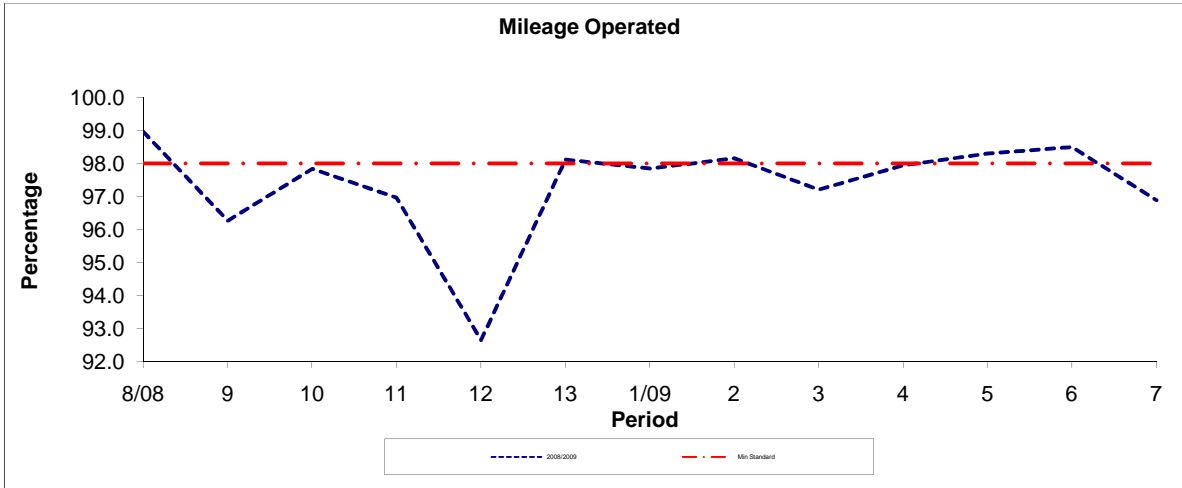
Private stand for three buses in marked bays in parking area between Geddes Place and Arnsberg Way, commencing at east kerb line of Geddes Place.

Buses proceed from Geddes Place North Bay direct to stand, departing via Geddes Place North Bay and Geddes Place to Mayplace Road West. Set down in Geddes Place North Bay and pick up in Mayplace Road West, at stop S.

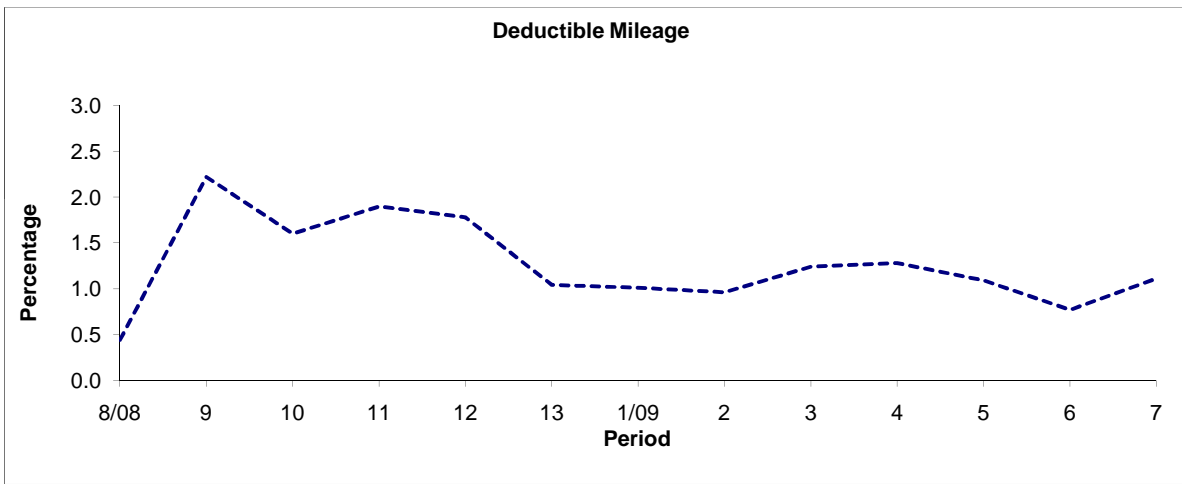
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 99 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Bexleyheath, Shopping Centre.

PART B - PERFORMANCE STATISTICS

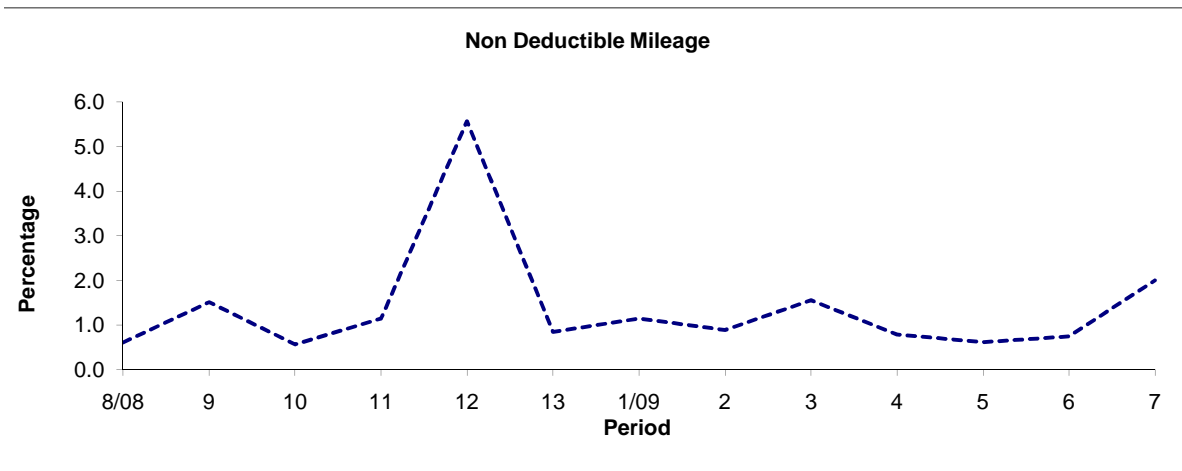
Route 99



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	98.96	96.27	97.84	96.96	92.65	98.12	97.85	98.16	97.21	97.94	98.30	98.49	96.89
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	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.44	2.22	1.60	1.90	1.78	1.04	1.01	0.96	1.24	1.28	1.09	0.77	1.11

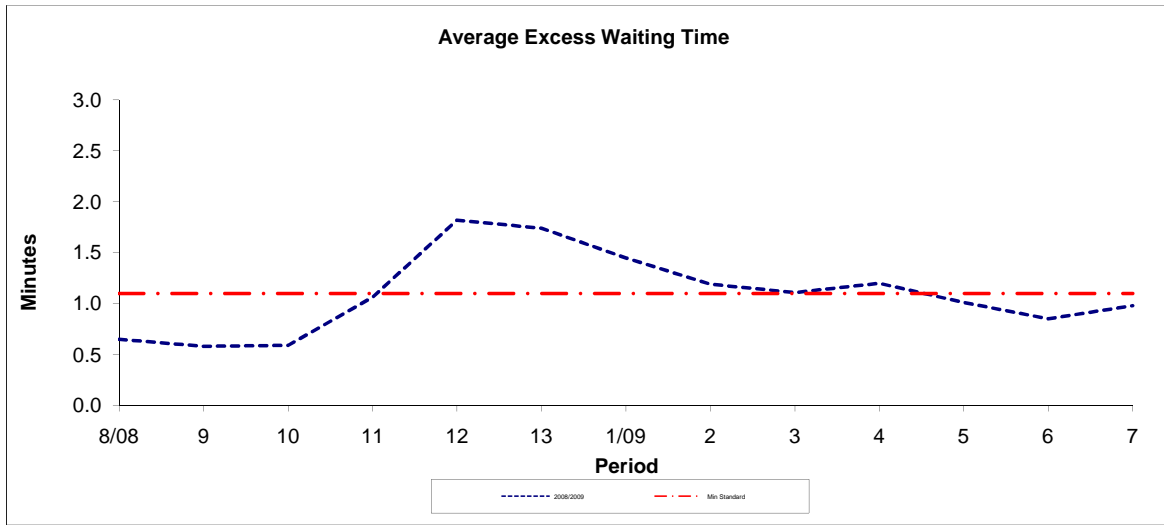


Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.60	1.51	0.56	1.14	5.57	0.84	1.14	0.88	1.55	0.78	0.61	0.74	2.00

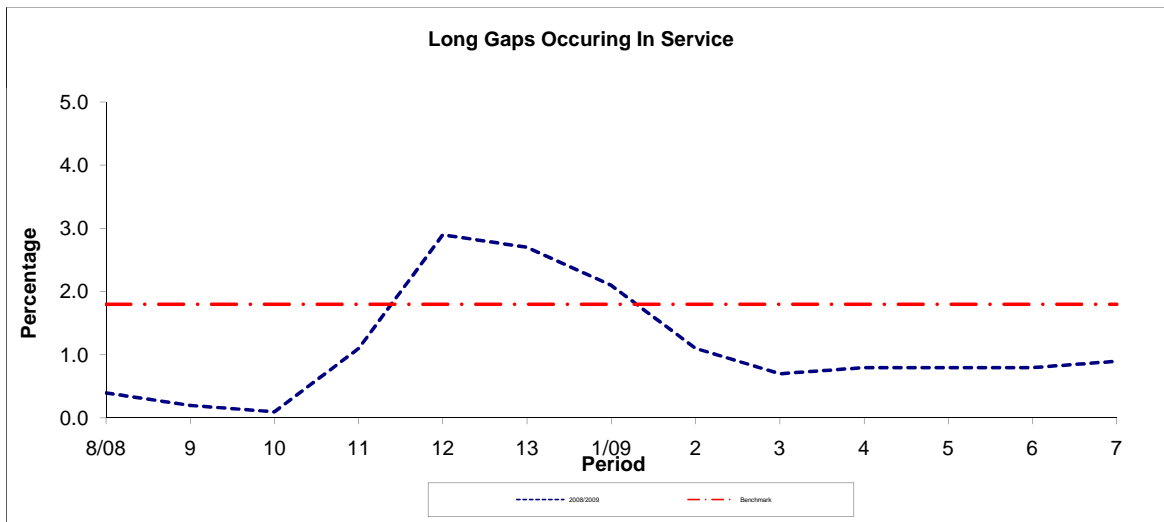
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 99



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.65	0.58	0.59	1.06	1.82	1.74	1.45	1.19	1.11	1.20	1.01	0.85	0.98
Min Standard	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10	1.10



Period	8/08	9	10	11	12	13	1/09	2	3	4	5	6	7
2008/2009	0.40	0.20	0.10	1.10	2.90	2.70	2.10	1.10	0.70	0.80	0.80	0.80	0.90
Benchmark	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80	1.80

Note : Reliability is based on 12 weeks rolling data