

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 258

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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. 258.

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:

- Double deck, dual door, 87 capacity vehicles are specified, subject to a satisfactory route test.

3. TERMINALS

Route No. 258 will operate between Watford Junction and South Harrow Station.

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. 258 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. 258 is currently approved for vehicles which are a maximum of 10.3 metres long and 2.52 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. Watford Junction to South Harrow Station

0520 - 0625	Every 30 minutes
0626 - 1915	Every 15 minutes
1916 - 2015	Every 20 minutes
2016 - 2350	Every 30 minutes

First departure from Watford Junction no later than 0525.

Last departure from Watford Junction no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Harrow & Wealdstone Station between 0725 and 0850 and between 1500 and 1630.

2. South Harrow Station to Watford Junction

0505 - 0610	Every 30 minutes
0611 - 0650	Every 20 minutes
0651 - 1930	Every 15 minutes
1931 - 2030	Every 20 minutes
2031 - 0005	Every 30 minutes

First departure from South Harrow Station no later than 0510.

Last departure from South Harrow Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Bushey, Red Lion between 0740 and 0910 and between 1455 and 1625.

6.2 Saturdays & Good Friday

1. Watford Junction to South Harrow Station

0520 - 0755	Every 30 minutes
0756 - 0905	Every 20 minutes
0906 - 1715	Every 15 minutes
1716 - 1815	Every 20 minutes
1816 - 2350	Every 30 minutes

First departure from Watford Junction no later than 0525.

Last departure from Watford Junction no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Harrow & Wealdstone Station between 0940 and 1110.

2. South Harrow Station to Watford Junction

0505 - 0745	Every 30 minutes
0746 - 0830	Every 20 minutes
0831 - 1750	Every 15 minutes
1751 - 1830	Every 20 minutes
1831 - 0005	Every 30 minutes

First departure from South Harrow Station no later than 0510.

Last departure from South Harrow Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Bushey, Red Lion between 0935 and 1105.

6.3 Sundays

1. Watford Junction to South Harrow Station

0610 - 2350 Every 30 minutes

First departure from Watford Junction no later than 0615.

Last departure from Watford Junction no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Harrow & Wealdstone Station between 1015 and 1215.

2. South Harrow Station to Watford Junction

0625 - 0005 Every 30 minutes

First departure from South Harrow Station no later than 0630.

Last departure from South Harrow Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Bushey, Red Lion between 1015 and 1215.

6.4 Boxing Day

1. Watford Junction to South Harrow Station

0810 - 2350 Every 30 minutes

First departure from Watford Junction no later than 0815.

Last departure from Watford Junction no earlier than 2345.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Harrow & Wealdstone Station between 1015 and 1215.

2. South Harrow Station to Watford Junction

0825 - 0005 Every 30 minutes

First departure from South Harrow Station no later than 0830.

Last departure from South Harrow Station no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Bushey, Red Lion between 1015 and 1215.

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. 258 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. 258 shall be:

Departing on Time:	No less than 82.00%
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).

Departing On Time Threshold = 86.00%

The offer of an extension is additionally subject to proposed legislative changes to allow County Council funding of seven year bus contracts. Should legislation not, in the opinion of LBSL or the County Council, permit funding of the extension period then, notwithstanding the above, an extension will not be offered. However, all other incentive provisions will continue to apply.

Summary of proposed QSI coverage: Route No. 258

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 South Harrow Station

Bushey Heath (not evenings or Sundays) \$
Harrow Weald \$

Towards Watford Junction

Harrow Bus Station
Harrow Weald \$
Bushey Heath (not evenings or Sundays)\$

\$ This point 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. 258 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 peak and early evening and the Saturday afternoon shopping period.

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. 258 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. 258 should be best separated from Route No. 142 between Watford Junction and Bushey Heath, Alpine during all periods, where possible.

Route No. 258 should be best separated from Route No. 182 between Harrow Weald Garage and Harrow Bus Station during all periods, where possible.

Route No. 258 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. 258 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. 258:

- Route No. 258 can suffer from unpredictable traffic delays in the Watford, Bushey, Harrow and Harrow Weald areas.

Tenderers should also note the following factors / events which may have an impact on Route No. 258 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.** However, as this route enters the Hertfordshire area and is supported by Hertfordshire, the feasibility of cashless operation on this route is still being investigated.

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. 258 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. 258

Watford Junction to South Harrow Station	10.3 miles
South Harrow Station to Watford Junction	10.4 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. 258 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. REQUIREMENTS FOR REGISTRATION

The section of Route No. 258 between Watford Junction Station and the Hertfordshire County Boundary at Bushey Heath High Road (near the junction with Common Road) will need to be registered with the Traffic Commissioner for the Eastern Traffic Area 56 days before the operation commences. The registration should be sent to:

Eastern Traffic Area Office
Hillcrest House
386 Harehills Lane
LEEDS
LS9 6NF

Copies of the registration should be sent to:

Passenger Transport Unit
Hertfordshire County Council
PO Box 99
County Hall
Hertford
SG13 8TJ

and to:

Barry Skinner (Licensing Manager),
TfL Surface Transport Communications
11th Floor
Palestra
197 Blackfriars Road
London
SE1 8NJ

The cost of this should be met by the Operator.

17. 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:

258 via Wealdstone

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 258: Watford Junction - South Harrow Station

Date of Structural Change: 5 February 2011.

Date of Service Change: 5 February 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards South Harrow Station: Watford Junction Station, Woodford Road, Clarendon Road, Beechen Grove, Lower High Street, Chalk Hill, Aldenham Road, Pinner Road, Chalk Hill, London Road, Bushey High Street, Sparrows Herne, Bushey Heath High Road, Common Road, Brookshill, Uxbridge Road Roundabout, Harrow Weald High Road, Wealdstone High Street, The Bridge, Railway Approach, Station Road, Greenhill Way, Headstone Road, Kymberley Road, Harrow Bus Station, College Road, Station Road, Peterborough Road, Harrow High Street, London Road, Roxeth Hill, Northolt Road, South Hill Avenue, South Harrow Bus Station, Bus Station.

Towards Watford Junction: Bus Station, Northolt Road, Roxeth Hill, London Road, Harrow High Street, Peterborough Road, Station Road, College Road, Harrow Bus Station, College Road, Station Road, Railway Approach, The Bridge, Wealdstone High Street, Harrow Weald High Road, Uxbridge Road Roundabout, Brookshill, Common Road, Bushey Heath High Road, Sparrows Herne, Bushey High Street, London Road, Chalk Hill, Aldenham Road, Pinner Road, Lower High Street, Dalton Way, Lower High Street, Watford High Street, King Street, Exchange Road, Beechen Grove, Clarendon Road, St John's Road, Woodford Road, Watford Junction Station.

STANDING AND TURNING POINTS

WATFORD JUNCTION, WOODFORD ROAD

Public stand for one bus on west side of Woodford Road, commencing opposite number 42A and extending 13 metres south east.

Buses proceed from Woodford Road direct to stand, departing via Woodford Road to Watford Junction Station. Set down in Woodford Road, on stand and pick up in Watford Junction Station, at Stop 6.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 258 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:	Watford Junction.
OTHER INFORMATION:	Stand used on Mondays to Saturdays before 2000.

WATFORD JUNCTION STATION

Private offside stand for one bus in Watford Junction Bus Station opposite stop 5.

Buses proceed from Watford Junction Station direct to stand, departing to Watford Junction Station. Set down in Watford Junction Station, at Alighting Point and pick up in Watford Junction Station, at Stop 6.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route 258 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:	Watford Junction Station.
OTHER INFORMATION:	Stand available Mondays to Saturdays after 2000 and all day on Sundays.

BUSHEY STATION (from SOUTH HARROW STATION)

Buses proceed from Pinner Road via Chalk Hill and Aldenham Road departing to Pinner Road. Set down in Pinner Road and pick up in Pinner Road.

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

BUSHEY HEATH, THREE CROWNS (from SOUTH HARROW STATION)

Public stand for one bus on north side of Bushey Heath High Road, commencing 16 metres south east of lamp standard 19 and extending 19 metres north west.

Buses proceed from Bushey Heath High Road via The Rutts, Elstree Road and Bushey Heath High Road to stand, departing to Bushey Heath High Road. Set down in Bushey Heath High Road and pick up in Bushey Heath High Road.

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: Bushey Heath.

HARROW BUS STATION (from Watford Junction)

Private stand for 7 buses in marked bays in Harrow Bus Station on south side of College Road.

Buses proceed from Harrow Bus Station direct to stand, departing to Harrow Bus Station. Set down in Harrow Bus Station, at Stop E and pick up in Harrow Bus Station, 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: Harrow.

SOUTH HARROW STATION, FORECOURT

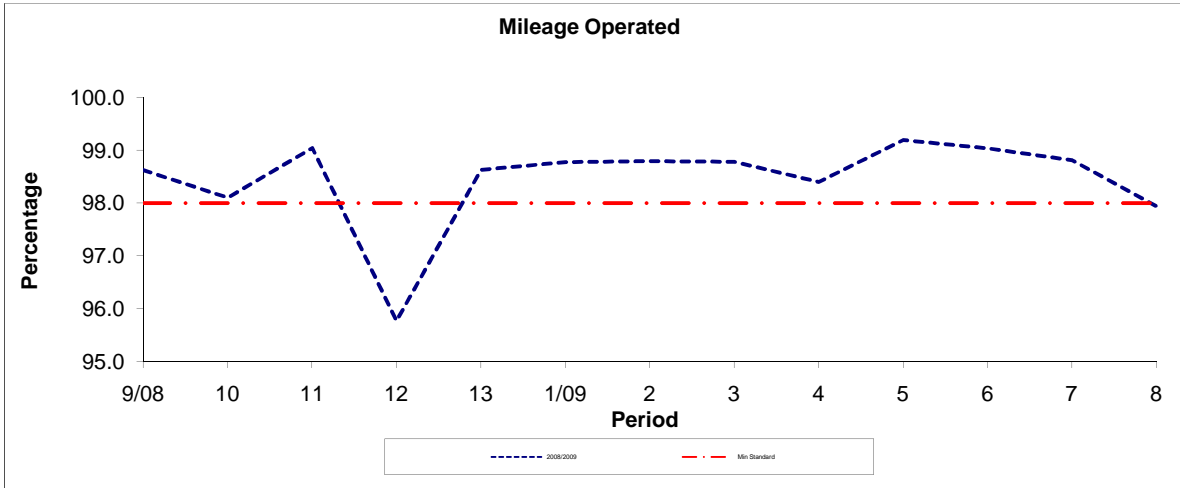
Private stand for two buses on the north side of South Harrow station forecourt.

Buses proceed from Bus Station direct to stand, departing via South Hill Avenue and South Harrow Bus Station to Bus Station. Set down in Bus Station, at Stop B and pick up in Bus Station, at Stop B.

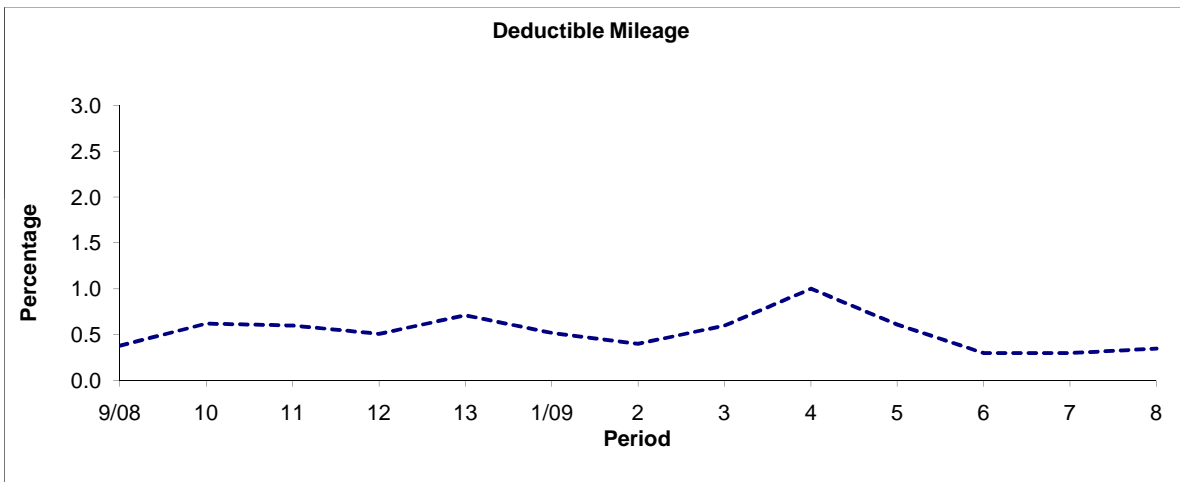
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 258 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: South Harrow.
OTHER INFORMATION: LUL toilet facilities available 05:15-01:00 daily.

PART B - PERFORMANCE STATISTICS

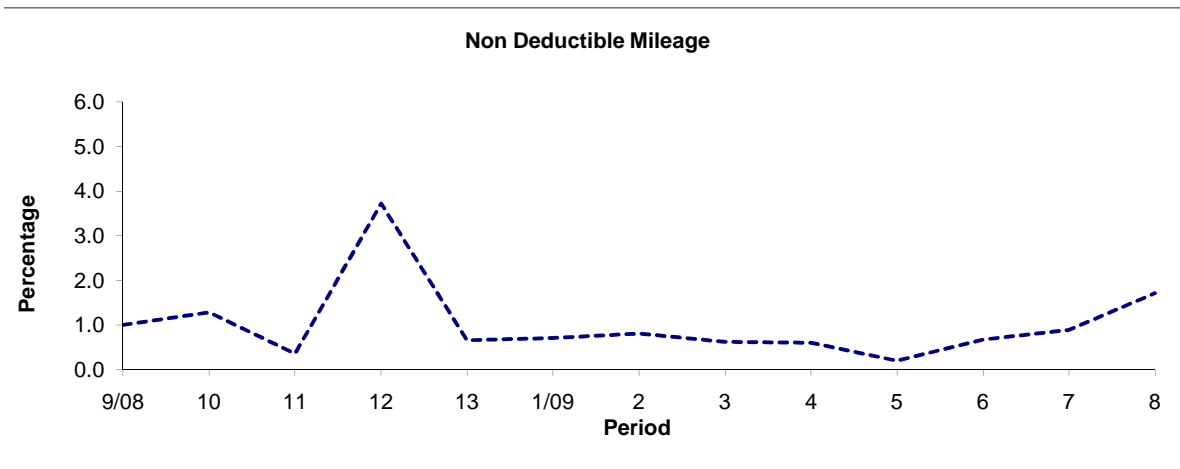
Route 258



Period	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	98.62	98.10	99.04	95.77	98.63	98.77	98.79	98.78	98.40	99.19	99.03	98.81	97.94
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	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	0.38	0.62	0.60	0.51	0.71	0.52	0.40	0.60	1.00	0.61	0.30	0.30	0.35

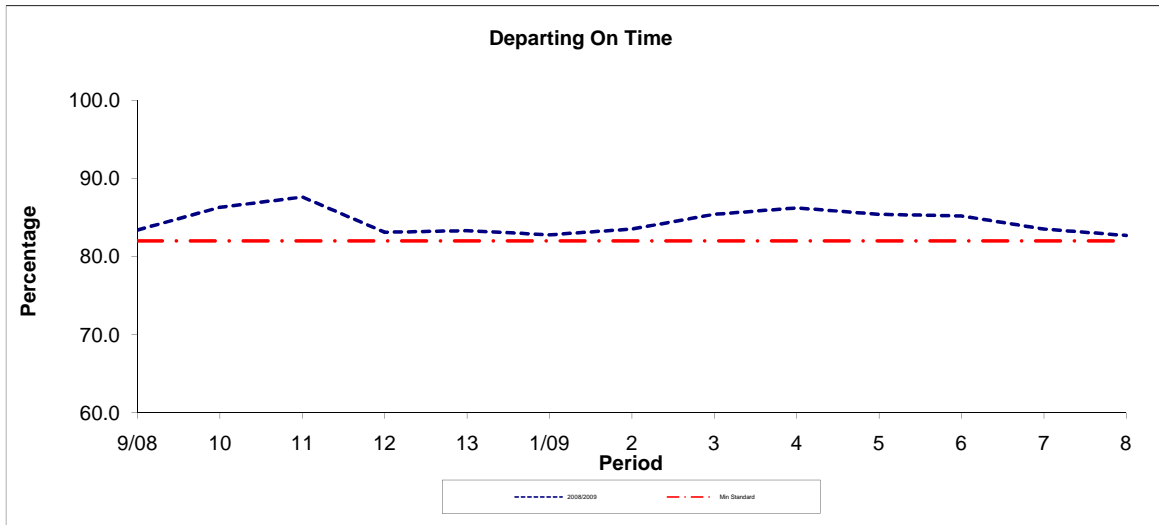


Period	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	1.00	1.28	0.36	3.72	0.66	0.71	0.81	0.62	0.60	0.20	0.67	0.89	1.71

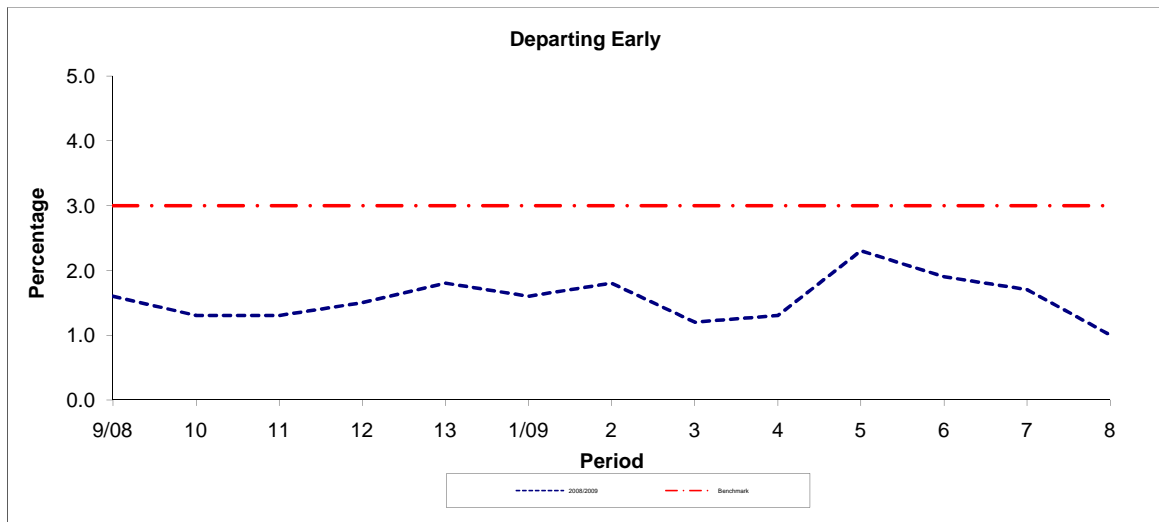
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 258



Period	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	83.40	86.30	87.60	83.10	83.30	82.80	83.50	85.40	86.20	85.40	85.20	83.50	82.70
Min Standard	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00



Period	9/08	10	11	12	13	1/09	2	3	4	5	6	7	8
2008/2009	1.60	1.30	1.30	1.50	1.80	1.60	1.80	1.20	1.30	2.30	1.90	1.70	1.00
Benchmark	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

Note : Reliability is based on 12 weeks rolling data