

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 299

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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. 299.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. 299.

3. TERMINALS

Route No. 299 will operate between Muswell Hill Broadway and Cockfosters 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

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. 299 is currently approved for vehicles which are a maximum of 9.3 metres long and 2.4 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 single door, single deck buses with a minimum capacity of 50, of which approximately 23 should be seated, will be used on this route. Luggage space should also be provided.

Consideration will be given to vehicles which achieve the overall capacity but with a slightly reduced seating capacity in order to improve passenger circulation at the front of the vehicle

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).

A route test will be conducted with the successful Tenderer to ensure that the infrastructure throughout the route is compatible with the new vehicles.

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. Muswell Hill Broadway to Cockfosters Station

0555 - 0700	Every 20 minutes
0701 - 2000	Every 15 minutes
2001 - 0005	Every 20 minutes

First departure from Muswell Hill Broadway no later than 0600.
Last departure from Muswell Hill Broadway no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Southgate Station between 0730 and 0900 and between 1510 and 1640.

2. Cockfosters Station to Muswell Hill Broadway

0545 - 0650	Every 20 minutes
0651 - 1950	Every 15 minutes
1951 - 0015	Every 20 minutes

First departure from Cockfosters Station no later than 0550.
Last departure from Cockfosters Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Bounds Green Station between 0710 and 0910 and between 1500 and 1630

6.2 Saturdays & Good Friday

1. Muswell Hill Broadway to Cockfosters Station

0555 - 0800	Every 20 minutes
0801 - 2000	Every 15 minutes
2001 - 0005	Every 20 minutes

First departure from Muswell Hill Broadway no later than 0600.
Last departure from Muswell Hill Broadway no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Southgate Station between 0930 and 1100.

2. Cockfosters Station to Muswell Hill Broadway

0545 - 0810	Every 20 minutes
0811 - 2010	Every 15 minutes
2011 - 0015	Every 20 minutes

First departure from Cockfosters Station no later than 0550.
Last departure from Cockfosters Station no earlier than 0010.

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

6.3 Sundays

1. Muswell Hill Broadway to Cockfosters Station

0655 - 0005 Every 30 minutes

First departure from Muswell Hill Broadway no later than 0700.
Last departure from Muswell Hill Broadway no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Southgate Station between 1000 and 1100.

2. Cockfosters Station to Muswell Hill Broadway

0705 - 0015 Every 30 minutes

First departure from Cockfosters Station no later than 0710.
Last departure from Cockfosters Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Bounds Green Station between 0955 and 1055.

6.4 Boxing Day

1. Muswell Hill Broadway to Cockfosters Station

0755 - 0005 Every 30 minutes

First departure from Muswell Hill Broadway no later than 0800.
Last departure from Muswell Hill Broadway no earlier than 2400.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Southgate Station between 1000 and 1100.

2. Cockfosters Station to Muswell Hill Broadway

0805 - 0015 Every 30 minutes

First departure from Cockfosters Station no later than 0810.
Last departure from Cockfosters Station no earlier than 0010.

Tenderers should ensure that buses are scheduled to be no more than 30 minutes apart at Bounds Green Station between 0955 and 1055.

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. 299 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. 299 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%

Summary of proposed QSI coverage: Route No. 299

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 Cockfosters Station

Muswell Hill
Bounds Green \$
Southgate

Towards Muswell Hill Broadway

Cockfosters
Southgate
Bounds Green \$

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

Total scheduled manual QSI surveys per quarter = 96.

8. RUNNING TIMES

The current timetable for Route No. 299 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 Monday to Friday PM peak and interpeak and Saturday AM & PM shopping periods.

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. 299 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. 299 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. 299 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. 299:

- Route No. 299 can suffer from unpredictable traffic delays in the Bounds Green Station and Southgate Station areas.

Tenderers should also note the following factors / events which may have an impact

- Buses cannot be larger than specified due to physical restrictions around Reservoir Road. The feasibility of enabling works to allow larger buses is being explored.
- 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. 299 must serve all stops on the line of route designated for the route.

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. 299:

Towards Cockfosters Station:

Avenue Road, The Fairway, Reservoir Road.

Towards Muswell Hill Broadway:

Reservoir Road, The Fairway, Avenue Road.

14. TIMING POINTS & MILEAGES

Timing Points

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

Mileages for Route No. 299

Muswell Hill Broadway to Cockfosters Station	5.9 miles
Cockfosters Station to Muswell Hill Broadway	5.9 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. 299 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:

299 via Southgate

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 299: Muswell Hill Broadway - Cockfosters Station

Date of Structural Change: 5 February 2011.

Date of Service Change: 5 February 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Cockfosters Station: Muswell Hill Broadway, Colney Hatch Lane, Alexandra Park Road, Albert Road, Durnsford Road, Brownlow Road, Powys Lane, Cannon Hill, The Green, Southgate High Street, Station Parade, Chase Side, Avenue Road, The Fairway, Reservoir Road, Bramley Road, Cockfosters Road, Cockfosters Station Lay-By.

Towards Muswell Hill Broadway: Cockfosters Road, Bramley Road, Reservoir Road, The Fairway, Avenue Road, Chase Side, Station Parade, Southgate High Street, The Green, Cannon Hill, Powys Lane, Brownlow Road, Durnsford Road, Albert Road, Alexandra Park Road, Colney Hatch Lane, Muswell Hill Broadway.

STANDING AND TURNING POINTS

MUSWELL HILL BROADWAY

Private stand in two sections for 6 buses within the roundabout at junction of Muswell Hill Broadway and Muswell Hill.

Buses proceed from Muswell Hill Broadway via Parking Area to stand, departing via Parking Area to Muswell Hill Broadway. Set down in Muswell Hill Broadway, at Stop B and pick up in Muswell Hill Broadway, at Stop A.

AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route 299 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:	Muswell Hill.
OTHER INFORMATION:	LBSL toilet facilities available 24 hours a day.

BOUNDS GREEN STATION (from COCKFOSTERS STATION)

Buses proceed from Durnsford Road via Albert Road (Circling Triangular Island Junction Of) departing to Durnsford Road. Set down in Durnsford Road and pick up in Durnsford Road.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Bounds Green.

SOUTHGATE STATION (from MUSWELL HILL BROADWAY)

Buses proceed from Southgate High Street via Southgate Circus departing to Station Parade. Set down in Station Parade, at Stop H and pick up in Station Parade, at Stop C.

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

COCKFOSTERS STATION

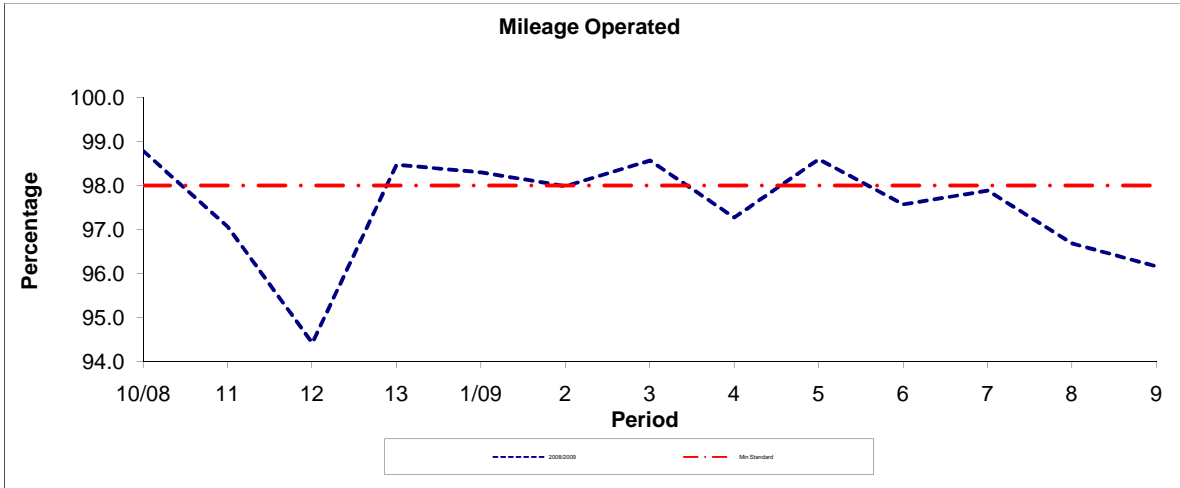
Private stand for up to 3 buses in lay-by on west side of Cockfosters Road outside Cockfosters Station.

Buses proceed from Cockfosters Station Lay-By direct to stand, departing via Cockfosters Station Lay-By to Cockfosters Road. Set down in Cockfosters Station Lay-by, at Alighting Point and pick up in Cockfosters Road, at Stop B.

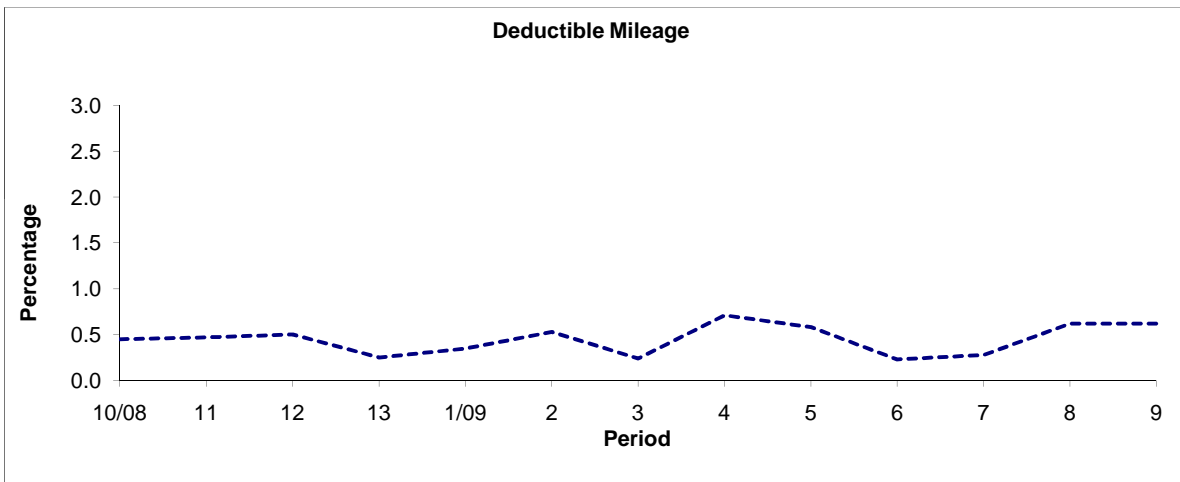
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route 299 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
DISPLAY: Cockfosters.
OTHER INFORMATION: LUL toilet facilities available Mon-Sat (06:00-01:00) and Sun (07:00-01:00).

PART B - PERFORMANCE STATISTICS

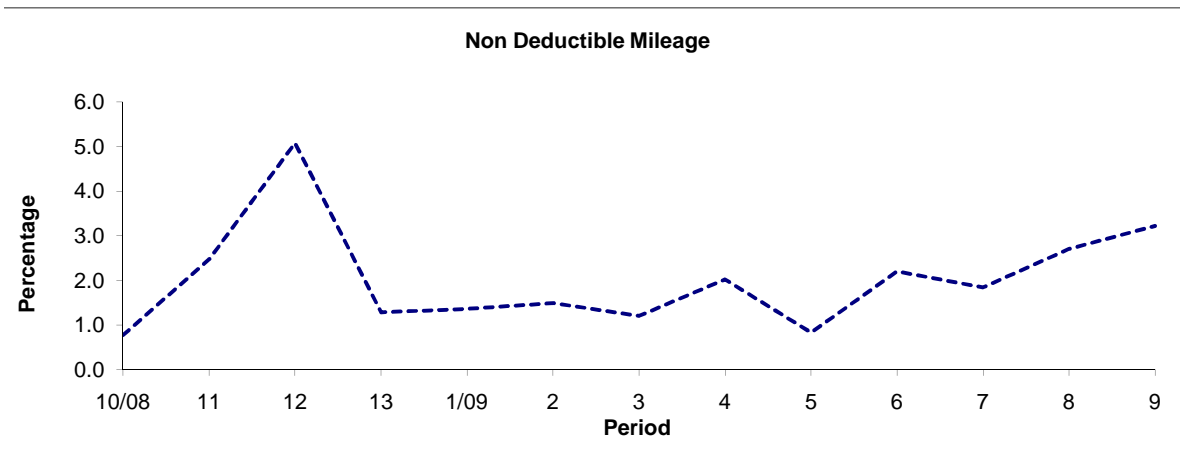
Route 299



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	98.78	97.06	94.42	98.47	98.29	97.98	98.56	97.27	98.59	97.57	97.88	96.68	96.16
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.45	0.47	0.50	0.25	0.35	0.53	0.24	0.71	0.58	0.23	0.28	0.62	0.62

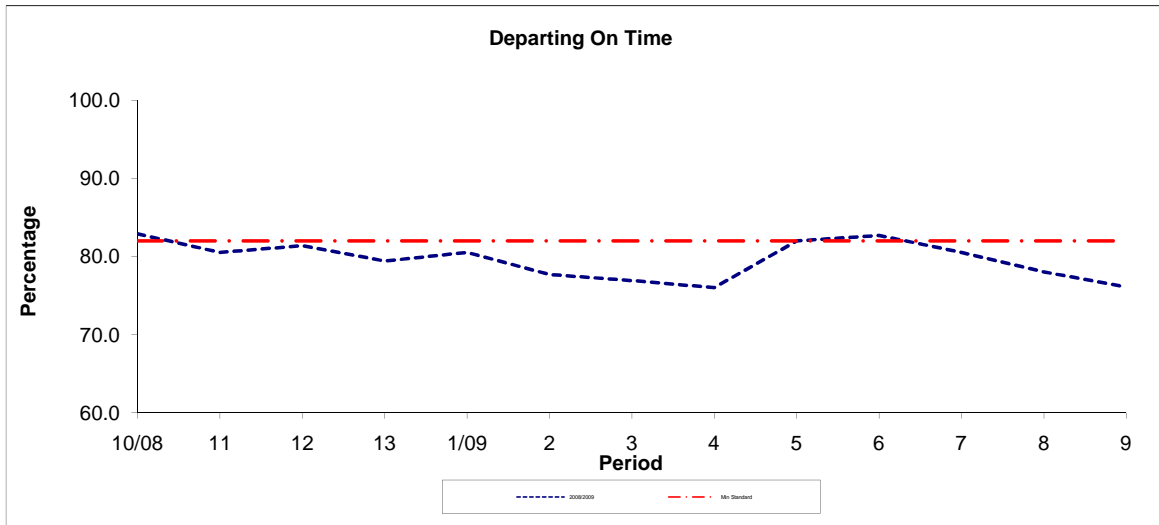


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.77	2.47	5.08	1.28	1.36	1.49	1.20	2.02	0.83	2.20	1.84	2.70	3.22

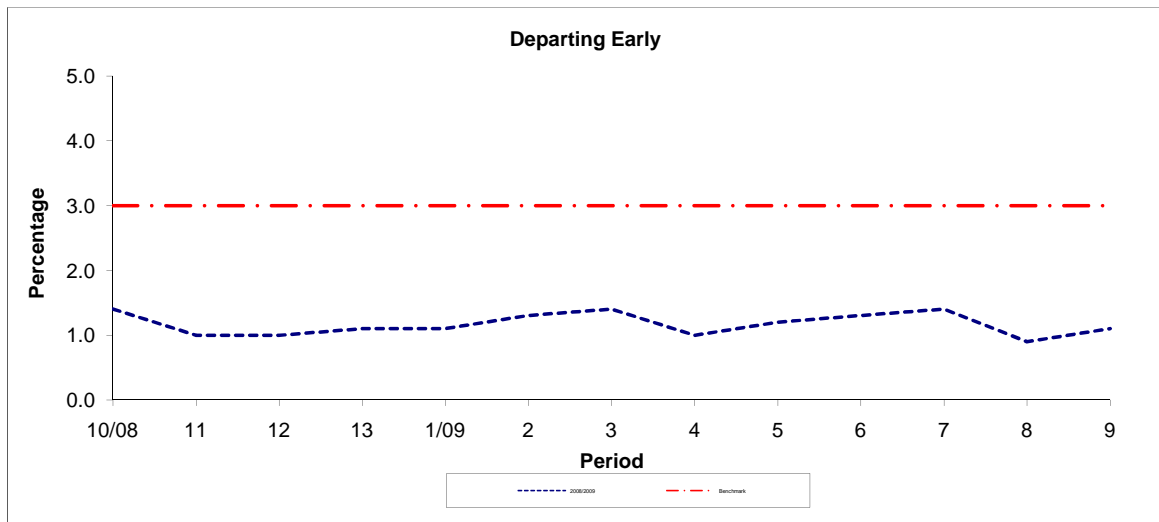
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route 299



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	82.90	80.50	81.40	79.40	80.50	77.70	76.90	76.00	82.00	82.70	80.50	78.00	76.10
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.40	1.00	1.00	1.10	1.10	1.30	1.40	1.00	1.20	1.30	1.40	0.90	1.10
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