7. Service Specification

Route: 440 Contract Reference QC44303

This Service Specification forms section 7 of the ITT and should be read in conjunction with the ITT document, Version 1 dated 29 September 2011.

You are formally invited to tender for the provision of the bus service detailed below and in accordance with this Service Specification. Tenderers must ensure that a Compliant Tender is submitted and this will only be considered for evaluation if all parts of the Tender documents, as set out in section 11, have been received by the Corporation by the Date of Tender. The Tender must be fully completed in the required format, in accordance with the Instructions to Tenderers. A Compliant Tender must comply fully with the requirements of the Framework Agreement; adhere to the requirements of the Service Specification; and reflect the price of operating the Services with new vehicles.

Terminus Points	Gunnersbury, Power Road to Stonebridge Park
	Station
Contract Basis	Incentivised
Commencement Date	24 th May 2014
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m
	long, subject to a satisfactory route test
Current Maximum Approved	10.2 metres long and 2.55 metres wide
Dimensions	
New Vehicles Mandatory	Yes
Hybrid Price Required	Yes
Sponsored Route	No
Advertising Rights	Operator
Minimum Performance Standard	Departing on Time - No less than 82.00%
Extension Threshold	Departing on Time Threshold - 86.00%
Minimum Operated Mileage	No less than 98.00%
Standard	

The Date of Tender for this ITT is: No later than 12 Noon on Monday 3rd June 2013

Tenderers should refer to section 3 of Part A for the Service Specification Explanatory Notes and Appendix B of section 5 for the Example Service Specification of the ITT document.

SERVICE SPECIFICATION

- 1) SERVICE SPEC ROUTE SPECIFICATION INFORMATION
- 2) NOTES
- 3) SCHEDULE REQUIREMENTS & PINCHPOINTS
- 4) OPERATIONAL CONSIDERATIONS
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS

2) NOTES

Proposed Changes:

At this time, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. 440.

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:

- 60 capacity, dual door, single deck buses of a minimum of 10.8 metres long buses will be specified, subject to a satisfactory route test.
- The Boxing Day service should match the Sunday service.
- Tenderers must identify the cost of the Boxing Day element of this service separately.

Operators should provide the following prices:

- 1. Annual diesel price based on minimum 5 year contract.
- 2. Annual hybrid price based on minimum 5 year contract.
- 3. Annual hybrid price based on minimum 7 year contract.
- 4. Annual hybrid price with upfront payment of capital difference between diesel and hybrid for 5 year contract.
- 5. Annual hybrid price with upfront payment of capital difference between diesel and hybrid for 7 year contract.

All tender prices should be based on the gross fuel cost exclusive of BSOG payments which will not be claimable from DfT after 1st October 2013.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Gunnersbury, I	Power Road to		Stonebridge Pa	ark Station to G	unnersbury,		
Stonebridge Pa	ark Station		Power Road				
First departure	no later than C	550.	First departure	no later than 0	605.		
0545 - 1905	Every 15 minu	utes	0600 - 1820	Every 15 minutes			
1906 - 2100	Every 20 mini	utes	1821 - 2015	Every 20 minutes			
2101 - 0005	Every 30 mini	utes	2016 - 0020	Every 30 minutes			
Last departure	no earlier than	2400.	Last departure no earlier than 0015.				
Pinchpoints							
North Acton	0705 - 0905	15 minutes	South Acton,	0710 - 0910	15 minutes		
Station	1500 - 1630	15 minutes	Level	1505 - 1635	15 minutes		
			Crossings				

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Gunnersbury,	Power Road to		Stonebridge Pa	ark Station to G	unnersbury,		
Stonebridge Pa	ark Station		Power Road				
First departure no later than 0550.			First departure no later than 0605.				
0545 - 0720	Every 30 minu	utes	0600 - 0705	Every 30 min	utes		
0721 - 0920	Every 20 mini	utes	0706 - 0825	Every 20 min	utes		
0921 - 1800	Every 15 minu	utes	0826 - 1740	Every 15 minutes			
1801 - 1900	Every 20 mini	utes	1741 - 1920	Every 20 minutes			
1901 - 0005	Every 30 minu	utes	1921 - 0020	Every 30 minutes			
Last departure	no earlier than	2400.	Last departure no earlier than 0015.				
Pinchpoints							
North Acton	0915 - 0955	20 minutes	South Acton,	0900 - 1100	15 minutes		
Station	0050 4440	45	Level				
	0956 - 1110	15 minutes	Crossings				

3.3) SUNDAY AND PUBLIC HOLIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Gunnersbury,	Power Road to		Stonebridge Pa	ark Station to G	unnersbury,		
Stonebridge Pa			Power Road				
First departure no later than 0650.			First departure	no later than 0	730.		
0645 - 0950	Every 30 minu	utes	0725 - 1000	Every 30 min	utes		
0951 - 1830	Every 20 mini	utes	1001 - 1840	Every 20 minutes			
1831 - 0005	Every 30 minu	utes	1841 - 0020	Every 30 minutes			
Last departure	no earlier than	2400.	Last departure no earlier than 0015.				
Pinchpoints							
North Acton	1020 - 1140	20 minutes	South Acton,	1035 - 1135	20 minutes		
Station			Level				
			Crossings				

Tenderers must identify the cost of the Boxing Day element of this service separately.

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 440 can suffer unpredictable traffic delays in the Park Royal and Stonebridge areas.
- 5) ROUTE RECORD, CURRENT PERFORMANCE, QSI BY TIME OF DAY, IBUS MILEAGE & QSI POINTS
- 5.1) ROUTE RECORD
 As per Busnet Printout.
- 5.2) CURRENT PERFORMANCE As per current print out.
- 5.3) QSI BY TIME OF DAY As per current print out.
- 5.4) IBUS MILEAGE & QSI POINTS As per current print out.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 440: Gunnersbury, Power Road - Stonebridge Park Station

Date of Structural Change: 24 May 2014.

Date of Service Change: 24 May 2014.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Stonebridge Park Station: Power Road, Gunnersbury Avenue (North Circular Road), Chiswick Roundabout, Chiswick High Road, Oxford Road North, Wellesley Road, Sutton Lane North, Chiswick High Road, Belmont Road, Dolman Road, Fisher's Lane, South Parade, Acton Lane, Bollo Lane, Bollo Bridge Road, Acton Lane, Winchester Street, Acton High Street, Uxbridge Road, Twyford Avenue, Noel Road, Westfields Road, Northfields Road, Eastfields Road, Noel Road, Horn Lane, Victoria Road, Portal Way, Wales Farm Road, Victoria Road, Chase Road, Standard Road, Park Royal Road, Private Road In Central Middlesex Hospital Grounds, Central Middlesex Hospital Bus Interchange, Private Road In Central Middlesex Hospital Grounds, Central Way, Abbey Road, North Circular Road Slip Road, Argenta Way.

Towards Gunnersbury, Power Road: Argenta Way, North Circular Road Slip Road, Abbey Road, Central Way, Private Road In Central Middlesex Hospital Grounds, Central Middlesex Hospital Bus Interchange, Private Road In Central Middlesex Hospital Grounds, Coronation Road, Western Road, Asda Access Road, Park Royal Road, Minerva Road, Chase Road, Victoria Road, Wales Farm Road, Leamington Park, Horn Lane, Noel Road, Eastfields Road, Northfields Road, Westfields Road, Noel Road, Twyford Avenue, Uxbridge Road, Acton High Street, Acton Lane, Salisbury Street, Winchester Street, Acton Lane, Bollo Bridge Road, Bollo Lane, Acton Lane, South Parade, Fisher's Lane, Chiswick High Road, Town Hall Avenue, Heathfield Terrace, Sutton Lane North, Wellesley Road, Oxford Road North, Chiswick High Road, Power Road.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

Please note that only stands, curtailment points, & blind descriptions as detailed in this contractual document may be used.

GUNNERSBURY, POWER ROAD

Public stand for two buses on south side of Power Road commencing 62 metres east of Gunnersbury Avenue and extending 29 metres east.

Buses proceed from Power Road direct to stand, departing to Power Road. Set down in Power Road, on the stand (BP5483 - Power Road, Last Stop on LOR: BP5483 - Power Road) and pick up in Power Road, on the stand (BP5483 - Power Road, First Stop on LOR: BP5483 - Power Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 440 should be

scheduled to stand at any one time.

MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

BLIND DISPLAY: Chiswick Power Road.

ACTON, TOWN HALL (from STONEBRIDGE PARK STATION)

Public stand in Salisbury Street in two parts:

1. For 1 bus on north side commencing at a point 13 metres east of the eastern kerbline of Winchester Street and extending 11 metres east.

2. For 1 bus on south side commencing at a point 25 metres west of the junction with Acton Lane and extending 12 metres eastwards.

Buses proceed from Salisbury Street direct to stand, departing via Salisbury Street to Winchester Street. Set down in Salisbury Street, at Stop K (15367 - Acton Old Town Hall / Salisbury Street, Last Stop on LOR: 3043 - Acton Old Town Hall) and pick up in Winchester Street, at Stop L (15368 - Acton Old Town Hall).

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.

BLIND DISPLAY: Acton, High Street.

ACTON, HORN LANE, EAST SIDE (from Gunnersbury, Power Road)

Public stand for three buses on the offside of Horn Lane, east side, commencing in line with the entrance to Oakham House, and extending 35 metres south.

Additional overflow stand for one bus available on west side of Horn Lane forward of bus stop R0461.

Buses proceed from Winchester Street via Acton High Street, Market Place and Horn Lane to stand, departing via Horn Lane and Steyne Road to Acton High Street. Set down in Winchester Street, at Stop L (15368 - Acton Old Town Hall, Last Stop on LOR: 15368 - Acton Old Town Hall) and pick up in Acton High Street, at Stop D (R0742 - King Street, First Stop on LOR: R0742 - King Street).

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.

BLIND DISPLAY: Acton, Horn Lane.

NORTH ACTON, VICTORIA ROAD (from Gunnersbury, Power Road)

Public stand on north side of Victoria Road, commencing 9 metres east of the entrance to the BBC Rehearsal Studio and extending 10 metres west.

Buses proceed from Victoria Road direct to stand, departing to Victoria Road. Set down in Victoria Road, at Alighting Point (BP1554 - North Acton Station <>, Last Stop on LOR: 27527 - Gypsy Corner) and pick up in Victoria Road, at Stop Z (6007 - North Acton Station <>, First Stop on LOR: 6007 - North Acton Station <>).

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.

BLIND DISPLAY: North Acton.

PARK ROYAL, ASDA (from Gunnersbury, Power Road)

Private stand for one bus at rear of bus stop J on north side of the private road within the Asda Store.

Buses proceed from Park Royal Road via Coronation Road, Western Road and Asda Access Road to stand, departing to Asda Access Road. Set down in Park Royal Road, at Stop G (37161 - Park Royal Asda, Last Stop on LOR: 37161 - Park Royal Asda) and pick up in Asda Access Road, at Stop F1 (37000 - Park Royal Asda / Western Road, First Stop on LOR: 37000 - Park Royal Asda / Western 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.

BLIND DISPLAY: Park Royal, Asda.

OTHER INFORMATION: Toilet facilities available in ASDA superstore.

STONEBRIDGE PARK STATION, ARGENTA WAY

Public stand for 2 buses on the north side of turning circle in Argenta Way. Buses proceed from Argenta Way direct to stand, departing to Argenta Way. Set down in Argenta Way, at Alighting Point (BP4310 - Stonebridge Park Station <> #, Last Stop on LOR: BP4310 - Stonebridge Park Station <> #) and pick up in Argenta Way, at Stop A (BP1019 - Stonebridge Park Station <> #, First Stop on LOR: BP1019 - Stonebridge Park Station <> #).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 buses on Route 440 should be

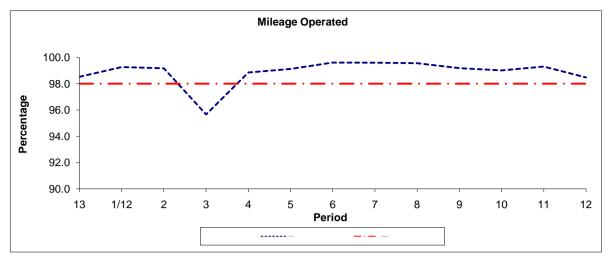
scheduled to stand at any one time.

MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

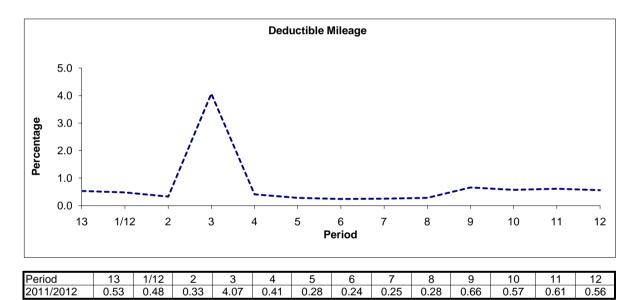
BLIND DISPLAY: Stonebridge Park.

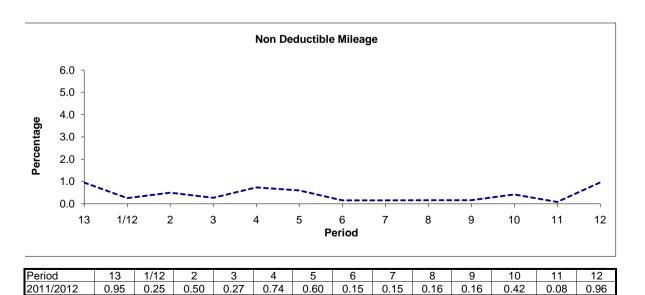
OTHER INFORMATION: Toilet facilities available at the station.

PART B - PERFORMANCE STATISTICS Route 440



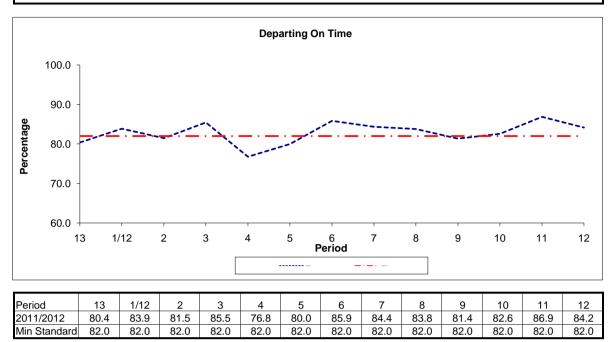
Period	13	1/12	2	3	4	5	6	7	8	9	10	11	12
2011/2012	98.52	99.27	99.17	95.66	98.85	99.12	99.61	99.60	99.56	99.18	99.01	99.31	98.48
Min Standard	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00	98.00

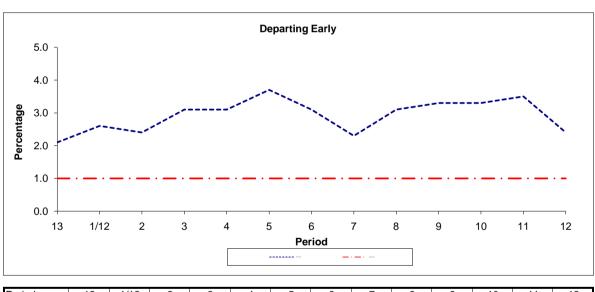




Note: Mileage is based on 4 weeks data Performance affected by industrial action in p3 2012/13.

PART B - PERFORMANCE STATISTICS Route 440





Period	13	1/12	2	3	4	5	6	7	8	9	10	11	12
2011/2012	2.1	2.6	2.4	3.1	3.1	3.7	3.1	2.3	3.1	3.3	3.3	3.5	2.4
Benchmark	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Note: Reliability is actual performance under full iBus (4 weeks data).

Minimum Standards and Benchmarks are those applicable under the new contract.

ROUTE 440 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 4 2011/12 TO QUARTER 3 2012/13 (07/01/12 - 04/01/13)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	18,324.	96.2	98.0	90.8	1.7	0.6	6.9
0700 - 1000	62,455.	98.5	96.9	80.2	3.1	3.0	13.7
1000 - 1300	60,121.	99.2	97.9	83.3	2.1	2.0	12.5
1300 - 1600	59,162.	99.8	97.7	81.2	2.4	2.3	14.1
1600 - 1900	59,796.	97.9	96.5	79.2	3.5	4.5	12.8
1900 - 2200	40,690.	100.8	97.7	84.0	2.4	2.4	11.2
2200 - 2400	19,837.	100.6	98.3	83.3	1.7	1.2	13.9
Summary	320,385.	99.1	97.4	81.6	2.7	2.8	12.9

SATURDAY

						Departing	Departing
				Departing	Non Arrival /	8 - 2.5 mins	5 - 15 mins
	Expected			On Time	Not Linked	Early	Late
Time Period	Buses	On AVL (%)	Linked (%)	(%)	(%)	(%)	(%)
0500 - 0700	2,117.	95.6	98.2	89.4	1.6	0.1	8.9
0700 - 1000	9,585.	99.7	99.0	89.9	1.1	1.4	7.6
1000 - 1300	12,709.	99.0	98.6	87.1	1.4	2.8	8.6
1300 - 1600	12,570.	100.4	98.3	86.3	1.7	3.4	8.6
1600 - 1900	11,895.	98.6	98.9	88.2	1.2	2.9	7.7
1900 - 2200	7,119.	100.4	97.6	82.0	2.7	1.9	13.5
2200 - 2400	4,174.	99.6	97.7	78.5	2.5	0.7	18.3
Summary	60,169.	99.4	98.4	86.5	1.6	2.5	9.3

SUNDAY AND BANK HOLIDAYS

						Departing	Departing
				Departing	Non Arrival /	8 - 2.5 mins	5 - 15 mins
	Expected			On Time	Not Linked	Early	Late
Time Period	Buses	On AVL (%)	Linked (%)	(%)	(%)	(%)	(%)
0500 - 0700	281.	94.7	95.7	94.4	3.2	0.5	1.9
0700 - 1000	6,498.	98.5	99.2	91.8	0.9	1.0	6.3
1000 - 1300	10,599.	99.5	98.3	86.8	1.7	3.1	8.4
1300 - 1600	10,755.	99.3	98.1	86.3	2.1	3.5	8.1
1600 - 1900	10,577.	98.8	99.4	87.4	0.6	2.8	9.3
1900 - 2200	7,004.	100.3	98.6	82.3	1.3	0.8	15.6
2200 - 2400	4,730.	100.9	98.2	85.3	1.9	3.3	9.6
Summary	50,444.	99.4	98.6	86.6	1.4	2.6	9.4

ALL DAYS

Time Period	Expected Buses	On AVL (%)	Linked (%)	Departing On Time (%)	Non Arrival / Not Linked (%)	Departing 8 - 2.5 mins Early (%)	Departing 5 - 15 mins Late (%)
0500 - 0700	20,722.	96.1	98.0	90.8	1.7	0.5	6.9
0700 - 1000	78,538.	98.7	97.4	81.7	2.8	2.7	12.8
1000 - 1300	83,429.	99.2	98.0	84.4	2.0	2.3	11.4
1300 - 1600	82,487.	99.9	97.9	82.5	2.3	2.6	12.7
1600 - 1900	82,268.	98.1	97.2	81.0	2.9	4.1	11.9
1900 - 2200	54,813.	100.7	97.8	83.5	2.3	2.2	12.0
2200 - 2400	28,741.	100.5	98.2	82.9	1.8	1.4	13.9
Summary	430,998.	99.1	97.7	82.7	2.4	2.8	12.1

Transport for London - QSI Points and Mileage

Reason for Issu

 Route
 440

 Service change
 27171

 Date
 10/11/2012

Version Detail

QSI Points are highlighted in blue.

QUI I UIIIIS	are highligh	OUT DIRECTION		
Timing Point				
Code	Stop Number	Stop Name	Metres	Miles
GUNNPR	BP5483	Power Road		
	29115	Oxford Road North	520	0.32
	15650	Oxford Court	198	0.12
	15648	Gunnersbury Station	211	0.13
	15646	Marlborough Road	277	0.17
	15377	Turnham Green / Sutton Lane North	299	0.19
TURNCH	33867	Turnham Green Church	212	0.13
	R0865	Dolman Road	324	0.20
	11346	Ramillies Road	335	0.21
ACTNGNS	11349	Acton Green	274	0.17
	BP2550	Chiswick Park Station	408	0.25
	BP3359	Montgomery Road	161	0.10
SACTLC	BP3360	Weston Road	406	0.25
	BP3361	Roslin Road	332	0.21
	BP3362	Hanbury Road	241	0.15
	BP3363	Stanley Road	155	0.10
	BP3364	All Saints Road	235	0.15
	20818	Meon Road	427	0.27
	15368	Acton Old Town Hall	214	0.13
ACTNHS	2038	Steyne Road	487	0.30
	34178	Denehurst Gardens	271	0.17
	37108	Twyford Crescent	328	0.20
	36994	Layer Gardens	254	0.16
	37158	Lynton Road	351	0.22
WACTSN	36996	West Acton Station	409	0.25
WACISIV	BP3372	Norman Way	396	0.25
		•		
	BP3373	Noel Road	243	0.15
NACTND	BP3374	Walton Way	195	0.12
NACTNR	BP3375	Northfields Road	239	0.15
	BP3376	Court Way	210	0.13
	BP3377	Cloister Road	158	0.10
	37106	St Gabriel's Church	239	0.15
NACTGC	27527	Gypsy Corner	213	0.13
NACTSN	BP5739	North Acton Station	777	0.48
	BP5562	North Acton Station	241	0.15
	6120	Sunbeam Road	225	0.14
	BP752	Bashley Road	206	0.13
	BP751	Standard Road	368	0.23
PRYLAS	37161	Park Royal Asda	493	0.31
PRYLHP	BP4971	Central Middlesex Hospital	123	0.08
	BP608	Cumberland Avenue	734	0.46
	34184	Whitby Avenue	225	0.14
	BP610	Commercial Way	170	0.11
	BP209	Tudor Estate	286	0.18
	16564	Beresford Avenue	625	0.39
SBPKSN	BP4310	Stonebridge Park Station	429	0.27
		Total Route Mileage - Out Direction	14124	8.78
		•	14124	8.78
				3.70

End of Victoria Road diversion

		BACK DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
SBPKSN	BP1019	Stonebridge Park Station		
	16563	Beresford Avenue	437	0.27
	BP208	Tudor Estate	583	0.36
	BP611	Commercial Way	278	0.17
	34185	Whitby Avenue	130	0.08
	BP609	Cumberland Avenue	293	0.18
PRYLHP	BP4969	Central Middlesex Hospital	727	0.45
PRYLAS	37000	Park Royal Asda / Western Road	579	0.36
	37264	Minerva Road	375	0.23
	6121	Cunard Road	406	0.25
	6119	Sunbeam Road	353	0.22
NACTSN	6007	North Acton Station	557	0.35
	34352	Wales Farm Road	262	0.16
NACTGC	R0254	Gypsy Corner	332	0.21
	37104	St Gabriel's Church	312	0.19
	BP3378	Cloister Road	196	0.12
	BP3379	Court Way	212	0.13
NACTNR	BP3380	Northfields Road	203	0.13
	BP3381	Walton Way	217	0.13
	BP3382	Noel Road	165	0.10
	36998	Norman Way	170	0.11
WACTSN	36997	West Acton Station	623	0.39
	37157	Lynton Road	356	0.22
	36995	Layer Gardens	265	0.16
	37107	Twyford Crescent	284	0.18
	2036	Denehurst Gardens	323	0.20
ACTNHS	R0742	King Street	371	0.23
	3043	Acton Old Town Hall	257	0.16
	20819	Petersfield Road	559	0.35
	BP3365	Newton Avenue	311	0.19
	BP3366	Stanley Road	304	0.19
	BP3367	Hanbury Road	247	0.15
	BP3368	Roslin Road	221	0.14
	BP3369	Colville Road	131	0.08
SACTLC	BP3370	Weston Road	131	0.08
	BP3371	Montgomery Road	376	0.23
	BP2549	Chiswick Park Station	187	0.12
ACTNGN	BP1553	Acton Green	398	0.12
	40003	Fishers Lane	631	0.23
TURNCH	R0214	Turnham Green Church	350	0.39
CHIVOIT	15645	Marlborough Road	511	0.32
	15647	Gunnersbury Station	283	0.32
	15649	Oxford Road North	341	0.18
GUNNPR	BP5483	Power Road	499	0.21
COMMEN	DF 3403	rowei Nodu	433	0.31

Total Route Mileage - Back Direction

9.16

9.16

14746 14746