7. Service Specification

Route: 496 Contract Reference: QC49406

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.

Route Number	496
Terminus Points	Harold Wood Station to Romford, Queen's Hospital
Contract Basis	Incentivised
Commencement Date	17 th October 2015
Vehicle Type	87 capacity, dual door, double deck buses
Current Maximum Approved	10.0 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 86.00%
Extension Threshold	Departing on Time Threshold - 90.00%
Minimum Operated Mileage	No less than 98.00%
Standard	

The Date of Tender for this ITT is: No later than 12 Noon on Monday 10th November 2014

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. 496.

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:

 87 capacity, dual door, double deck buses are specified, subject to a satisfactory route test.

Tenderers should note that if they are supplying an alternative price based on using existing vehicles, these must be refurbished in line with the revised specification dated 1st March 2014. This applies to all contracts awarded from Tranche 471 onwards.

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 with upfront payment of capital difference between diesel and hybrid for 5 year contract.

Cash Free Boarding was extended throughout London from 6th July 2014. Submitted tender prices should fully reflect the cost saving accrued from this change. Tenderers should also indicate the approximate additional cost if cash fares were still to be accepted.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Harold Wood S	Station to Romfo	ord, Queen's	Romford, Queen'	's Hospital to Ha	rold Wood					
Hospital			Station							
First departure	no later than 0)530.	First departure no later than 0530.							
0525 - 0610	Every 20 minu	ıtes	0525 - 0650	Every 20 minu	tes					
0611 - 1855	Every 15 minu	ıtes	0651 - 1935	Every 15 minu	tes					
1856 - 2355	Every 20 minu	ıtes	1936 - 2400	Every 20 minutes						
Last departure	no earlier than	2350.	Last departure no earlier than 2355.							
Pinchpoints										
Gidea Park	0700 - 0900	15 minutes	Petersfield	0710 - 0910	15 minutes					
Station	1505 - 1635	15 minutes	Avenue,	1505 - 1635	15 minutes					
			Gooshays Drive							
			(Harold Hill)							

3.2) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Harold Wood S	station to Romfo	ord, Queen's	Romford, Queen	's Hospital to Ha	arold Wood			
Hospital			Station					
First departure	no later than 0)530.	First departure r	o later than 05	30.			
0525 - 0910	Every 20 minu	ıtes	0525 - 0910	Every 20 minute	es			
0911 - 1855	Every 15 minu	ıtes	0911 - 1935	Every 15 minute	es			
1856 - 2355	Every 20 minu	ıtes	1936 - 2400	Every 20 minutes				
Last departure	no earlier than	2350.	Last departure n	o earlier than 2	355.			
Pinchpoints								
Gidea Park	0935 - 1105	15 minutes	Petersfield	0935 - 1105	15 minutes			
Station			Avenue,					
			Gooshays Drive					
			(Harold Hill)					

3.3) SUNDAY AND PUBLIC HOLIDAYS (EXCEPT GOOD FRIDAY AND CHRISTMAS DAY) SCHEDULE REQUIREMENTS & PINCHPOINTS

0			QUINTINE ITIO G		•			
Harold Wood S	Station to Romfo	ord, Queen's	Romford, Queen	's Hospital to H	arold Wood			
Hospital			Station					
First departure	no later than 0	730.	First departure n	o later than 07	55.			
0725 - 2355	Every 20 minu	utes	0750 - 2400	Every 20 minutes				
Last departure	no earlier than	2350.	Last departure no earlier than 2355.					
Pinchpoints								
Gidea Park	0950 - 1130	20 minutes	Petersfield	0955 - 1135	20 minutes			
Station			Avenue,					
			Gooshays Drive					
			(Harold Hill)					

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 496 can suffer from unpredictable traffic delays in the Romford area.
- 4.2) Romford Market, which is held on Wednesdays, Fridays and Saturdays, can lead to traffic delays in the Romford area.
- 4.3) Further developments are progressing in Romford town centre, including the Market Square and the new Asda store at Liberty 2 (located at the junction of Main Road, St. Edwards Way and Mercury Gardens). Over the next 10 years, there should be fairly significant increases in residential and commercial properties within and along the inner ring road. This will affect demand on the route.
- 4.4) Crossrail will connect the City, Canary Wharf, the West End and Heathrow Airport to commuter areas east and west of the capital. Major construction of the railway began in 2010, with services expected to commence in 2018. The construction impacts of Crossrail could affect Route No. 496 and it is anticipated that some passenger demand for Route No. 496 may shift to this line when it opens. Route No. 496 will be reviewed closer to the opening date.
- 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 496: Harold Wood Station - Queens Hospital

Date of Structural Change: 17 October 2015. **Date of Service Change:** 17 October 2015.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Queens Hospital: Station Road, Avenue Road, Church Road, Harold Court Road, Colchester Road, Petersfield Avenue, Dagnam Park Drive, Leamington Road, Petersfield Avenue, Gooshays Drive, Faringdon Avenue, Straight Road, Gallows Corner, Main Road, Upper Brentwood Road, Station Road, Balgores Lane, The Drill Roundabout, Heath Park Road, Victoria Road, South Street, Atlanta Boulevard, Romford Station Forecourt, South Street, Western Road, Mercury Gardens, Main Road Roundabout, St Edwards Way, Waterloo Road, Oldchurch Road Roundabout, Oldchurch Road, Oldchurch Rise, Private Road In Hospital Grounds, Queens Hospital Bus Station.

Towards Harold Wood Station: Bus Stop Lay-By Outside Bus Station, Private Road In Hospital Grounds, Oldchurch Rise, Oldchurch Road, Oldchurch Road Roundabout, Waterloo Road, St Edwards Way, Main Road Roundabout, Mercury Gardens, Western Road, Grimshaw Way, Slaney Road, Chandlers Way, Eastern Road, South Street, Victoria Road, Heath Park Road, The Drill Roundabout, Balgores Lane, Station Road, Upper Brentwood Road, Main Road, Gallows Corner, Straight Road, Faringdon Avenue, Gooshays Drive, Petersfield Avenue, Leamington Road, Dagnam Park Drive, Petersfield Avenue, Colchester Road, Harold Court Road, Church Road, Avenue Road, Station Road, Harold Wood Station Forecourt.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

HAROLD WOOD, STATION ROAD

Public stand for two buses on north side of Station Road outside No. 7 Station Road extending 25 metres west.

Buses proceed from Harold Wood Station Forecourt via Gubbins Lane to stand, departing to Station Road. Set down in Harold Wood Station Forecourt, at Stop B (18506 - Harold Wood Station #, Last Stop on LOR: 18506 - Harold Wood Station #) and pick up in Station Road, at Stop C (18505 - Harold Wood Station #, First Stop on LOR: 18505 - Harold Wood Station #).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route 496 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: Harold Wood.

HAROLD HILL, DAGNAM PARK SQUARE (from QUEENS HOSPITAL)

Buses proceed from Dagnam Park Drive departing to Petersfield Avenue. Set down in Dagnam Park Drive, at Stop DH (26811 - Stratton Road, Last Stop on LOR: 26811 - Stratton Road) and pick up in Petersfield Avenue, at Stop PB (26813 - St Neot's Road, First Stop on LOR: 26813 - St Neot's Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Harold Hill, Dagnam Park Square.

GALLOWS CORNER (from Harold Wood Station)

Buses proceed from Straight Road via Gallows Corner departing to Straight Road. Set down in Straight Road, at stop GE (20074 - Gallows Corner, Last Stop on LOR: 20074 - Gallows Corner) and pick up in Straight Road, at stop GL (20073 - Gallows Corner, First Stop on LOR: 20073 - Gallows Corner).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Gallows Corner.

GALLOWS CORNER, MAIN ROAD (from QUEENS HOSPITAL)

Buses proceed from Main Road via Gallows Corner departing to Main Road. Set down in Main Road, at stop GN (18470 - Upper Brentwood Road, Last Stop on LOR: 18470 - Upper Brentwood Road) and pick up in Main Road, at stop GQ (18469 - Upper Brentwood Road, First Stop on LOR: 18469 - Upper Brentwood Road).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Gallows Corner, Main Road.

ROMFORD STATION, ATLANTA BOULEVARD (from Harold Wood Station)

Private stand for 15 buses in marked bays in Bus Parking Area in Atlanta Boulevard on south side of Romford Station.

Buses proceed from Atlanta Boulevard direct to stand, departing via Atlanta Boulevard and South Street to Victoria Road. Set down in Atlanta Boulevard, at Alighting Point (BP148 - Romford Station #, Last Stop on LOR: 18247 - Albert Road) and pick up in Victoria Road, at Stop W (2245 - Romford Station #, First Stop on LOR: 2245 - Romford 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: Romford Station.

ROMFORD MARKET (from Harold Wood Station)

Public stand for five buses in bus parking area on north side of St Edward's Way, at the junction with Church Lane.

Buses proceed from St Edwards Way circumnavigating roundabout at junction with North Street via St Edwards Way Bus Stand to stand, departing via St Edwards Way Bus Stand to St Edwards Way. Set down in St Edwards Way, at Stop L (34118 - Romford Market, Last Stop on LOR: 34118 - Romford Market) and pick up in St Edwards Way, at Stop E (34092 - Romford Market, First Stop on LOR: 34092 - Romford Market).

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: Romford Market.

ROMFORD, QUEENS HOSPITAL

Private stand for four buses in 2 portions on south and west sides of bus station alongside private road through Queen's Hospital.

- 1 for three buses on south side of bus station commencing opposite exit from bus station and extending 40 metres west.
- 2 for one bus on south-west side of bus station commencing in corner and extending 14 metres north-west.

Buses proceed from Queens Hospital Bus Station direct to stand, departing via Queens Hospital Bus Station to Bus Stop Lay-By Outside Bus Station. Set down in Queens Hospital Bus Station, at Stop HJ (BP5051 - Queen's Hospital) and pick up in Bus Stop Lay-by Outside Bus Station, at Stop HN (BP4884 - Queen's Hospital).

AVAILABILITY: At any time.

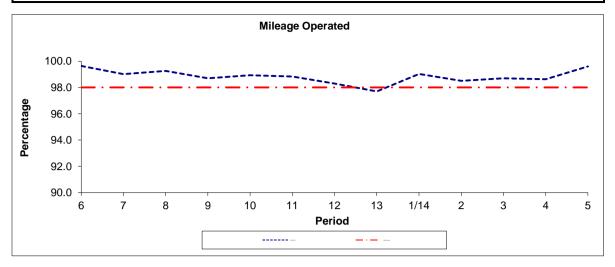
OPERATING RESTRICTIONS: No more than 2 buses on Route 496 should be scheduled

to stand at any one time.

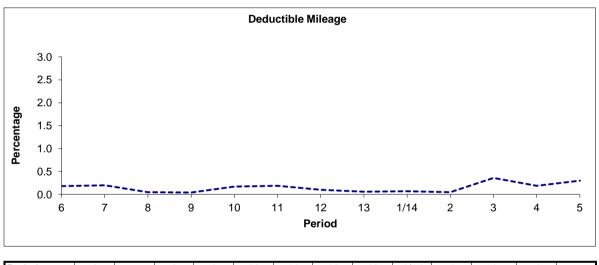
MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

BLIND DISPLAY: Romford, Queen's Hospital.

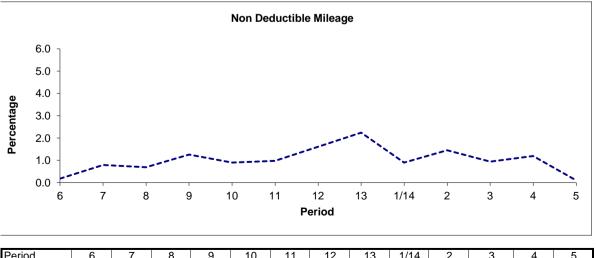
PART B - PERFORMANCE STATISTICS Route 496



Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	99.64	99.01	99.26	98.70	98.93	98.83	98.29	97.70	99.03	98.50	98.70	98.62	99.60
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



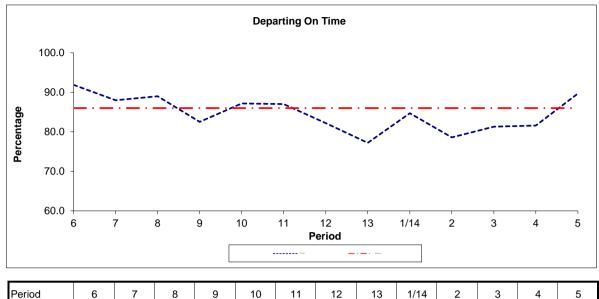
Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.18	0.20	0.05	0.04	0.17	0.19	0.10	0.06	0.07	0.05	0.36	0.19	0.30

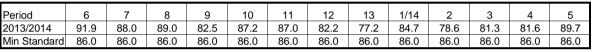


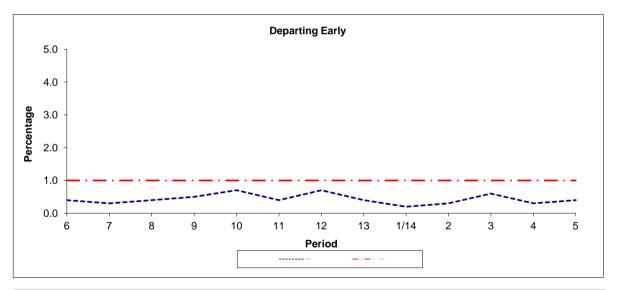
Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.18	0.79	0.69	1.26	0.90	0.98	1.61	2.24	0.90	1.45	0.94	1.19	0.10

Note: Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS Route 496







Period	6	7	8	9	10	11	12	13	1/14	2	3	4	5
2013/2014	0.4	0.3	0.4	0.5	0.7	0.4	0.7	0.4	0.2	0.3	0.6	0.3	0.4
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 496 - FULL IBUS RESULTS BY TIME OF DAY QUARTER 2 13/14 TO QUARTER 1 14/15 (22/06/13 - 20/06/14)

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	15,578.	100.3	99.4	95.8	0.6	0.1	3.6
0700 - 1000	40,563.	94.9	94.5	77.0	6.1	0.7	16.2
1000 - 1300	40,594.	99.5	98.7	89.5	1.4	0.3	8.9
1300 - 1600	41,082.	98.8	98.9	88.0	1.2	0.4	10.5
1600 - 1900	41,146.	98.6	97.3	80.7	2.7	0.5	16.1
1900 - 2200	32,409.	100.0	98.0	84.7	2.2	0.2	12.9
2200 - 2400	20,311.	101.1	99.6	95.2	0.5	0.7	3.7
Summary	231,683.	98.7	97.8	84.4	2.6	0.4	12.5

SATURDAY

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	3,118.	98.6	99.3	98.6	0.7	0.1	0.6
0700 - 1000	6,951.	98.8	99.6	93.4	0.4	0.2	6.0
1000 - 1300	8,518.	98.6	98.4	87.2	1.6	0.5	10.7
1300 - 1600	8,571.	98.5	96.2	80.3	3.9	0.4	15.4
1600 - 1900	8,626.	98.8	99.0	91.1	1.0	0.6	7.3
1900 - 2200	6,825.	101.2	99.3	89.3	0.7	0.2	9.8
2200 - 2400	4,266.	100.5	99.6	95.3	0.4	0.2	4.0
Summary	46,875.	99.2	98.6	87.9	1.7	0.4	10.0

SUNDAY AND BANK HOLIDAYS

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	61.	103.3	100.0	96.8	0.0	0.0	3.2
0700 - 1000	5,350.	99.1	99.7	94.9	0.4	0.1	4.6
1000 - 1300	7,069.	99.3	99.4	93.5	0.6	0.4	5.5
1300 - 1600	7,126.	100.2	99.4	91.7	0.6	0.3	7.3
1600 - 1900	7,403.	99.8	99.4	96.8	0.6	0.5	2.1
1900 - 2200	7,041.	100.4	99.4	93.3	0.7	0.3	5.7
2200 - 2400	4,740.	99.8	99.9	97.5	0.1	0.8	1.6
Summary	38,790.	99.8	99.5	94.2	0.6	0.4	4.8

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	18,757.	100.1	99.4	96.1	0.6	0.1	3.2
0700 - 1000	52,864.	95.8	95.7	79.3	5.3	0.6	14.8
1000 - 1300	56,181.	99.3	98.7	89.6	1.3	0.4	8.8
1300 - 1600	56,779.	98.9	98.6	87.2	1.5	0.4	10.9
1600 - 1900	57,175.	98.8	97.8	83.4	2.3	0.5	13.9
1900 - 2200	46,275.	100.2	98.4	86.2	1.9	0.2	11.7
2200 - 2400	29,317.	100.8	99.6	95.5	0.4	0.6	3.5
Summary	317,348.	98.9	98.1	85.7	2.3	0.4	11.5

Transport for London - QSI points and Live Mileage List

 Route
 496

 Service change
 34362

 Date
 12/08/2013

QSI Points are highlighted.

Reason for Issue

		OUT DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
HDWDSN	18505	Harold Wood Station		
	29184	Harold Wood Library	249	0.15
	29110	Firham Park Avenue	371	0.23
	29108	David Drive	399	0.25
	29106	Halidon Rise	269	0.17
	34132	Colchester Road	357	0.22
	35419	Fairford Way	291	0.18
HHILDS	35414	Dagnam Park Square	293	0.18
	34137	Sheffield Drive	135	0.08
	34138	Settle Road	294	0.18
	35415	Wickford Drive	185	0.11
	34135	Redruth Road	234	0.15
	BP4965	Petersfield Avenue	241	0.15
	26813	St Neot's Road	158	0.10
	26806	The Petersfield Centre	218	0.14
	26804	Paines Brook Way	227	0.14
PTFAGD	26802	Gooshays Drive	314	0.20
	BP4370	Dewsbury Road	232	0.14
	26800	Dulverton Road	230	0.14
	26798	Chatteris Avenue	310	0.19
	26796	Ashton Road	235	0.15
	26794	Neave Crescent	234	0.15
	R0308	Faringdon Avenue	334	0.21
GALWSR	20074	Gallows Corner	227	0.14
	18469	Upper Brentwood Road	342	0.21
	20077	Western Avenue	344	0.21
	20079	Belgrave Avenue	240	0.15
	20081	Royal Liberty School	250	0.16
GIDPSN	18495	Gidea Park Station	601	0.37
	18253	The Drill Roundabout	585	0.36
	19267	Margaret Road	248	0.15
	18251	Fairholme Avenue	362	0.22
	18249	Manor Road	264	0.16
	18247	Albert Road	493	0.31
ROMFSN	R0760	Romford Station	421	0.26
	BP4227	Western Road	401	0.25
ROMFSE	34118	Romford Market	504	0.31
	34115	North Street	376	0.23
	3539	Mawney Road	255	0.16
ROMFBR	BP2967	The Brewery	277	0.17
ROMFHP	BP5051	Queen's Hospital	897	0.56
		Total Route Mileage - Out Direction	12897	8.01

12897

8.01

TRANCHE 494

Removal of evening re-routeing in Romford Town

Timing Doint		BACK DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
ROMFHP	BP4884	Queen's Hospital		
ROMFBR	BP3205	The Brewery	822	0.51
	R0332	Mawney Road	312	0.19
	34113	North Street	240	0.15
ROMFSE	34092	Romford Market	414	0.26
	LE135	Mercury Gardens	321	0.20
	34119	Western Road	284	0.18
ROMFSN	2245	Romford Station	607	0.38
	18248	Albert Road	396	0.25
	18250	Manor Road	462	0.29
	18252	Fairholme Avenue	221	0.14
	19268	Margaret Road	278	0.17
	18494	The Drill Roundabout	422	0.26
GIDPSN	27481	Gidea Park Station	395	0.25
	20082	Durham Avenue	260	0.16
	20080	Royal Liberty School	353	0.22
	20078	Belgrave Avenue	193	0.12
	20076	Western Avenue	215	0.13
	18470	Upper Brentwood Road	378	0.23
GALWSR	20073	Gallows Corner	382	0.24
	26792	Neave Crescent	327	0.20
	26793	Ashton Road	242	0.15
	26795	Spilsby Road	299	0.19
	26797	Chatteris Avenue	232	0.14
	BP4432	Dulverton Road	225	0.14
	26799	Dewsbury Road	219	0.14
PTFAGD	26801	Gooshays Drive	246	0.15
	26803	Paines Brook Way	327	0.20
	26805	The Petersfield Centre	191	0.12
	26807	Petersfield Avenue	334	0.21
	26808	Redruth Road	303	0.19
	26809	Settle Road	292	0.18
	26810	Sheffield Drive	265	0.16
HHILDS	26811	Stratton Road	210	0.13
	34133	Fairford Way	312	0.19
	29105	Colchester Road	350	0.22
	29107	Halidon Rise	339	0.21
	29109	David Drive	306	0.19
	29111	Firham Park Avenue	349	0.22
LIDIMEON	29112	Harold Wood Library	365	0.23
HDWDSN	18506	Harold Wood Station	299	0.19
		Total Pouto Milegge Peek Direction	12007	9.07
		Total Route Mileage - Back Direction	12987	8.07
			12987	8.07