7. Service Specification

Route: 521 Contract Reference: QC52102

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	521
Terminus Points	Waterloo Station and London Bridge Station, Bus
	Station Bay B
Contract Basis	Incentivised
Commencement Date	16 th July 2016
Vehicle Type	Option 1
	75 capacity*, dual door, electric single deck,
	minimum 12m long
	Option 2
	75 capacity*, dual door, diesel single deck, minimum
	12m long
	* The interior layout should be specifically
	designed for a greater proportion of standing
	passengers with approximately 20 seats and an
	aspiration for a total capacity of 75 passengers.
	aspiration for a total capacity of 75 passengers.
	This layout will be agreed with the successful
Current Maximum Approved	This layout will be agreed with the successful
Current Maximum Approved Dimensions	This layout will be agreed with the successful Tenderer.
· ·	This layout will be agreed with the successful Tenderer.
Dimensions	This layout will be agreed with the successful Tenderer. 12.0 metres long and 2.55 metres wide
Dimensions New Vehicles Mandatory	This layout will be agreed with the successful Tenderer. 12.0 metres long and 2.55 metres wide Yes
Dimensions New Vehicles Mandatory Hybrid Price Required	This layout will be agreed with the successful Tenderer. 12.0 metres long and 2.55 metres wide Yes No
Dimensions New Vehicles Mandatory Hybrid Price Required Sponsored Route	This layout will be agreed with the successful Tenderer. 12.0 metres long and 2.55 metres wide Yes No No
Dimensions New Vehicles Mandatory Hybrid Price Required Sponsored Route Advertising Rights	This layout will be agreed with the successful Tenderer. 12.0 metres long and 2.55 metres wide Yes No No Operator
Dimensions New Vehicles Mandatory Hybrid Price Required Sponsored Route Advertising Rights	This layout will be agreed with the successful Tenderer. 12.0 metres long and 2.55 metres wide Yes No No Operator Average Excess Wait Time - No more than 0.90
Dimensions New Vehicles Mandatory Hybrid Price Required Sponsored Route Advertising Rights Minimum Performance Standard	This layout will be agreed with the successful Tenderer. 12.0 metres long and 2.55 metres wide Yes No No Operator Average Excess Wait Time - No more than 0.90 minutes
Dimensions New Vehicles Mandatory Hybrid Price Required Sponsored Route Advertising Rights Minimum Performance Standard Extension Threshold	This layout will be agreed with the successful Tenderer. 12.0 metres long and 2.55 metres wide Yes No No Operator Average Excess Wait Time - No more than 0.90 minutes Average Excess Wait Time Threshold - 0.80 minutes

The Date of Tender for this ITT is: No later than 12 Noon on Monday 27th April 2015

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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 521.

- Since 5th April 2014, Route No. 521 has been temporarily diverted from Cannon Street via Friday Street to Queen Victoria Street to re-join normal line of routeing towards London Bridge Station, Bus Station Bay B due to 45 Cannon Street development works. From 3rd October 2015, Route No. 521 will operate via its normal line of routeing from Cannon Street direct to Queen Victoria Street towards London Bridge Station, Bus Station Bay B.
- Since 5th January 2015, Route No. 521 has been temporarily diverted from Queen Victoria Street via Mansion House Street to King William Street to re-join normal line of routeing towards London Bridge Station, Bus Station Bay B in association with collaborative works in Cannon Street. Emergency schedules introduced on 17th January 2015 are in place. From 14th March 2015, Route No. 521 will operate via its normal line of routeing from Queen Victoria Street via Cannon Street to King William Street towards London Bridge Station, Bus Station Bay B.
- Please see Section 5 for a full list of streets traversed and standing arrangements.

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:

The Mayor and Transport for London (TfL) have developed a proposal for an Ultra Low Emission Zone (ULEZ) in central London.

The ULEZ would take effect from 7th September 2020 and apply 24 hours a day, 7 days a week, and will require all single deck buses operating within the zone to be zero emission at tail pipe.

Two options are specified:

Option 1

 75 capacity*, dual door, electric single deck, minimum 12m long buses are specified.

Option 2

 75 capacity*, dual door, diesel single deck, minimum 12m long buses are specified.

*This note is on Page 1.

 Tenderers may also submit proposals for other zero emission at tail-pipe technologies.

2) NOTES - continued

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.

Tenderers should detail the implementation strategy for electric buses. This should include as a minimum:

- 1. The charging strategy that would be adopted, including the rationale for any increase in the total number of vehicles and other resources compared to the Option 2 diesel bid.
- 2. The charging infrastructure required, including physical and operational changes to garage(s).

Tenderers may also propose

- 1. Funding of infrastructure changes though one-off payments before or at contract commencement.
- 2. Opportunities to reduce contract costs if charging infrastructure can be provided at stands/bus stations or on street.
- 3. Phased introduction of electric buses.

However Tenderers are encouraged to provide any further supporting information to demonstrate their readiness to introduce electric buses on this route.

The implementation strategy will form part of the evaluation for this route.

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

	on, Tenison Wa		London Bridge		
	, Bus Station B	•	to Waterloo Stat		•
	no later than 0	•	First departure r		
0625 - 0640	Every 10 minu		0625 - 0640	Every 10 min	
0641 - 0700	Every 5 minu		0641 - 0710	Every 5 min	
0701 - 0730	Every 3-4 m		0711 - 0740	Every 3-4 m	
0.01 0.00	(18 buses per		0711 0710	(18 buses per	
0731 - 0745	Every 2-3 m		0741 - 0940	Every 2-3 m	
	(24 buses per			(24 buses per	
0746 - 0845	Every 2 minu		0941 - 1000	Every 4 min	
0846 - 0930	Every 2-3 mi		1001 - 1010	Every 5 min	
	(24 buses per				
0931 - 0950	Every 4 minu		1011 - 1520	Every 10 min	utes
0951 - 1010	Every 5 minu	ites	1521 - 1545	Every 6 min	utes
1011 - 1520	Every 10 mini	utes	1546 - 1555	Every 5 min	utes
1521 - 1545	Every 6 minu	utes	1556 - 1620	Every 3-4 m	inutes
				(18 buses per	
1546 - 1600	Every 5 minu	utes	1621 - 1830	Every 2-3 m	
				(24 buses per	
1601 - 1610	Every 3-4 m		1831 - 1910	Every 3-4 m	
	(18 buses per			(18 buses per	
1611 - 1805	Every 2-3 m		1911 - 1940	Every 5 min	utes
1000	(24 buses per			1	
1806 - 1905	Every 3-4 m		1941 - 2010	Every 8 min	utes
4000 1010	(18 buses per		0044 0045	F 10 .	
1906 - 1940	Every 5 minu		2011 - 0015	Every 12 min	utes
1941 - 2005	Every 8 minu				
2006 - 0010	Every 12 minu				0.1.0
	no earlier than	0005.	Last departure r	o earlier than 0	U1U.
Pinchpoints	0745 0745	4	11-11	0705 0755	4
Holborn	0715 - 0745	4 minutes	Holborn	0725 - 0755	4 minutes
Circus, High	0746 - 0800	3 minutes	Circus, High	0756 - 0905	3 minutes
Holborn	0801 - 0900	2 minutes	Holborn	1500 - 1530	10 minutes
	1500 - 1530	10 minutes		1531 - 1555	6 minutes
	1531 - 1555	6 minutes		1556 - 1605	5 minutes
	4550 1015			1606 - 1630	4 minutes
	1556 - 1610	5 minutes		1631 - 1645	3 minutes
	1611 - 1620	4 minutes	_		
	1621 - 1645	3 minutes			

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. 521 can suffer from unpredictable traffic delays in the City of London area.
- 4.2) The Waterloo Station area will be transformed with new homes, offices and better public spaces.
- 4.3) Transport for London (TfL) has developed proposals to remove the IMAX roundabout at Waterloo in order to create a large, open peninsula a focal point for the area. The Tenison Way Bus Station would be re-sited to Waterloo Road with the kerb line retained. Construction is not expected to start before the end of 2017 and work could be complete by 2020. The final scheme is forecast to have minimal impact on the operation of Route No. 521.
- 4.4) Two continuous largely segregated cycle routes through central London are proposed. The East-West Cycle Superhighway between Tower Hill and Acton and the North-South Cycle Superhighway between Elephant & Castle and Farringdon station. North of Farringdon station, the North-South route is planned to connect to a new Quietway back-street cycle route to King's Cross. This would provide cyclists with a route through central London on low-traffic streets. Route No. 521 may be affected by the construction of the Cycle Superhighway during 2015/2016.
- 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 521: Waterloo Station - London Bridge Station

Date of Structural Change: 27 August 2016. **Date of Service Change:** 27 August 2016.

Reason for Issue: New Tender.

STREETS TRAVERSED

<u>Towards London Bridge Station:</u> Tenison Way Bus Station, Tenison Way, Waterloo Road, Waterloo Bridge, Kingsway Tunnel, Kingsway, Southampton Row, Vernon Place, Theobald's Road, Drake Street, Procter Street, High Holborn, Holborn, Holborn Circus, Holborn Viaduct, Newgate Street, King Edward Street, Angel Street, St Martin's Le Grand, Cheapside, New Change, Cannon Street, King William Street, London Bridge, Railway Approach, Bay B.

<u>Towards Waterloo Station:</u> Bay B, London Bridge Bus Station, London Bridge Street, Borough High Street, London Bridge, King William Street, Cannon Street, New Change, Cheapside, Newgate Street, Holborn Viaduct, Holborn Circus, Holborn, High Holborn, Kingsway, Aldwych (East Arm), Strand, Lancaster Place, Waterloo Bridge, Waterloo Road, Tenison Way, York Road, Mepham Street.

AUTHORISED STANDS, CURTAILMENT POINTS, & BLIND DESCRIPTIONS

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

WATERLOO, MEPHAM STREET

Public stand for two buses on north side of Mepham Street commencing 15 metres west of junction with Mepham Street tunnel section and extending 22 metres west.

Buses proceed from Mepham Street direct to stand, departing via Mepham Street to Tenison Way Bus Station. Set down in Mepham Street, at Alighting Point (BP1695 - Waterloo Station / Mepham Street <> #, Last Stop on LOR: BP1695 - Waterloo Station / Mepham Street <> #) and pick up in Tenison Way Bus Station, at stop H (BP4259 - Waterloo Station / Tenison Way <> #, First Stop on LOR: BP4259 - Waterloo Station / Tenison Way <> #).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 3 buses on Route 521 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: Waterloo.

OTHER INFORMATION: London Buses toilet facilities available 24 hours a day.

ALDWYCH (from LONDON BRIDGE STATION)

Buses proceed from Aldwych via Strand and Aldwych departing to Kingsway. Set down in Aldwych, at Stop K (29984 - Aldwych / The Royal Courts Of Justice, Last Stop on LOR: 29984 - Aldwych / The Royal Courts Of Justice) and pick up in Kingsway, at Stop P (455 - Holborn Station <>, First Stop on LOR: 455 - Holborn Station <>).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Aldwych.

HOLBORN, KINGSWAY (from LONDON BRIDGE STATION)

Buses proceed from High Holborn via Southampton Place, Bloomsbury Way, Vernon Place, Theobald's Road and Drake Street departing to Procter Street. Set down in High Holborn, at stop K (1057 - Holborn Station <>, Last Stop on LOR: 1057 - Holborn Station <>) and pick up in Procter Street, at stop H (33107 - Procter Street, First Stop on LOR: 33107 - Procter Street).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

BLIND DISPLAY: Holborn.

ST. PAULS STATION, KING EDWARD STREET

Public stand for four buses on west side of King Edward Street, commencing 45 metres north of northern kerb line of Angel Street and extending 45 metres south.

From London Bridge Station.

Buses proceed from Newgate Street via King Edward Street to stand, departing via King Edward Street, Little Britain, Montague Street, Museum Of London Roundabout, St Martin's Le Grand and Cheapside to New Change. Set down in Newgate Street, at Stop SQ (BP3442 - St Paul's Station <>, Last Stop on LOR: BP3442 - St Paul's Station <>) and pick up in New Change, at Stop SM (33385 - New Change / Cannon Street, First Stop on LOR: 33385 - New Change / Cannon Street).

From Waterloo Station.

Buses proceed from Newgate Street via King Edward Street to stand, departing via King Edward Street, Little Britain, Montague Street, Museum Of London Roundabout and St Martin's Le Grand to Newgate Street. Set down in Newgate Street, at Stop ST (8586 - King Edward Street, Last Stop on LOR: 8586 - King Edward Street) and pick up in Newgate Street, at Stop SQ (BP3442 - St Paul's Station <>, First Stop on LOR: BP3442 - St Paul's 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: St. Paul's.

LONDON BRIDGE STATION, BUS STAND B

Private stand for three buses on route 521 in Bay B in Bus Station on forecourt of London Bridge Station.

Buses proceed from Bay B direct to stand, departing to Bay B. Set down in Bay B, on stand, at stop B (BP5680 - London Bridge Station # <>, Last Stop on LOR: BP5680 - London Bridge Station # <>) and pick up in Bay B, on stand, at stop B (BP5680 - London Bridge Station # <>).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 3 buses on Route 521 should be

scheduled to stand at any one time.

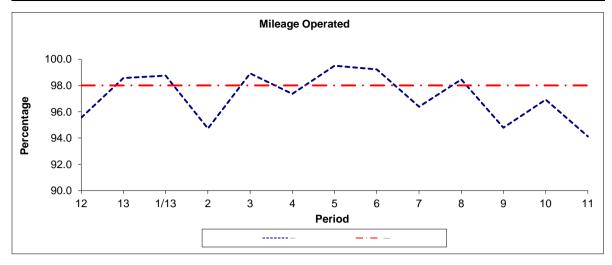
MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

BLIND DISPLAY: London Bridge.

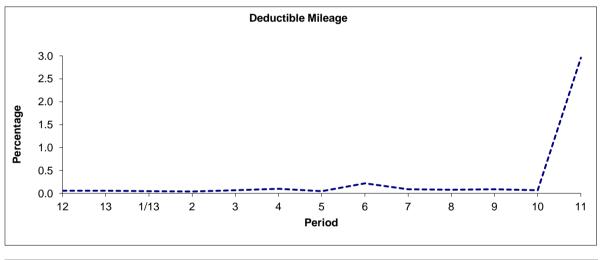
OTHER INFORMATION: Automated toilet facilities available: 0500-0100 (M-F)...

PART B - PERFORMANCE STATISTICS

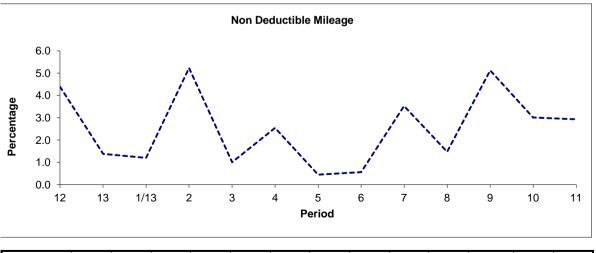
Route 521



Period	12	13	1/13	2	3	4	5	6	7	8	9	10	11
2013/2014	95.55	98.56	98.75	94.73	98.92	97.36	99.50	99.22	96.38	98.45	94.79	96.92	94.11
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	12	13	1/13	2	3	4	5	6	7	8	9	10	11
2013/2014	0.06	0.06	0.05	0.04	0.07	0.10	0.05	0.22	0.09	0.08	0.09	0.07	2.96

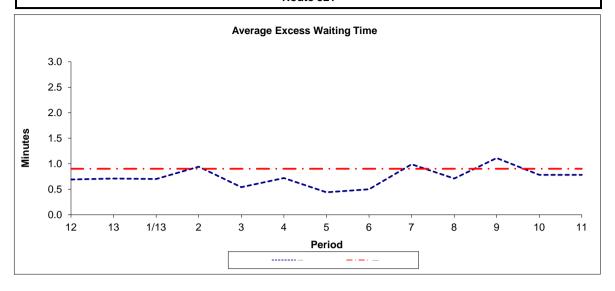


Period	12	13	1/13	2	3	4	5	6	7	8	9	10	11
2013/2014	4.39	1.38	1.20	5.23	1.01	2.54	0.45	0.56	3.53	1.47	5.12	3.01	2.93

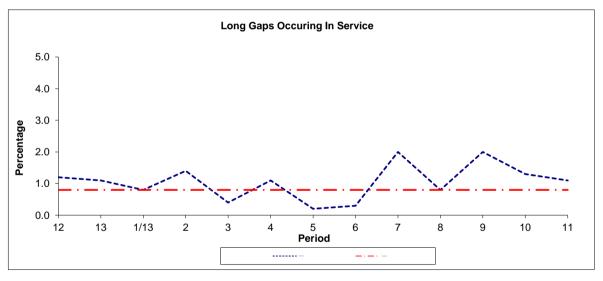
Note: Mileage is based on 4 weeks data
Period 11 2014/15 was adversely affected by industrial action.

PART B - PERFORMANCE STATISTICS

Route 521



Period	12	13	1/13	2	3	4	5	6	7	8	9	10	11
2013-2014	0.69	0.71	0.70	0.94	0.54	0.72	0.44	0.50	0.99	0.71	1.11	0.78	0.78
Min Standard	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90	0.90



Period	12	13	1/13	2	3	4	5	6	7	8	9	10	11
2013-2014	1.2	1.1	0.8	1.4	0.4	1.1	0.2	0.3	2.0	0.8	2.0	1.3	1.1
Benchmark	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8

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

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

ROUTE 521 - FULL IBUS RESULTS BY TIME OF DAY QUARTERS 4/13 to 3/14 (04/01/14 - 02/01/15)

MONDAY - FRIDAY

Time Period	Expected Buses	On AVL (%)			Actual Waiting Time (AWT) (mins)	Probability of Waiting < 10 mins (%)	Probability of Waiting 10-20 mins (%)	Probability of Waiting 20-30 mins (%)	Probability of Waiting > 30 mins (%)	Long Gaps (%)	Maximum Gap (mins)
0500 - 0700	6,493.	103.4	3.90	0.26	4.16	97.7	2.2	0.0	0.0	0.2	78
0700 - 1000	130,285.	96.8	1.44	0.59	2.03	99.5	0.5	0.0	0.0	0.5	35
1000 - 1300	39,192.	102.4	4.67	0.68	5.35	87.5	11.6	0.7	0.2	1.4	59
1300 - 1600	39,038.	97.7	4.59	0.95	5.54	88.3	10.5	0.8	0.3	1.4	69
1600 - 1900	126,675.	96.3	1.49	0.73	2.22	99.4	0.6	0.0	0.0	0.6	32
1900 - 2200	45,172.	101.1	4.18	0.67	4.85	87.6	11.9	0.4	0.1	1.8	76
2200 - 2400	19,130.	101.1	6.00	0.39	6.39	80.6	18.7	0.5	0.2	0.4	48
Summary	405,985.	98.1	3.19	0.71	3.90	93.0	6.5	0.4	0.1	1.0	78

No Weekend service.

Transport for London - QSI Points and Live Mileage List

Route 521

Service change 32841

Date 06/03/2013 Reason for Issue

QSI Points are highlighted.

		OUT DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
WLOOTW	BP4259	Waterloo Station / Tenison Way		
	25893	Waterloo Bridge / South Bank	302	0.19
HOLBSN	455	Holborn Station	1347	0.84
	33107	Procter Street	448	0.28
	8419	Brownlow Street	341	0.21
	1472	Chancery Lane Station	209	0.13
HOLBCS	20628	Holborn Circus / Fetter Lane	182	0.11
	2018	Holborn Circus	250	0.16
	1157	City Thameslink Station	182	0.11
SPLSSN	8586	King Edward Street	301	0.19
	33385	New Change / Cannon Street	518	0.32
	8551	Mansion House Station	181	0.11
CANSSN	8553	Cannon Street Station	275	0.17
	BP140	Monument Station	498	0.31
LONBSNB	BP5680	London Bridge Station	544	0.34

Total Route Mileage - Out Direction	5578	3.47
	Metres	Miles

TRANCHE 521

End diversion - London Bridge collapsed sewer

		BACK DIRECTION		
Timing Point Code	Stop Number	Stop Name	Metres	Miles
LONBSNB	BP5680	London Bridge Station		
	2123	Monument Station	694	0.43
CANSSN	8552	Cannon Street Station	328	0.20
	33780	New Change / Cannon Street	646	0.40
SPLSSN	BP3442	St Paul's Station	229	0.14
	1156	City Thameslink Station	337	0.21
	8571	Holborn Circus	280	0.17
HOLBCS	2019	Holborn Circus / Fetter Lane	165	0.10
	8420	Chancery Lane Station	252	0.16
	1473	Brownlow Street	188	0.12
	1057	Holborn Station	261	0.16
HOLBSN	26425	Kingsway / Holborn Station	351	0.22
	29984	Aldwych / The Royal Courts Of Justice	375	0.23
	29985	Aldwych / Somerset House	309	0.19
	1835	Waterloo Bridge / South Bank	678	0.42
WLOOMS	BP1695	Waterloo Station / Mepham Street	536	0.33
		Total Route Mileage - Back Direction	5629	3.50
			Metres	Miles