

7. Service Specification

Route: RV1

Contract Reference: QC50901

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	Covent Garden, Catherine Street to Tower Gateway Station
Contract Basis	Incentivised - Fixed Term to 27 March 2020
Commencement Date	19 th December 2015
Vehicle Type	60 capacity, dual door, single deck, minimum 10.8m long
Current Maximum Approved Dimensions	12 metres long and 2.55 metres wide
New Vehicles Mandatory	No - To be supplied by the corporation.
Hybrid Price Required	No
Sponsored Route	No
Advertising Rights	Corporation
Minimum Performance Standard	Average Excess Wait Time - No more than 1.00 minutes
Minimum Operated Mileage Standard	No less than 98.00%

The Date of Tender for this ITT is:

No later than 12 Noon on Monday 28th September 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, no changes are proposed to the existing service for introduction prior to the commencement of the new Route Agreement for Route No. RV1.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. RV1.

Operators should provide the following prices:

- 1. Annual price – excluding drive train maintenance costs and hydrogen.**
- 2. Annual price – costs currently paid separately by TfL outside the Route Agreement.**

Please see attached Section 10 table.

3) SCHEDULE REQUIREMENTS & PINCHPOINTS

3.1) MONDAY TO FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Covent Garden, Catherine Street to Tower Gateway Station		Tower Gateway Station to Covent Garden, Catherine Street			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 0700	Every 20 minutes	0555 - 0700	Every 20 minutes		
0701 - 0010	Every 10 minutes	0721 - 0010	Every 10 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 0005.			
Pinchpoints					
London Bridge Station, Duke Street Hill	0730 - 0900	10 minutes	Waterloo Station, York Road	0700 - 0740	20 minutes
	1500 - 1630	10 minutes		0741 - 0900	10 minutes
				1500 - 1630	10 minutes

3.3) SATURDAY AND GOOD FRIDAY SCHEDULE REQUIREMENTS & PINCHPOINTS

Covent Garden, Catherine Street to Tower Gateway Station		Tower Gateway Station to Covent Garden, Catherine Street			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 0700	Every 20 minutes	0555 - 0700	Every 20 minutes		
0701 - 0010	Every 10 minutes	0701 - 0010	Every 10 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 0005.			
Pinchpoints					
London Bridge Station, Duke Street Hill	0900 - 1100	10 minutes	Waterloo Station, York Road	0900 - 1100	10 minutes

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

Covent Garden, Catherine Street to Tower Gateway Station		Tower Gateway Station to Covent Garden, Catherine Street			
First departure no later than 0600.		First departure no later than 0600.			
0555 - 0820	Every 20 minutes	0555 - 0820	Every 20 minutes		
0821 - 0010	Every 10 minutes	0821 - 0010	Every 10 minutes		
Last departure no earlier than 0005.		Last departure no earlier than 0005.			
Pinchpoints					
London Bridge Station, Duke Street Hill	1000 - 1200	10 minutes	Waterloo Station, York Road	1000 - 1200	10 minutes

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

4) OPERATIONAL CONSIDERATIONS

- 4.1) Route No. RV1 can suffer from unpredictable delays in the London Bridge and Waterloo areas.
- 4.2) 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. RV1 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 RV1: Covent Garden, Catherine Street - Tower Gateway Station

Date of Structural Change: 19 December 2015.

Date of Service Change: 19 December 2015.

Reason for Issue: New contract.

STREETS TRAVERSED

Towards Tower Gateway Station: Catherine Street, Aldwych, Strand, Lancaster Place, Waterloo Bridge, Waterloo Road, Tenison Way, York Road, Chicheley Street, Belvedere Road, Upper Ground, Broadwall, Stamford Street, Southwark Street, Borough High Street, Duke Street Hill, Tooley Street, Queen Elizabeth Street, Tower Bridge Road, Tower Bridge, Tower Bridge Approach, Tower Hill, Minories.

Towards Covent Garden, Catherine Street: Minories, Goodman's Yard, Mansell Street, Tower Bridge Approach, Tower Bridge, Tower Bridge Road, Tooley Street, Duke Street Hill, Borough High Street, Southwark Street, Blackfriars Road, Upper Ground, Belvedere Road, Chicheley Street, York Road, Tenison Way, Waterloo Road, Waterloo Bridge, Lancaster Place, Aldwych, Catherine Street, Russell Street, Wellington Street, Tavistock Street, Catherine 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.

COVENT GARDEN, CATHERINE STREET

Public stand for 3 buses on north side of Catherine Street commencing 5.7 metres west of lamp standard No. 1 and extending 43 metres west.

Buses proceed from Catherine Street direct to stand, departing to Catherine Street. Set down in Catherine Street, at Stop C (BP3385 - Covent Garden / Catherine Street, Last Stop on LOR: BP3385 - Covent Garden / Catherine Street) and pick up in Catherine Street, at Stop C (BP3385 - Covent Garden / Catherine Street, First Stop on LOR: BP3385 - Covent Garden / Catherine Street).

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 1 bus on Route RV1 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: Covent Garden.

WATERLOO, COUNTY HALL

From Covent Garden, Catherine Street.

Buses proceed from York Road via Addington Street and Westminster Bridge Road departing to York Road. Set down in York Road, at Stop W (33432 - Waterloo Station <> # / York Road, Last Stop on LOR: 33432 - Waterloo Station <> # / York Road) and pick up in York Road, at Stop V (25900 - Waterloo Station / York Road <> #, First Stop on LOR: 25900 - Waterloo Station / York Road <> #).

From Tower Gateway Station.

Buses proceed from Chicheley Street via York Road, Addington Street, Westminster Bridge Road and York Road departing to Chicheley Street. Set down in Chicheley Street, at Stop Z (BP3401 - London Eye, Last Stop on LOR: BP3401 - London Eye) and pick up in Chicheley Street, at Stop Y (BP3400 - London Eye, First Stop on LOR: BP3400 - London Eye).

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

TOWER GATEWAY STATION, MINORIES

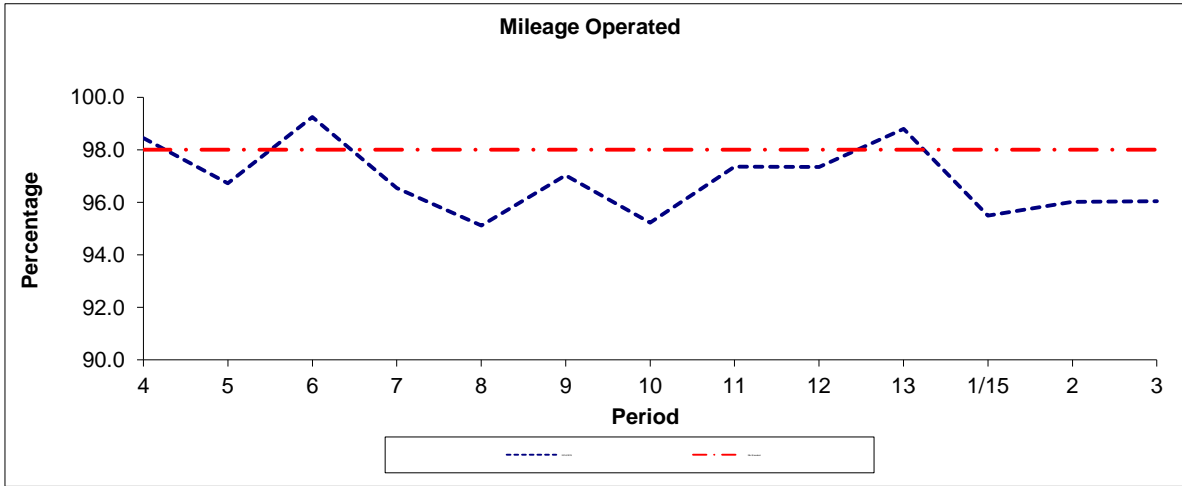
Public stand for two buses on the west side of Minories commencing 25 metres north of Hammett Street and extending 25 metres south.

Buses proceed from Minories direct to stand, departing to Minories. Set down in Minories, at Stop TD (BP3453 - Tower Gateway Station [dlr], Last Stop on LOR: BP3453 - Tower Gateway Station [dlr]) and pick up in Minories, at Stop TD (BP3453 - Tower Gateway Station [dlr], First Stop on LOR: BP3453 - Tower Gateway Station [dlr]).

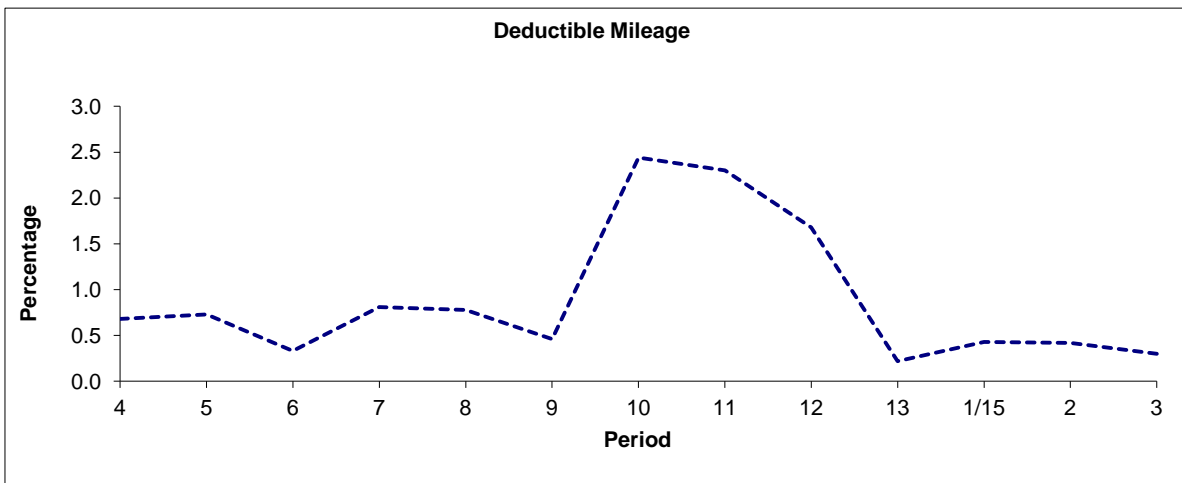
AVAILABILITY: At any time.
OPERATING RESTRICTIONS: No more than 1 bus on Route RV1 should be scheduled to stand at any one time.
MEAL RELIEFS: No meal relief vehicles to stand at any time.
FERRY VEHICLES: No ferry vehicles to park on stand at any time.
BLIND DISPLAY: Tower Gateway.

PART B - PERFORMANCE STATISTICS

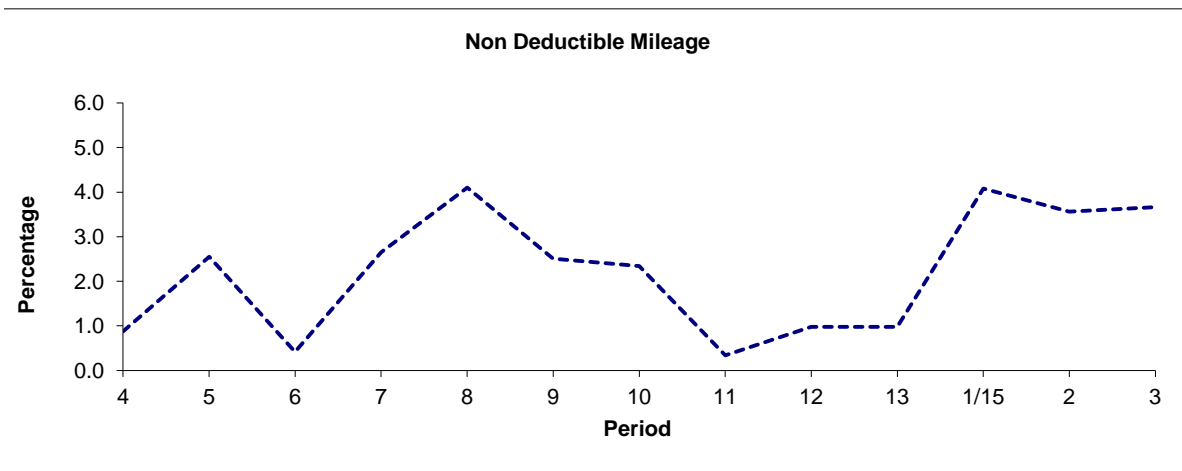
Route RV1



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	98.44	96.72	99.25	96.54	95.12	97.03	95.22	97.36	97.34	98.80	95.49	96.02	96.04
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	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	0.68	0.73	0.33	0.81	0.78	0.46	2.44	2.30	1.68	0.22	0.43	0.42	0.30

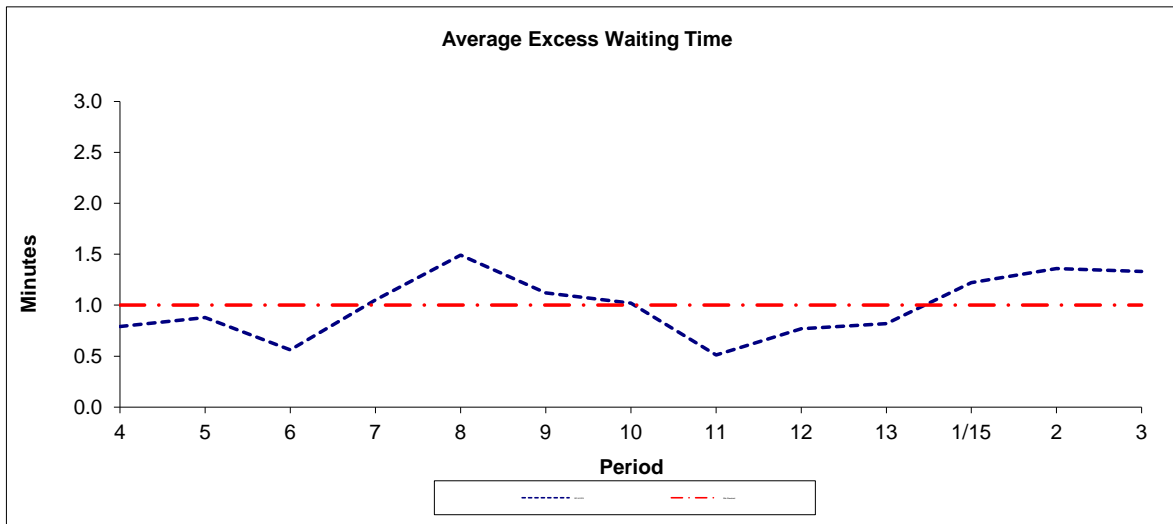


Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014/2015	0.88	2.55	0.42	2.65	4.10	2.51	2.34	0.34	0.98	0.98	4.08	3.56	3.66

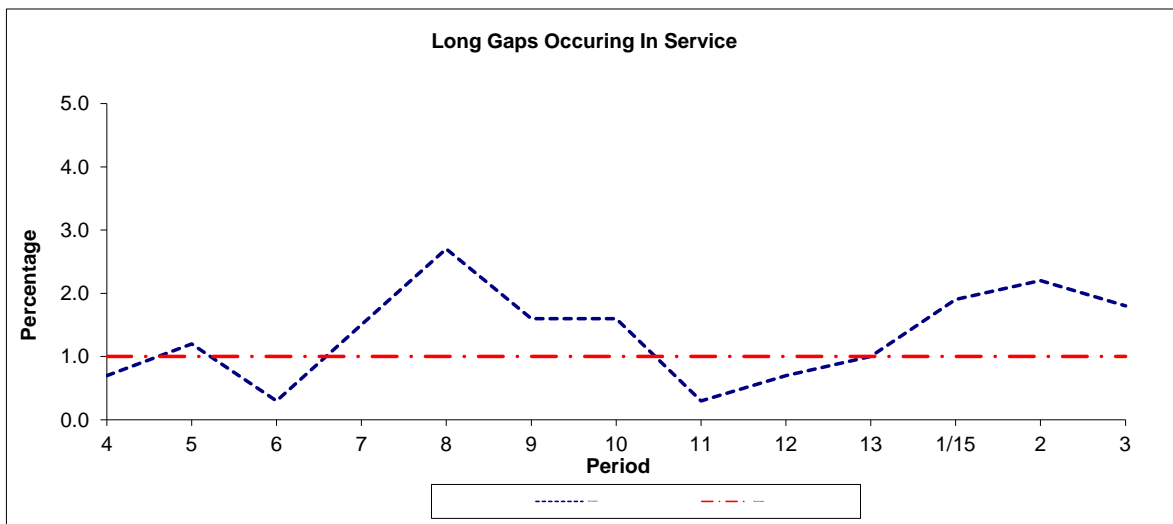
Note : Mileage is based on 4 weeks data
 Deductible Mileage was adversely affected by industrial action in periods 11 and 12 14/15.

PART B - PERFORMANCE STATISTICS

Route RV1



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014-2015	0.79	0.88	0.56	1.05	1.49	1.12	1.02	0.51	0.77	0.82	1.22	1.36	1.33
Min Standard	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00



Period	4	5	6	7	8	9	10	11	12	13	1/15	2	3
2014-2015	0.7	1.2	0.3	1.5	2.7	1.6	1.6	0.3	0.7	1.0	1.9	2.2	1.8
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 RV1 - FULL iBUS RESULTS BY TIME OF DAY
QUARTER 2 14/15 TO QUARTER 1 15/16 (21/06/14 - 26/06/15)

MONDAY - FRIDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	4,545.	4,526	99.6	9.82	0.14	9.96	55.6	39.2	4.7	0.5	0.1	44
07:00 - 10:00	25,161.	24,200	96.2	5.54	0.79	6.34	82.6	16.3	1.0	0.1	0.8	46
10:00 - 13:00	26,130.	25,096	96.0	5.00	1.20	6.20	81.8	16.5	1.4	0.2	1.7	66
13:00 - 16:00	26,208.	25,257	96.4	4.99	1.15	6.14	82.8	15.6	1.4	0.2	1.6	58
16:00 - 19:00	26,082.	24,897	95.5	4.99	1.42	6.41	79.9	17.9	2.0	0.3	2.3	70
19:00 - 22:00	25,784.	25,806	100.1	5.08	0.78	5.86	85.8	13.5	0.6	0.0	0.6	63
22:00 - 24:00	17,160.	17,171	100.1	4.98	0.51	5.49	88.8	10.8	0.3	0.0	0.4	42
All Locations Summary	151,070.	146,953	97.3	5.23	1.05	6.29	81.8	16.6	1.4	0.2	1.4	70

SATURDAY

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	867.	864	99.7	10.00	0.15	10.15	53.7	40.9	4.9	0.5	0.1	39
07:00 - 10:00	5,340.	5,305	99.3	5.30	0.44	5.75	89.1	10.6	0.3	0.0	0.2	40
10:00 - 13:00	5,472.	5,342	97.6	4.99	0.61	5.61	87.0	12.2	0.6	0.2	0.8	37
13:00 - 16:00	5,310.	5,086	95.8	4.99	1.34	6.32	82.4	15.0	2.0	0.6	2.6	63
16:00 - 19:00	5,364.	5,148	96.0	5.03	1.21	6.24	82.3	15.6	1.5	0.6	2.1	74
19:00 - 22:00	5,384.	5,450	101.2	5.05	0.74	5.79	86.3	13.3	0.4	0.0	0.5	43
22:00 - 24:00	3,582.	3,528	98.5	4.99	0.70	5.69	86.5	12.6	0.7	0.2	1.0	46
All Locations Summary	31,319.	30,723	98.1	5.13	0.91	6.04	84.4	14.1	1.2	0.4	1.4	74

SUNDAY AND BANK HOLIDAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	960.	962	100.2	10.00	0.03	10.03	55.2	39.6	4.9	0.2	0.0	33
07:00 - 10:00	4,551.	4,515	99.2	6.97	0.30	7.28	76.8	21.4	1.7	0.1	0.1	79
10:00 - 13:00	5,922.	5,853	98.8	4.96	0.57	5.54	88.0	11.6	0.4	0.0	0.4	36
13:00 - 16:00	5,857.	5,750	98.2	5.01	0.78	5.79	85.4	13.7	0.8	0.1	0.9	45
16:00 - 19:00	6,049.	5,914	97.8	4.99	0.85	5.84	85.9	13.0	0.8	0.3	1.1	65
19:00 - 22:00	6,052.	6,117	101.1	4.95	0.56	5.51	88.8	10.7	0.4	0.1	0.5	50
22:00 - 24:00	3,909.	3,951	101.1	4.98	0.28	5.26	91.0	8.7	0.2	0.1	0.4	37
All Locations Summary	33,300.	33,062	99.3	5.24	0.64	5.88	85.7	13.4	0.8	0.1	0.7	79

ALL DAYS

Time Range	Expected Buses	Observed Buses	Observed Buses (%)	SWT (mins)	EWT (mins)	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)
05:00 - 07:00	6,372.	6,352	99.7	9.85	0.13	9.98	55.4	39.4	4.7	0.5	0.1	44
07:00 - 10:00	35,052.	34,020	97.1	5.59	0.74	6.33	82.9	16.1	1.0	0.1	0.7	79
10:00 - 13:00	37,524.	36,291	96.7	4.99	1.03	6.03	83.4	15.2	1.2	0.2	1.4	66
13:00 - 16:00	37,375.	36,093	96.6	5.00	1.13	6.13	83.0	15.3	1.4	0.3	1.7	63
16:00 - 19:00	37,495.	35,959	95.9	4.99	1.34	6.33	80.7	17.1	1.8	0.3	2.2	74
19:00 - 22:00	37,220.	37,373	100.4	5.06	0.75	5.81	86.2	13.2	0.6	0.0	0.6	63
22:00 - 24:00	24,651.	24,650	100.0	4.98	0.51	5.48	88.8	10.8	0.4	0.1	0.5	46
All Locations Summary	215,689.	210,738	97.7	5.22	1.00	6.22	82.5	16.0	1.3	0.2	1.3	79

Transport for London - QSI Points and Live Mileage List

v2.0 - Mileage directly imported from Caesar

NEW CONTRACT

Route RV1
 Service change 32015
 Date 20/12/2012

Reason for Issue

End of Tooley Street diversion

QSI Points are highlighted

OUT DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
CVGDCS	BP3385	Covent Garden / Catherine Street		
AWCHSM	29985	Aldwych / Somerset House	611	0.38
	1835	Waterloo Bridge / South Bank	678	0.42
WLOOYR	33432	Waterloo Station / York Road	533	0.33
	BP3400	London Eye	195	0.12
RLFLHL	BP3394	Royal Festival Hall	413	0.26
	BP3395	Oxo Tower	530	0.33
	226	Kings Reach Building	167	0.10
	25940	Blackfriars Road	222	0.14
	25938	Lavington Street	441	0.27
	1520	Southwark Bridge Road	234	0.15
	8316	The Hop Exchange	219	0.14
LONBDH	2198	London Bridge Station	386	0.24
	33599	Hay's Galleria	229	0.14
	R0049	Abbots Lane	205	0.13
	BP4909	City Hall	131	0.08
TBGRTS	BP3446	Tower Bridge / City Hall	310	0.19
	BP3693	Tower Of London	561	0.35
TWGWSN	BP3453	Tower Gateway	289	0.18
Total Route Mileage - Out Direction			6354	3.95
			Metres	Miles

BACK DIRECTION				
Timing Point Code	Stop Number	Stop Name	Metres	Miles
TWGWSN	BP3453	Tower Gateway		
	4829	Tower Hill / Tower Gateway	357	0.22
	BP3692	Tower Of London	234	0.15
TBGRTS	651	Tower Bridge / City Hall	550	0.34
	BP3965	Tooley Street / City Hall	353	0.22
LONBDH	2197	London Bridge Station	467	0.29
	8317	The Hop Exchange	433	0.27
	1518	Southwark Bridge Road	253	0.16
	34347	Great Guildford Street	122	0.08
	25939	Lavington Street	162	0.10
	BP5493	Southwark Street / Blackfriars Road	353	0.22
	BP3396	Blackfriars Bridge	157	0.10
	BP3399	Oxo Tower	371	0.23
RLFLHL	BP3402	Royal Festival Hall	508	0.32
	BP3401	London Eye	405	0.25
WLOOYR	25900	Waterloo Station / York Road	213	0.13
	25893	Waterloo Bridge / South Bank	282	0.18
	36886	Lancaster Place	532	0.33
	BP4935	Covent Garden / Russell Street	359	0.22
CVGDCS	BP3385	Covent Garden / Catherine Street	190	0.12
Total Route Mileage - Back Direction			6301	3.92
			Metres	Miles