

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. H2

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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. H2.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. H2.

3. TERMINALS

Route No. H2 will operate between Golders Green Station Sidecourt and Golders Green Station Sidecourt via Hampstead Garden Suburb.

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

One timetable must be offered for Route No. H2 which will operate as follows:

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. H2 is currently approved for vehicles which are a maximum of 7.8 metres long and 2.2 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 40, of which approximately 20 should be seated, will be used on this route.

Consideration will be given to vehicles which achieve the overall capacity but which slightly reduce seating capacity in order to improve passenger circulation at the front of the vehicle. Luggage space should also be provided.

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).

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. Golders Green Station Sidecourt to Golders Green Station Sidecourt (via Hampstead Garden Suburb)

0555 - 0630	Every 15 minutes
0631 - 2015	Every 12 minutes
2016 - 0035	Every 15 minutes

First departure from Golders Green Station Sidecourt no later than 0600.
Last departure from Golders Green Station Sidecourt no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Hampstead Garden Suburb, Linden Lea, Rowan Walk between 0700 and 0900 and between 1500 and 1630.

Tenderers should further ensure that all buses are scheduled to hesitate for two minutes in Hampstead Garden Suburb, Market Place.

6.2 Saturdays & Good Friday

1. Golders Green Station Sidecourt to Golders Green Station Sidecourt (via Hampstead Garden Suburb)

0555 - 0830	Every 15 minutes
0831 - 1915	Every 12 minutes
1916 - 0035	Every 15 minutes

First departure from Golders Green Station Sidecourt no later than 0600.
Last departure from Golders Green Station Sidecourt no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Hampstead Garden Suburb, Linden Lew, Rowan Walk between 0930 and 1100.

Tenderers should further ensure that all buses are scheduled to hesitate for two minutes in Hampstead Garden Suburb, Market Place.

6.3 Sundays

1. Golders Green Station Sidecourt to Golders Green Station Sidecourt (via Hampstead Garden Suburb)

0635 - 0710	Every 30 minutes
0711 - 0730	Every 20 minutes
0731 - 0035	Every 15 minutes

First departure from Golders Green Station Sidecourt no later than 0640.
Last departure from Golders Green Station Sidecourt no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hampstead Garden Suburb, Linden Lea, Rowan Walk between 1030 and 1130.

Tenderers should further ensure that all buses are scheduled to hesitate for two minutes in Hampstead Garden Suburb, Market Place.

6.4 Boxing Day

1. Golders Green Station Sidecourt to Golders Green Station Sidecourt (via Hampstead Garden Suburb)

0755 - 0035 Every 15 minutes

First departure from Golders Green Station Sidecourt no later than 0800.
Last departure from Golders Green Station Sidecourt no earlier than 0030.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Hampstead Garden Suburb, Linden Lea, Rowan Walk between 1030 and 1130.

Tenderers should further ensure that all buses are scheduled to hesitate for two minutes in Hampstead Garden Suburb, Market Place.

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. H2 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. H2 shall be:

Average Excess Wait Time:	No more than 0.70 minutes
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

For Quality Incentive Contracts, 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).

Average Excess Wait Time Threshold = 0.60 minutes

It is anticipated that sufficient QSI surveys for Performance and Threshold measurement will be available at or shortly after the commencement of the new contract for Route No. H2. When they are available, full incentive provisions will be introduced from the start of the next payment quarter using the Departing on Time standard above. However, until sufficient QSI surveys are available the contract will operate without QIC payments or deductions, nor will the extension threshold be available.

Summary of Proposed QSI Coverage

Survey arrangements to be advised.

8. RUNNING TIMES

The current timetable for Route No. H2 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 Mondays to Fridays PM interpeak period.

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. H2 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. H2 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. H2 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. H2:

- Smaller buses are used on Route No. H2 due to highway constraints within the Hampstead Garden Suburb.

Tenderers should also note the following factors/events which may have an impact on Route No. H2 in the foreseeable future:

- 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. H2 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. H2:

Towards Golders Green (circular route)

(Golders Green) Hoop Lane - Meadway Gate - Meadway - Wildwood Road - Kingsley Way - (East Finchley) Neville Drive - Spencer Drive - Holne Chase - Chalton Drive - Norrice Lea - Linden Lea - Kingsley Way - Market Place - Northway - Central Square - North Square - Erskine Hill - Asmunds Hill - Willifield Way - Hampstead Way - Meadway - Meadway Gate - Hoop Lane

14. TIMING POINTS & MILEAGES

Timing Points

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

Mileages for Route No. H2

Golders Green Station to Golders Green Station (via Hampstead Garden Suburb)	4.7 miles
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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. H2 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:

H2 via Market Place

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 H2: Golders Green Station - Golders Green Station Via Hampstead Garden Suburb

Date of Structural Change: 11 June 2011.

Date of Service Change: 11 June 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Golders Green Station Via Hampstead Garden Suburb: Golders Green Station Sidecourt, Finchley Road, North End Road, Finchley Road, Golders Green Road, Hoop Lane, Meadway Gate, Meadway, Wildwood Road, Kingsley Way, Neville Drive, Spencer Drive, Holne Chase, Chalton Drive, Norrice Lea, Linden Lea, Kingsley Way, Market Place, Northway, Central Square, North Square, Erskine Hill, Asmunds Hill, Willifield Way, Hampstead Way, Meadway, Meadway Gate, Hoop Lane, Finchley Road, Golders Green Station Sidecourt.

STANDING AND TURNING POINTS

GOLDERS GREEN STATION SIDECOURT

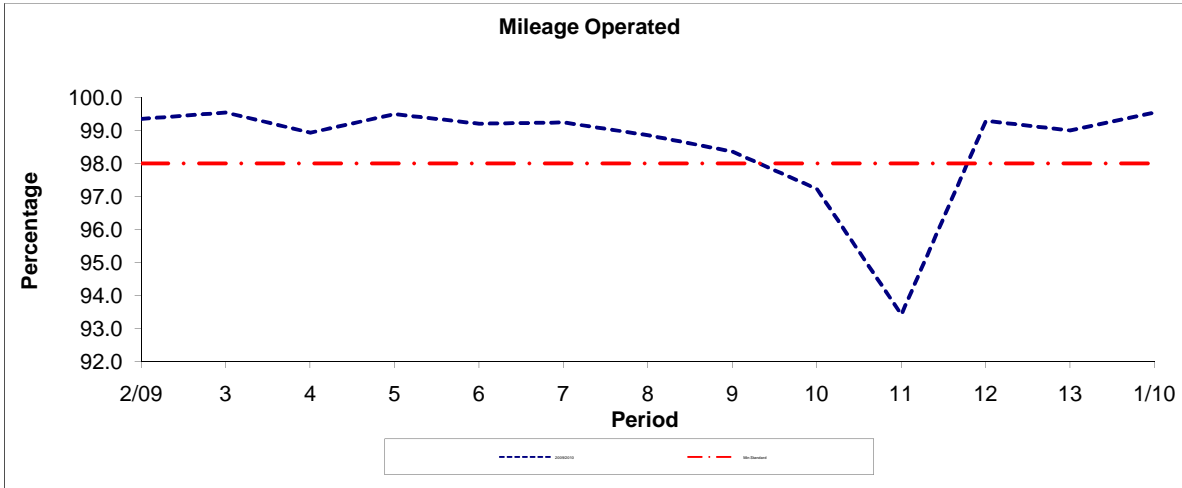
Private stand for 2 buses in lay-by on east side of Finchley Road north of junction with North End Road.

Buses proceed from Golders Green Station Sidecourt direct to stand, departing to Golders Green Station Sidecourt. Set down in Golders Green Station Sidecourt, at Stop GW and pick up in Golders Green Station Sidecourt, at Stop GW.

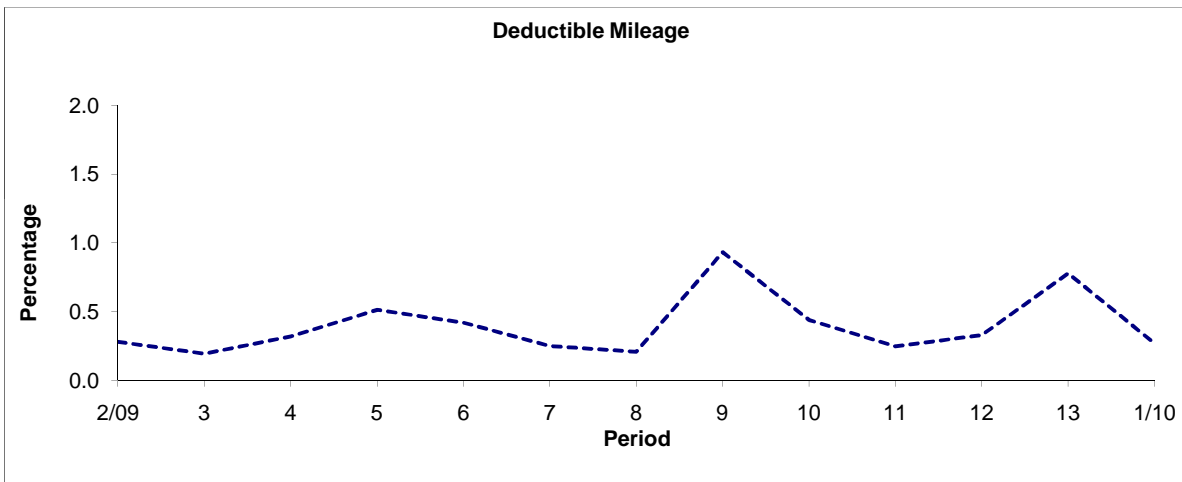
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 1 bus on Route H2 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Golders Green.

PART B - PERFORMANCE STATISTICS

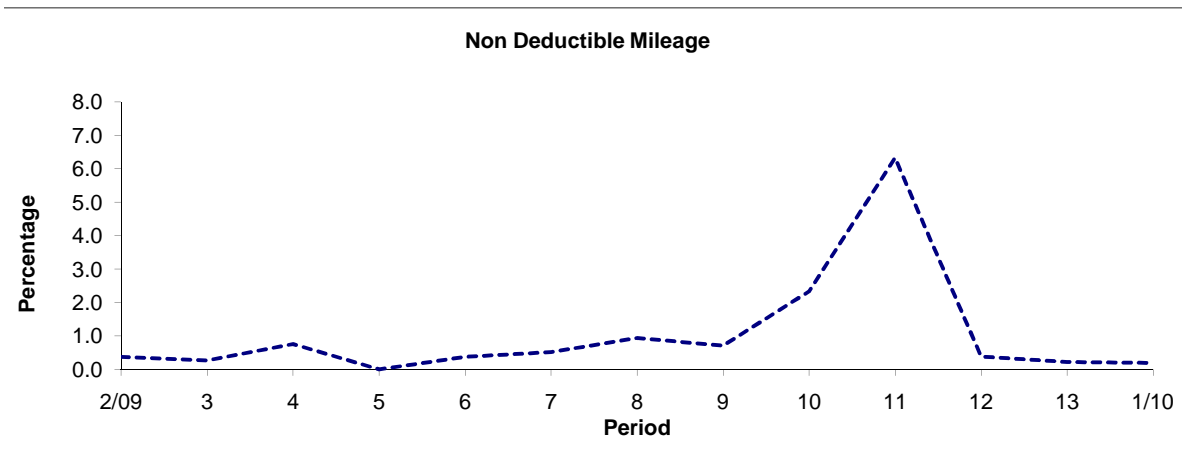
Route H2



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	99.34	99.54	98.93	99.49	99.20	99.24	98.85	98.36	97.22	93.42	99.29	99.00	99.54
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	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.28	0.20	0.32	0.51	0.42	0.25	0.21	0.93	0.44	0.25	0.33	0.78	0.27

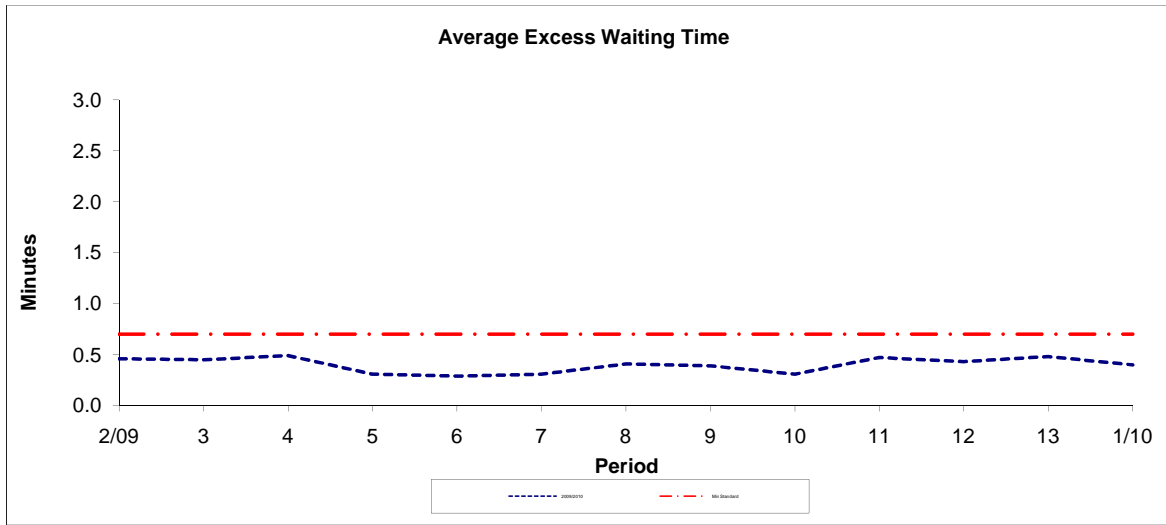


Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.38	0.27	0.75	0.00	0.38	0.51	0.94	0.71	2.34	6.33	0.38	0.22	0.19

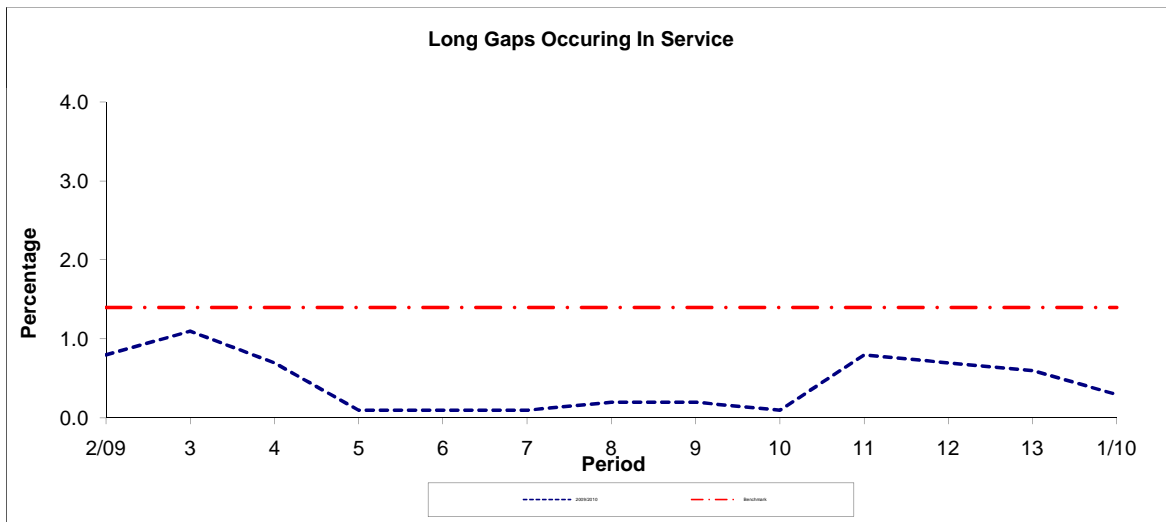
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route H2



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.46	0.45	0.49	0.31	0.29	0.31	0.41	0.39	0.31	0.47	0.43	0.48	0.40
Min Standard	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70	0.70



Period	2/09	3	4	5	6	7	8	9	10	11	12	13	1/10
2009/2010	0.80	1.10	0.70	0.10	0.10	0.10	0.20	0.20	0.10	0.80	0.70	0.60	0.30
Benchmark	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40	1.40

Note : Reliability is based on 12 weeks rolling data