

SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. N97

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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. N97.

Tenderers should note that there are no changes proposed as part of this Service Specification for Route No. N97.

3. TERMINALS

Route No. N97 will operate between Hammersmith Bus Station and Trafalgar Square.

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. N97 which will operate as follows:

DAY OF OPERATION	Option 1
Sunday nights/Monday mornings to Thursday nights/Friday mornings	Section 6.1
Friday nights/Saturday mornings	Section 6.2
Saturday nights/Sunday mornings	Section 6.3
New Year's Eve night/New Year's Day morning*	Saturday night/Sunday morning service
Christmas Eve night/Christmas Day morning	No service
Christmas Day night/Boxing Day morning	No service

* The New Year's Eve service level should be regarded as a minimum and any frequency increases and/or diversions will be discussed with the successful Tenderer on an annual basis.

5. VEHICLE TYPE

Please refer to Section 2.5 of Part A of the Guide for Tenderers.

Route No. N97 is currently approved for vehicles which are a maximum of 10.1 metres long and 2.5 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 dual door, double deck buses with a minimum capacity of 87 of which approximately 60 should be seated, will be used on this route. Luggage space should also be provided.

Tenderers are expected to submit proposals based on buses that meet the above criteria and are already in use on day services contracted by LBSL. These must be of a low floor design and be accessible to wheelchairs by means of a powered ramp

Tenderers must submit details of the day route(s) that would provide buses for this contract, including the age and capacity of the buses. 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).

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).

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 Sunday nights / Monday mornings to Thursday nights / Friday mornings

1. Hammersmith Bus Station to Trafalgar Square

0010 - 0520 Every 20 minutes

First departure from Hammersmith Bus Station no later than 0015.
Last departure from Hammersmith Bus Station no earlier than 0515.

2. Trafalgar Square to Hammersmith Bus Station

0010 - 0520 Every 20 minutes

First departure from Trafalgar Square no later than 0015.
Last departure from Trafalgar Square no earlier than 0515.

6.2 Friday nights / Saturday mornings

1. Hammersmith Bus Station to Trafalgar Square

0010 - 0520 Every 10 minutes

First departure from Hammersmith Bus Station no later than 0015.
Last departure from Hammersmith Bus Station no earlier than 0515.

2. Trafalgar Square to Hammersmith Bus Station

0010 - 0520 Every 10 minutes

First departure from Trafalgar Square no later than 0015.
Last departure from Trafalgar Square no earlier than 0515.

6.3 Saturday nights / Sunday mornings

1. Hammersmith Bus Station to Trafalgar Square

0010 - 0515 Every 10 minutes
0516 - 0620 Every 20 minutes

First departure from Hammersmith Bus Station no later than 0015.
Last departure from Hammersmith Bus Station no earlier than 0615.

2. Trafalgar Square to Hammersmith Bus Station

0010 - 0555 Every 10 minutes
0556 - 0640 Every 20 minutes

First departure from Trafalgar Square no later than 0015.
Last departure from Trafalgar Square no earlier than 0635.

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. N97 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. N97 shall be:

Departing on Time	No less than 85.00%
Minimum Operated Mileage	No less than 99.00%

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).

Departing on Time Threshold = 90.00%

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. N97. 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.

Summary of proposed QSI coverage

Survey arrangements to be advised.

8. RUNNING TIMES

The current timetable for Route No. N97 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 Saturday and Sunday nights.

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. N97 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.

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. N97 should interwork with other bus services where possible.

11. CONTROL STRATEGY

Route No. N97 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. N97:

- Route No. N97 can suffer from unpredictable traffic delays in the Hammersmith and Knightsbridge areas.

Tenderers should also note the following factors / events which may have an impact on Route No. N97 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. N97 must serve all stops on the line of route designated for the route.

14. TIMING POINTS & MILEAGES

Timing Points

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

Mileages for Route No. N97

Hammersmith Bus Station to Trafalgar Square	6.2 miles
Trafalgar Square to Hammersmith Bus Station	6.2 miles

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. N97 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:

N97 via Earl's Court

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 N97: Hammersmith Bus Station - Trafalgar Square

Date of Structural Change: 5 March 2011.

Date of Service Change: 5 March 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Trafalgar Square: Hammersmith Bus Station High Level, Fulham Palace Road, Lillie Road, Old Brompton Road, Warwick Road, West Cromwell Road, Cromwell Road, Queensberry Place, Harrington Road, Cromwell Place, Cromwell Road, Cromwell Gardens, Thurloe Place, Brompton Road, Knightsbridge, Hyde Park Corner, Piccadilly, Piccadilly Circus, Haymarket, Cockspur Street, Trafalgar Square (South Side), Charing Cross, Whitehall.

Towards Hammersmith Bus Station: Northumberland Avenue, Charing Cross, Trafalgar Square (South Side), Cockspur Street, Pall Mall, Waterloo Place, Regent Street, Piccadilly, Duke Of Wellington Place, Grosvenor Place, Knightsbridge, Brompton Road, Thurloe Place, Harrington Road, Queen's Gate, Cromwell Road, Earl's Court Road, Old Brompton Road, Lillie Road, Fulham Palace Road, Hammersmith Bus Station High Level.

STANDING AND TURNING POINTS

HAMMERSMITH BUS STATION, UPPER LEVEL

Private stand for 9 buses in Hammersmith Upper Level Bus Station. Buses to stand as follows: Bays E1/E2 on east side - Route 267,

Bays E3/E4/E5 on east side - Routes 9 and N9, Bays W1/W2 on west side - Route 211, Bays W3/W4 on west side - Route 10.

Buses proceed from Hammersmith Bus Station High Level direct to stand, departing to Hammersmith Bus Station High Level. Set down in Hammersmith Bus Station High Level, at Stop E and pick up in Hammersmith Bus Station High Level, at Stop C.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route N97 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: Hammersmith.

OTHER INFORMATION: Toilet facilities available (24 hours).

EARLS COURT STATION (from TRAFALGAR SQUARE)

Buses proceed from Old Brompton Road departing to Warwick Road. Set down in Old Brompton Road, at Stop M and pick up in Warwick Road, at Stop B.

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

HYDE PARK CORNER (from Hammersmith Bus Station)

Buses proceed from Knightsbridge via Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place departing to Knightsbridge. Set down in Knightsbridge, at Stop T and pick up in Knightsbridge, at Stop N.

AVAILABILITY: At any time.
OPERATING RESTRICTIONS: **Turning Point Only - Buses must not stand**
DISPLAY: Hyde Park Corner.

HYDE PARK CORNER, ACHILLES WAY (from Hammersmith Bus Station)

Public stand for two buses on the south side (offside) of Achilles Way, commencing 18 metres west of the southbound carriageway of Park Lane and extending 20 metres west. Buses proceed from Knightsbridge via Hyde Park Corner, Park Lane (Northbound) and Achilles Way to stand, departing via Achilles Way, Park Lane (Southbound), Hyde Park Corner, Duke Of Wellington Place and Grosvenor Place to Knightsbridge. Set down in Knightsbridge, at Stop T and pick up in Knightsbridge, at Stop N.

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.
DISPLAY: Hyde Park Corner.

GREEN PARK (from Hammersmith Bus Station)

Buses proceed from Piccadilly via Stratton Street and Berkeley Street departing to Piccadilly. Set down in Stratton Street, at Stop PA and pick up in Piccadilly, at Stop PE.

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

PICCADILLY CIRCUS, CHARLES II STREET

Public stand for two buses on south side of Charles II Street, commencing 4 metres east of the eastern kerbline of Lower Regent Street and extending 27 metres east.

From Hammersmith Bus Station.

Buses proceed from Haymarket via Charles II Street to stand, departing via Charles II Street to Regent Street. Set down in Haymarket, at Stop P and pick up in Regent Street, at Stop Z.

From Trafalgar Square.

Buses proceed from Cockspur Street via Haymarket and Charles II Street to stand, departing via Charles II Street, Waterloo Place and Pall Mall to Cockspur Street. Set down in Cockspur Street, at Stop S and pick up in Cockspur Street, at Stop A.

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.
DISPLAY:	Piccadilly Circus.

TRAFALGAR SQUARE, NORTHUMBERLAND AVENUE, SOUTH SIDE

Public stand for four buses on south side of Northumberland Avenue in 2 parts:

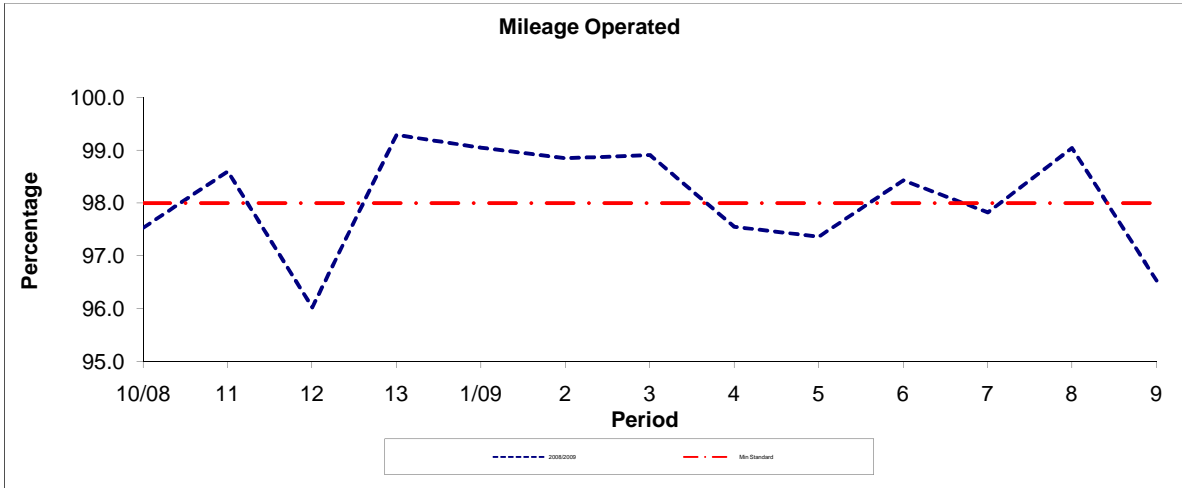
1. For two buses commencing at a point 16 metres east of the centre-line of Great Scotland Yard, extending 25 metres east;
2. For two buses commencing at a point 55 metres west of centre-line of Whitehall Place, extending 25 metres east.

Buses proceed from Whitehall via Whitehall Place and Northumberland Avenue to stand, departing to Northumberland Avenue. Set down in Whitehall, at Stop N and pick up in Northumberland Avenue, at Stop X.

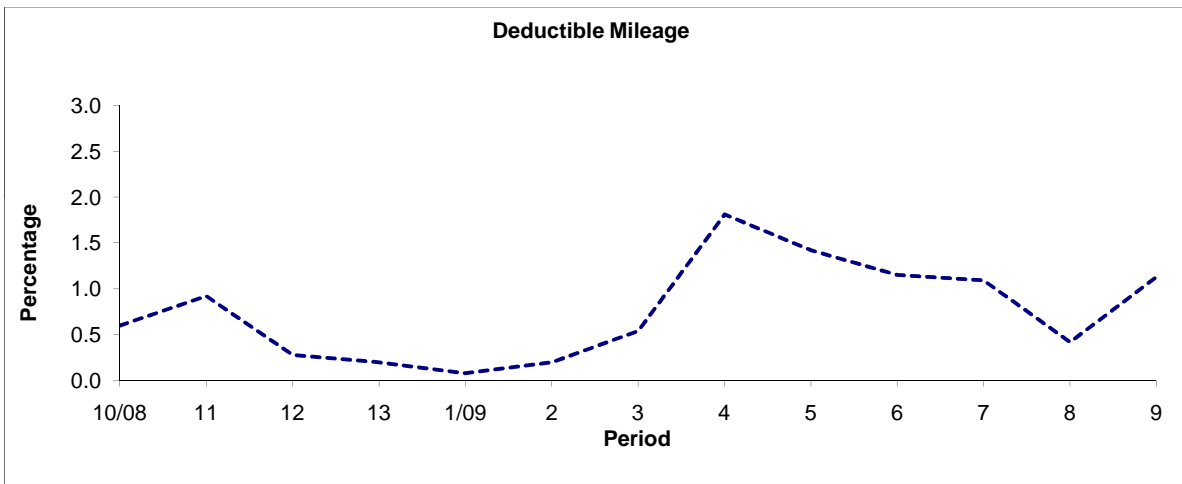
AVAILABILITY:	At any time.
OPERATING RESTRICTIONS:	No more than 2 buses on Route N97 should be scheduled to stand at any one time.
MEAL RELIEFS:	No meal relief vehicles to stand at any time.
FERRY VEHICLES:	No ferry vehicles to park on stand at any time.
DISPLAY:	Trafalgar Square.
OTHER INFORMATION:	Toilet facilities available (24 hours).

PART B - PERFORMANCE STATISTICS

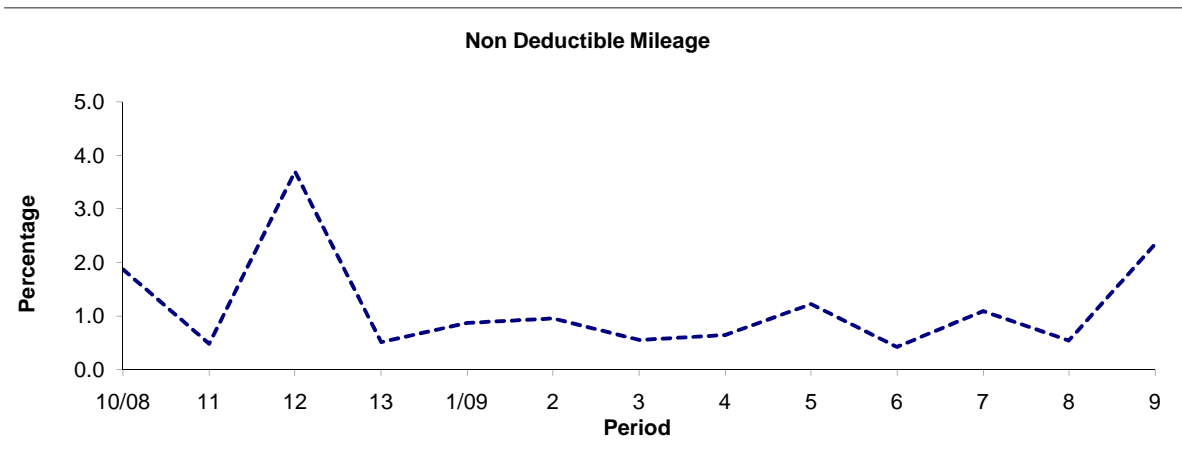
Route N97



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	97.53	98.60	96.02	99.29	99.05	98.85	98.91	97.55	97.36	98.43	97.82	99.04	96.53
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	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	0.60	0.92	0.28	0.20	0.08	0.20	0.54	1.81	1.42	1.15	1.09	0.42	1.13

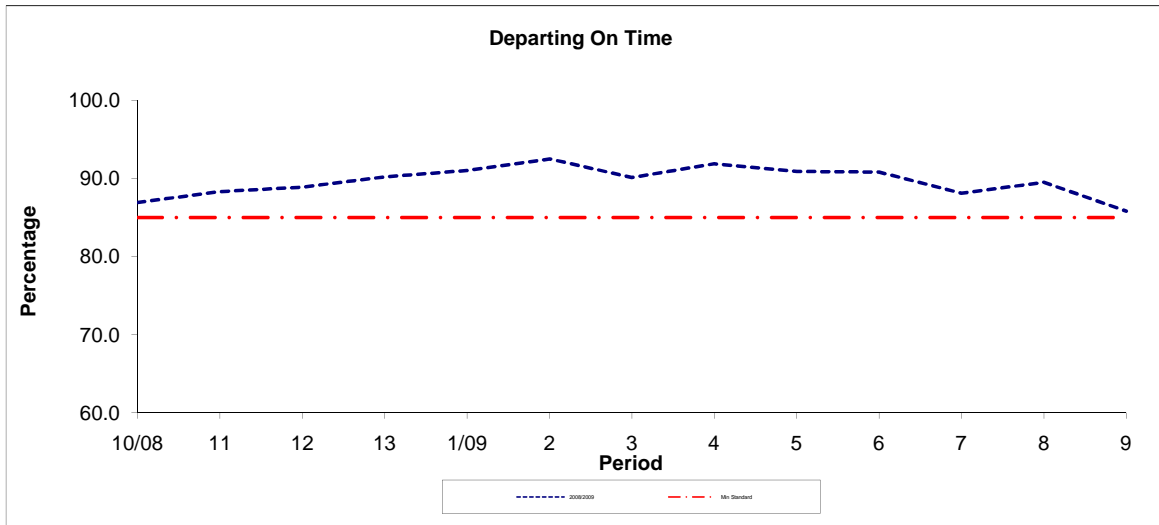


Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	1.87	0.48	3.70	0.51	0.87	0.95	0.55	0.64	1.22	0.42	1.09	0.54	2.34

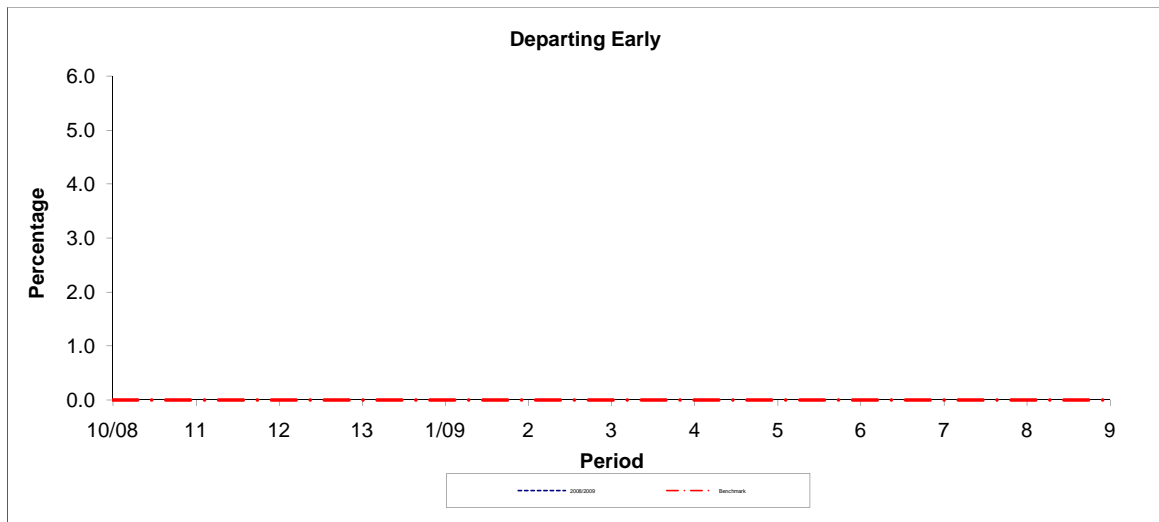
Note : Mileage is based on 4 weeks data

PART B - PERFORMANCE STATISTICS

Route N97



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009	86.90	88.30	88.90	90.20	91.00	92.50	90.10	91.90	90.90	90.80	88.10	89.50	85.80
Min Standard	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00	85.00



Period	10/08	11	12	13	1/09	2	3	4	5	6	7	8	9
2008/2009													
Benchmark	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Note : Reliability is based on 12 weeks rolling data