SECTION 2: PART A

SERVICE SPECIFICATION FOR ROUTE No. 199

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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, the Corporation expects to implement a change to the existing service prior to the commencement of the new Route Agreement for Route No. 199:

 Lewis Grove is expected to be closed from 11th October 2010 until 13th December 2010 for major gas works. Buses towards Catford Bus Garage will be temporarily rerouted from Lewisham Road via Molesworth Street to Lewisham High Street and normal line of route.

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:

 Route No. 199 is specified to terminate at Catford Garage but will not stand in the bus garage. Tenderers should assume that a suitable stand will be made available within 5 minutes running time (in each direction) of this location. Please see Appendix A for further details.

3. TERMINALS

Route No. 199 will operate between Canada Water Station and Catford Bus Garage.

Route No. 199 is specified to terminate at Catford Garage but will not stand in the bus garage. Tenderers should assume that a suitable stand will be made available within 5 minutes running time (in each direction) of this location. Please see Appendix A for a full list of streets traversed and stand restrictions.

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. 199 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. 199 is currently approved for vehicles which are a maximum of 10.5 metres long and 2.55 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 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. Canada Water Bus Station to Catford Bus Garage

0515 - 0640	Every 20 minutes
0641 - 0710	Every 15 minutes
0711 - 1935	Every 12 minutes
1936 - 2320	Every 15 minutes
2321 - 0105	Every 20 minutes

First departure from Canada Water Bus Station no later than 0520. Last departure from Canada Water Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Lewisham Bus Station, Lewisham Road between 0705 and 0735 and no more than 12 minutes apart between 0736 and 0900 and between 1510 and 1630.

2. Catford Bus Garage to Canada Water Bus Station

0435 - 0540	Every 20 minutes
0541 - 0610	Every 15 minutes
0611 - 1820	Every 12 minutes
1821 - 2220	Every 15 minutes
2221 - 0025	Every 20 minutes

First departure from Catford Bus Garage no later than 0440. Last departure from Catford Bus Garage no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Pepys Estate, Grove Street, Plough Way between 0700 and 0905 and between 1500 and 1630.

6.2 Saturdays & Good Friday

1. Canada Water Bus Station to Catford Bus Garage

0515 - 0550	Every 30 minutes
0551 - 0730	Every 20 minutes
0731 - 0900	Every 15 minutes
0901 - 1935	Every 12 minutes
1936 - 2320	Every 15 minutes
2321 - 0105	Every 20 minutes

First departure from Canada Water Bus Station no later than 0520. Last departure from Canada Water Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Lewisham Bus Station, Lewisham Road between 0900 and 0930 and no more than 12 minutes apart between 0931 and 1105.

2. Catford Bus Garage to Canada Water Bus Station

0435 - 0510	Every 30 minutes
0511 - 0650	Every 20 minutes
0651 - 0750	Every 15 minutes
0751 - 1820	Every 12 minutes
1821 - 2220	Every 15 minutes
2221 - 0025	Every 20 minutes

First departure from Catford Bus Garage no later than 0440. Last departure from Catford Bus Garage no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 12 minutes apart at Pepys Estate, Grove Street, Plough Way between 0925 and 1100.

6.3 Sundays

1. Canada Water Bus Station to Catford Bus Garage

0545 - 0650	Every 30 minutes
0651 - 0750	Every 20 minutes
0751 - 2320	Every 15 minutes
2321 - 0105	Every 20 minutes

First departure from Canada Water Bus Station no later than 0550. Last departure from Canada Water Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Lewisham Bus Station, Lewisham Road between 1035 and 1205.

2. Catford Bus Garage to Canada Water Bus Station

0505 - 0610	Every 30 minutes
0611 - 0650	Every 20 minutes
0651 - 2220	Every 15 minutes
2221 - 0025	Every 20 minutes

First departure from Catford Bus Garage no later than 0510. Last departure from Catford Bus Garage no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Pepys Estate, Grove Street, Plough Way between 1005 and 1130.

6.4 Boxing Day

1. Canada Water Bus Station to Catford Bus Garage

0820 - 2320 Every 15 minutes 2321 - 0105 Every 20 minutes

First departure from Canada Water Bus Station no later than 0825. Last departure from Canada Water Bus Station no earlier than 0100.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Lewisham Bus Station, Lewisham Road between 1035 and 1205.

2. Catford Bus Garage to Canada Water Bus Station

0730 - 2220 Every 15 minutes 2221 - 0025 Every 20 minutes

First departure from Catford Bus Garage no later than 0735. Last departure from Catford Bus Garage no earlier than 0020.

Tenderers should ensure that buses are scheduled to be no more than 15 minutes apart at Pepys Estate, Grove Street, Plough Way between 1005 and 1130.

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. 199 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. 199 shall be:

Average Excess Wait Time:

Minimum Operated Mileage:

No more than 1.00 minutes
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

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 = 0.85 minutes

Summary of proposed QSI coverage: Route No. 199

Note: While London Buses undertakes to carry out QSI surveys at the times and locations specified below, it may prove impossible to rearrange a survey cancelled or nullified at short notice.

Survey locations

Towards Catford Bus Garage Towards Canada Water Bus Station

Canada Water Catford
Greenwich Lewisham

Lewisham

Total scheduled manual QSI surveys per quarter = 80.

8. RUNNING TIMES

The current timetable for Route No. 199 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 AM and PM peaks.

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. 199 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. 199 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. 199 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. 199:

• Route No. 199 is likely to suffer from unpredictable delays in the Greenwich, Lewisham and Catford areas, particularly during peak periods.

Tenderers should also note the following factors which may have an impact on Route No. 199 in the foreseeable future:

- There is a plan to remove the current gyratory on College Road, King William Walk, Nelson Road and Greenwich Church Street. A new longer gyratory will be implemented via Creek Road, Greenwich Church Street, Greenwich High Road and Norman Road. This rerouting will be traversed within the existing resource, although towards Canada Water the route will no longer serve the town centre. This is subject to funding and expected implementation is in time for the Olympic Games in 2012.
- The 2012 Olympic Games open on Friday the 27th July and close on Sunday the 12th August. The 2012 Paralympic Games start on Wednesday the 29th August and close on Sunday the 9th September. The games will result in additional passenger demand across the network, requiring additional capacity on some routes. There will also be a number of road closures in the event areas resulting in route diversions. Operators should be aware there will be implications to them during this time. Full details and any extra resource required will be negotiated with the operator at a later date.
- Tenderers should assume that a suitable bus stand will be provided in the Catford Garage area within 5 minutes running time in each direction from Catford Garage.
- Large mixed use developments are planned in the North Lewisham area (Convoys Wharf and Deptford Whaf) which will significantly increase demand on the Evelyn Street corridor and surrounding area. Changes to structure and frequency are likely to be made in the lifetime of the new contract.
- 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. 199 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. 199

Canada Water Bus Station to Catford Bus Garage 6.8 miles
Catford Bus Garage to Canada Water Bus Station 6.5 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. 199 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:

199 via Greenwich

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.

LBSL/SR/Route No. 199. 16/09/2010. Tranche 364.

LONDON BUSES - ROUTE DESCRIPTION

ROUTE 199: Canada Water Station - Catford, Bromley Road

Date of Structural Change: 17 September 2011. **Date of Service Change:** 17 September 2011.

Reason for Issue: New Tender.

STREETS TRAVERSED

Towards Catford, Bromley Road: Canada Water Bus Station, Surrey Quays Road, Lower Road, Surrey Quays Shopping Centre Access Road, Deal Porters Wa, Redriff Road, Lower Road, Plough Way, Grove Street, Oxestalls Road, Evelyn Street, Creek Road, Greenwich Church Street, College Approach, King William Walk, Nelson Road, Greenwich High Road, Greenwich South Street, Lewisham Road, Loampit Vale Roundabout, Lewisham High Street, Lee Bridge, Lewis Grove, Lewisham High Street, Rushey Green, Bromley Road.

Towards Canada Water Station: Bromley Road, Rushey Green, Lewisham High Street, Molesworth Street, Lewisham High Street, Lewis Grove, Lee Bridge, Lewisham High Street, Loampit Vale Roundabout, Lewisham Road, Greenwich South Street, Greenwich High Road, Greenwich Church Street, Creek Road, Evelyn Street, Oxestalls Road, Grove Street, Plough Way, Plough Way Bus Gate, Rotherhithe New Road, Rotherhithe Old Road, Lower Road, Surrey Quays Road, Canada Water Bus Station.

STANDING AND TURNING POINTS

CANADA WATER BUS STATION

Private stand for four buses in 3 portions in bus station on the western side of Surrey Quays Road, north of the junction with Deal Porters Way.

- 1 For one bus on south side of bus station, opposite Bus Stop B1, extending 12 metres north.
- 2 For two buses on south side of bus station, opposite Bus Stop B2, extending 24 metres north.
- 3- For one bus on south side of bus station, opposite Bus Stops C extending 12 metres north.

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Buses proceed from Canada Water Bus Station direct to stand, departing to Canada Water Bus Station. Set down in Canada Water Bus Station, at Alighting Point Stop D and pick up in Canada Water Bus Station, at Stop B2.

AVAILABILITY: Available from 05:00 until 01:00 only. Buses on Route

199 must not use this stand outside these times.

OPERATING RESTRICTIONS: No more than 1 bus on Route 199 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: Canada Water.

SURREY QUAYS STATION (from CATFORD, BROMLEY ROAD)

Buses proceed from Rotherhithe Old Road via Lower Road and Surrey Quays Shopping Centre Access Road departing to Deal Porters Wa. Set down in Rotherhithe Old Road, at Stop S and pick up in Deal Porters Wa, at Stop K.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Surrey Quays.

PEPYS ESTATE (from CATFORD, BROMLEY ROAD)

Buses proceed from Grove Street via Plough Way, St. George's Square and Plough Way departing to Grove Street. Set down in Grove Street and pick up in Grove Street.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Pepys Estate.

DEPTFORD CHURCH STREET

From Catford, Bromley Road.

Buses proceed from Creek Road via Deptford Church Street departing to Creek Road. Set down in Creek Road, at Stop H and pick up in Creek Road, at Stop D.

From Canada Water Station.

Buses proceed from Creek Road via Deptford Church Street and Creek Road departing to Evelyn Street. Set down in Creek Road, at Stop C and pick up in Evelyn Street, at Stop A.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Deptford, Church Street.

GREENWICH, CUTTY SARK

Public stand for two buses on east side of King William Walk, commencing 3 metres north of a point opposite the centre of Turnpin Lane and extending 23 metres north.

From Catford, Bromley Road.

Buses proceed from Greenwich Church Street via College Approach and King William Walk to stand, departing via King William Walk to Nelson Road. Set down in Greenwich Church Street, at Stop B and pick up in Nelson Road, at Stop E.

From Canada Water Station.

Buses proceed from Creek Road via Greenwich Church Street, College Approach and King William Walk to stand, departing via King William Walk and Nelson Road to Greenwich Church Street. Set down in Creek Road, at Stop A and pick up in Greenwich Church Street, at Stop E.

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: Greenwich, Cutty Sark.

LEWISHAM HIGH STREET (from CATFORD, BROMLEY ROAD)

Buses proceed from Lewisham High Street via Loampit Vale Roundabout departing to Lewisham High Street. Set down in Lewisham High Street, at Stop P and pick up in Lewisham High Street, at Stop J.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: Turning Point Only - Buses must not stand

DISPLAY: Lewisham Centre.

LEWISHAM, MOLESWORTH STREET [NORTH] (from Canada Water Station)

Public stand on east side of Molesworth Street commencing 8 metres north of lamp standard no.22 in line with a point opposite the northern kerb line of exit road from office block, and extending 110 metres north.

Buses proceed from Loampit Vale Roundabout via Molesworth Street to stand, departing via Molesworth Street to Lewisham High Street. Set down in Molesworth Street, at Alighting Point Q and pick up in Lewisham High Street, at Stop V.

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: Lewisham, Shopping Centre.

CATFORD BROMLEY ROAD

Dummy stand for tendering purposes.

Buses proceed from Bromley Road direct to stand, departing to Bromley Road. Set down in Bromley Road, at Alighting Point and pick up in Bromley Road, at Stop BC.

AVAILABILITY: At any time.

OPERATING RESTRICTIONS: No more than 2 buses on Route 199 should be

scheduled to stand at any one time.

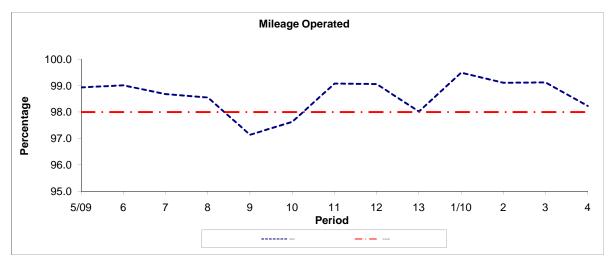
MEAL RELIEFS: No meal relief vehicles to stand at any time. FERRY VEHICLES: No ferry vehicles to park on stand at any time.

DISPLAY: Bellingham.

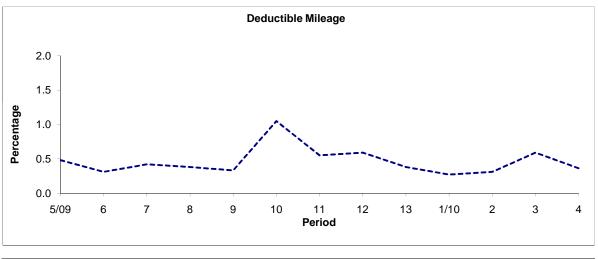
OTHER INFORMATION: Stand to be located five minutes from Catford Bus

Garage.

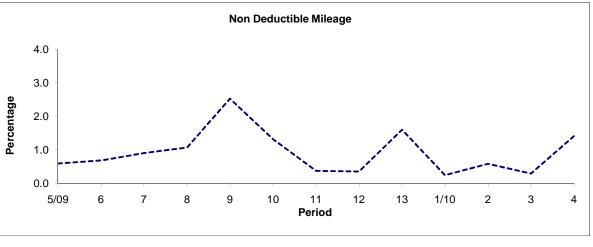
PART B - PERFORMANCE STATISTICS Route 199



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	98.93	99.01	98.68	98.55	97.14	97.63	99.08	99.06	98.02	99.49	99.11	99.12	98.23
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

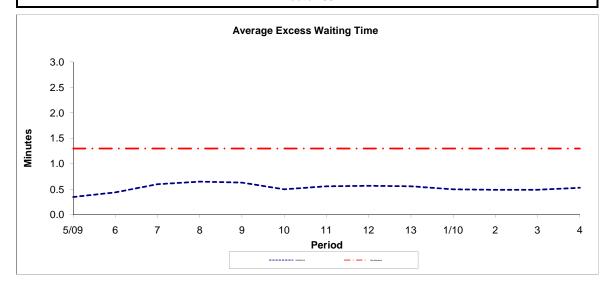


2009/2010 0.48 0.31 0.42 0.38 0.33 1.05 0.55 0.59 0.38 0.27 0.31 0.59 0.36	Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
	2009/2010	0.48		0.42	0.38		1.05	11 11 11 11	0.59	0.38			0.59	0.36

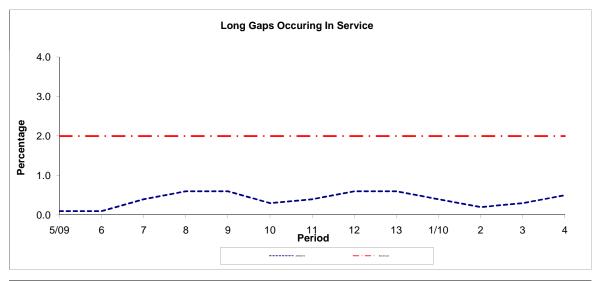


Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.59	0.68	0.90	1.07	2.53	1.32	0.37	0.35	1.60	0.24	0.58	0.29	1.41

PART B - PERFORMANCE STATISTICS Route 199



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.35	0.44	0.60	0.65	0.63	0.50	0.56	0.57	0.56	0.50	0.49	0.49	0.53
Min Standard	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30	1.30



Period	5/09	6	7	8	9	10	11	12	13	1/10	2	3	4
2009/2010	0.10	0.10	0.40	0.60	0.60	0.30	0.40	0.60	0.60	0.40	0.20	0.30	0.50
Benchmark	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00

Note: Reliability is based on 12 weeks rolling data