

METHOD SCHEDULES

Tenderers must provide a full response for each schedule, providing documentary evidence in support of statements in the form of a scanned original or PDF file where applicable. Policy documents already supplied to the council need not be resubmitted.

Schedule 1 - Sustainability

Schedule 2 - Recruitment, training and appraisal

Schedule 3 - Beat coverage and suspensions proposal

Schedule 4 - Key Quality Performance Indicators (KQPI) contract drivers

Schedule 5 - Proposal for organisational structure

Schedule 6 - Premises

Schedule 7 - Equipment

Schedule 8 - Enforcement methodologies

Schedule 9 - Bid Clarification and Best and Final Offer Negotiation



Schedule 1 – Sustainability

Tenderers must provide details of their sustainable policies and methodologies, including but not limited to; carbon footprint, green travel planning, waste management strategy, consumables resourcing plan.



Schedule 2 – Recruitment, Training and Appraisal

Tenderers must provide details of their recruitment policy and practice, company staff induction courses, professional training courses (BTEC, NVQ, etc), probationary training package, training development schedule and staff appraisal system.

Tenderers must explain how they intend to deliver a best value quality service through the application of these policies, in order to develop a common sense approach and to assist Islington on parking reputational issues.

Additional notes for tenderers' on recruitment policy.

Islington is a diverse multi-cultural borough and it is expected that our services' are resourced, to adequately reflect this. Tenderers must explain how they intend to recruit in order to ensure representation from all sections of the local community.

Additional notes for tenderers' on training methodology.

Tenderers are advised to make provision for a dedicated training manager and supporting training officers for the Islington contract. The roles must be fully resourced with a training budget. The successful contractor will also be tasked to participate in the development and delivery of an Islington specific induction and training package.



Schedule 3 - Beat coverage and Suspensions proposal

Tenderers must supply their proposal for a deployment model, to ensure borough wide beat coverage*.

Tenderers must supply their proposal for a suspensions team model, to ensure proficient service provision.

Tenderers must demonstrate their knowledge and understanding in management of Islington's parking and traffic issues by prudent and appropriate provision and distribution of these resources.

***Additional note for tenderers'.**

Current beat map and CPZ enforcement hours (Appendix K) are supplied for reference.



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Schedule 4 - KQPI contract drivers

Tenderers' must define the 'contract drivers' they propose that will underpin and produce the Key Quality Performance Indicator deliverables.

Tenderers must explain their monitoring methodology for the management of there proposed 'drivers'.

Additional notes for tenderers on KQPI and 'contract drivers'

There are initially several KQPI with a supporting menu of probable replacements for substitution during the contract term as and when KQPI are fully met or superseded in priority.

Initial KQPI

1. Percentage of correctly issued penalty charge notice
2. Level of parking compliance
3. Percentage of upheld complaint
4. Quality and retention of staff
5. Resource, supply and deployment
6. Sustainability objectives

Supplementary KQPI Menu

This further menu of KQPI, to be developed by the partnership panel, may be substituted with initial KQPI as individual elements shift in priority or are substantially achieved.

1. Percentage of supervisory support
2. Bus lane compliance
3. Percentage for CEO error cancellation
4. Immobilisation and Removal and Abandoned vehicle operation



Schedule 5 - Proposal for Organisational Structure and Staff Remuneration

Tenderers must provide a role understanding and organisational flow chart for all staff applicable to the Islington contract, which will include an explanation of the job description and overall remuneration packages.

Additional notes for tenderers on staff remuneration packages and salary structure

Tenderers are expressly instructed not to seek to incentivise staff specifically in direct relation to the production of an overall target number of penalty charge notices per annum.

Tenderers may relate remuneration to quality of penalty charge notices, attainment of a penalty charge notice recovery rate standard, standards of professionalism, customer care initiatives, qualifications attained and plaudits received.



Schedule 6 – Premises

Tenderers must supply details of their proposed site for an operational base, including location, standard and facilities of accommodation and generic description of office furniture and administration equipment to be supplied on contract.



Schedule 7 – Equipment Supply, Maintenance and Replacement

Tenderers must give description for make, model and functionality of all physical resources proposed for use on the contract.

Including but not limited to;

Hand held computers, printers and sundries, digital cameras, radio equipment, mobile phones, IT equipment and contract vehicles, to include where appropriate to the tenderers bid, total lift Crane flat-bed removal, half lift or spectacle lift removal, three seater vans, powered two wheelers, camera smart cars and bicycles.

Tenderers must describe their maintenance methodology for this equipment ad must explain their replacement planning strategy for the life of the contract.



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Schedule 8 – Enforcement Methodologies

Tenderers must provide details of their proposed enforcement methodology for:

Issuing of penalty charge notices by on-street **CEO(s)**

Issuing of penalty charge notices by CCTV monitoring / review operative(s)

Issuing of penalty charge notices for Moving Traffic Contravention(s)

Management of Islington's vehicle immobilisation and removal policies'

Abandoned Vehicle disposal



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Schedule 9 - Bid Clarification and Best and Final Offer Negotiation

Tenderers must describe their 'open book' management method of the contract.

Tenderers must also exemplify their bid with a written demonstration of the make up of key core financial factors such as;
Capital funding and interest charges

Investment return and additional contractor surplus

Tenderers must prepare and present a 'Bid Clarification' for delivery to the Council evaluation panel (examinations to be held week beginning 11 June) and be subject to a question and answer session thereafter.

