

Lot 1 Part B
– CLOSED CIRCUIT TELEVISION (CCTV)
CAMERA ENFORCEMENT SPECIFICATION

CONTENTS

1. GENERAL REQUIREMENTS
2. CONTROL ROOM ACTIVITIES
3. MOBILE UNIT ACTIVITIES
4. MANAGEMENT INFORMATION

Appendix A – London Councils Code of Practice for CCTV Enforcement

Appendix B – LB Lambeth Control Room Procedures Manual

1. GENERAL REQUIREMENTS

Contractor's Responsibilities – General

- 1.1. The Contractor is to be fully conversant with the legislation, codes of practice and sound working practices associated with the enforcement of parking, bus lane and moving traffic contraventions by means of closed circuit television (CCTV) cameras and recording devices both in fixed camera/control room and in mobile/vehicle situations.
- 1.2. The Contractor shall work in accordance with the latest Code of Practice (Appendix A) issued by London Councils (currently version 3.2 – June 2006 – when London Councils was called the Association of London Government). In addition the Contractor shall work in accordance with the Control Room Procedures Manual (Appendix B) referred to therein.
- 1.3. All staff shall be fully trained and qualified to BTEC Level 2 Intermediate Award in CCTV Camera Enforcement.
- 1.4. The Council currently use ICPS software provided by Traffic Support Mouchel Parkman which the Contractor will be expected to use at the start of the contract, though it is expected a review and possibly a change will be carried out during the period of the contract.
- 1.5. The Council's CCTV Enforcement Manager will liaise with the Contractor's CCTV Manager/Supervisor on an Enforcement Plan for the next months activities.
- 1.6. The Council's CCTV Enforcement Manager will monitor quality as well as compliance with the Enforcement Plan, Procedure Manual and Code of Practice.

Contractor's Responsibilities – Control Room

- 1.7. The Contractor shall provide staff to operate in the Council's Parking CCTV Control Room on both a permanent basis and on a temporary ad-hoc basis.
- 1.8. Permanent staff shall replace Council staff who leave or fill new posts as and when the operation expands. Temporary staff shall cover absences of Council staff for periods of at least 5 working days within 24 hours of the Contractor being notified.
- 1.9. Contractor's staff shall be managed and disciplined by the Contractor's managers but on a day to day level the Council's CCTV Enforcement manager will deploy staff to the required workstations and tasks as well as monitoring work quality and productivity.

Contractor's Responsibilities – Mobile CCTV Units

- 1.10. The Contractor shall provide staff, vehicles, equipment and a base in order to operate mobile camera units throughout the LB Lambeth. LB Lambeth will also supply some staff to operate (including driving) the vehicles.
- 1.11. Contractor's staff shall be managed and disciplined by the Contractor's managers but on a day to day level the Council's CCTV Enforcement manager will deploy staff to the required locations as well as monitoring work quality and productivity.

2. CONTROL ROOM ACTIVITIES – BUS LANE, PARKING AND MOVING TRAFFIC

Duties

- 2.1. The Contractor shall provide staff to work in the Council's Parking and Traffic Enforcement CCTV Control Room. These staff shall carry out all the roles that the

existing Council staff carry out including but not limited to:-

- a. Identification and gathering evidence of probable contraventions whilst monitoring live fixed cameras
- b. Review of probable contraventions on the Working Video (Control Room or Mobile Unit) to decide if the case is clear and indisputable
- c. Inputting data to the system and generating a PCN
- d. Managing the storage, tracking and safe keeping of Evidence and Working Videos until they can be destroyed or cleaned and reused.
- e. Attending/Managing viewings of Working Videos by the motorist/owner or their representatives
- f. Preparing Data packs and Statements for the Appeals team
- g. Attending an Appeal Hearing if required

Reporting Lines

- 2.2. Control Room organisation will remain the responsibility of the Council's CCTV Enforcement Manager who will direct the Contractor's staff to their duties as required by the needs of the service. The Council's CCTV Enforcement Manager will attempt to ensure that all staff (Council and Contractor) experience all parts of the operation on an equal basis to all other staff. This should ensure that all staff remain conversant and up to date in all parts of their duties.
- 2.3. The Contractor's Manager shall be responsible for the attendance and appearance of the Contractor's staff and all personnel matters related thereto. In the case of any failure to perform their duties adequately or involvement in an incident of a disciplinary nature the Council's CCTV Enforcement Manager will provide a written report/statement and will discuss the situation with the Contractor's Manager. The Council's Enforcement Manager shall be entitled to suspend from operations any Contractor's staff whilst a serious incident is investigated and may remove any member of staff permanently from the LB Lambeth contract.

Equipment

- 2.4. The Contractor shall provide his staff with a Uniform which may be a reduced PA uniform to enable flexibility in deployment or it may be a more conventional office style of dress.
- 2.5. The Council will provide all other equipment and stationery required within the Control Room.

Training

- 2.6. The Contractor shall ensure that all staff provided to work in the Control Room shall have obtained the necessary qualifications (BTEC Level 2 Intermediate Award in CCTV Camera Enforcement) by attending and successfully completing all evaluations at one of the approved training courses in Appendix 9 of the Code of Practice or any additional courses subsequently approved by London Councils.
- 2.7. The Council will wish to see the appropriate certificates of completions and competence before allowing any individual into the Control Room.

Hours of Operation

- 2.8. The Control Room operates the following hours and requires the following number of

permanent staff:-

Day of Week	Start Time	End Time	Total Staff Employment (shifts – 5 x 7 working hours per week each)	Initial Contractor Employment (shifts – 5 x 7 working hours per week each)
Monday	00.01	24.00	20	4
Tuesday	00.01	24.00	20	4
Wednesday	00.01	24.00	20	4
Thursday	00.01	24.00	20	4
Friday	00.01	24.00	20	4
Saturday	00.01	24.00	10	0
Sunday	09.00	22.00	5	0
Total			115 (23 FTEs)	20 (4 FTEs)

NB – In practice it may be that the Contractor's staff will be required to work at the weekend

This is the estimated situation as at the commencement date but is subject to change. Council turnover has historically been low and we foresee no additional cameras at this time so any rise in the permanent staff provided by the Contractor is expected to be small. The Council will give 4 weeks notice of new Permanent staff requirements.

- 2.9. In addition, the Contractor is to deploy extra staff to cover the absence or likely absence of Council Control Room staff for 5 or more working days. The Council will inform the Contractor of such absences as soon as they become apparent and the Contractor shall provide a temporary member of staff within 24 hours. They will work in the Control Room until (including) the day the absent staff member returns.

Extent of Enforcement

- 2.10. The Council has fixed cameras at all of the sites detailed in Appendix A/B. This Appendix also shows the restrictions that can be enforced by each camera with their definitions and times of operation.

3. MOBILE UNIT ACTIVITIES – PARKING AND MOVING TRAFFIC

Duties

- 3.1. The Contractor shall provide all vehicles, equipment and a base for the Council's Mobile CCTV Unit. The staff will be provided by both the Council and the Contractor
- 3.2. These staff shall carry out all the necessary roles, including, but not limited to:-
- Driving safely to the selected enforcement site and parking in the predefined place for the camera vehicle to be positioned. Set up the equipment to video the site.
 - Identification and gathering evidence of probable contraventions whilst monitoring live cameras
 - Managing the storage, tracking and safe keeping of Evidence and Working Videos from the point they are collected from the Control Room to the point they are returned.
 - Attending an Appeal Hearing if required

Reporting Lines

- 3.3. The Council's CCTV Enforcement Manager shall be responsible for the deployment and management of the Mobile CCTV service and shall liaise with the Contractor's

CCTV supervisor on a daily basis to arrange shifts and deployment.

- 3.4. In the case of any failure to perform their duties adequately or involvement in an incident of a disciplinary nature witnessed by or involving a Council officer, the Council's CCTV Enforcement Manager will provide a written report/statement and will discuss the situation with the Contractor's Manager. The Council's Enforcement Manager shall be entitled to suspend from operations any Contractor's staff whilst a serious incident is investigated and may remove any member of staff permanently from the LB Lambeth contract.

Equipment

- 3.5. The Council will provide the Video storage media and the software and camera management software that is compatible with the Control Room camera control systems (JAI Streetwatch) with ICPS from Traffic Support Mouchel Parkman for PCN production and processing. The Contractor must utilise systems that are compatible with this software or be entirely responsible for producing, managing and maintaining any interfaces. It is likely that the Council will upgrade to a digital control room system during the life of the contract and at that point the Contractor will be responsible for upgrading any equipment or interfaces to maintain compatibility.
- 3.6. The Contractor shall be responsible for providing all other items of accommodation, vehicles (and their safe storage), stationery, all other equipment and some of the staff required for the operation of the Mobile CCTV enforcement service.
- 3.7. The Council currently use Smart cars with camera(s) on an extendable mast. The size of these vehicles make them particularly adept at locating themselves at site without becoming a major obstruction where larger vehicles might be a problem. This base vehicle can therefore be approved in advance whilst all other vehicles will need to be approved post tender.
- 3.8. If the Mobile CCTV vehicles were to be used for bus lane enforcement as well as the current parking and moving traffic contraventions they must be equipped cameras (and their recording devices) which are a prescribed device specified in an Order by the Secretary of State at the Home Office. The Tenderer should indicate if he is aware of such devices that could be used on a Mobile CCTV vehicle and what the implications are, both financially and operationally.
- 3.9. The Council's vehicles are currently stored overnight at Council premises which will not be available to the Contractor. The Contractor shall provide secure storage facilities for the CCTV vehicles and shall be responsible for the provision, maintenance, repair, service, fuel, tax, insurance and all other costs associated with the ownership and operation of these vehicles
- 3.10. The Contractor shall provide his staff with a Uniform which matches that of a PA uniform. The Council staff will wear a LB Lambeth uniform.

Training

- 3.11. The Contractor shall ensure that all staff provided to work on the Mobile CCTV vehicles shall have obtained the necessary qualifications (BTEC Level 2 Intermediate Award in CCTV Camera Enforcement) by attending and successfully completing all evaluations at one of the approved training courses in Appendix 9 of the Code of Practice or any additional courses subsequently approved by London Councils.
- 3.12. The Contractor shall also ensure that all staff driving the vehicles (including Council staff) are fully qualified, insured and licensed to do so.
- 3.13. The Council will wish to see the appropriate certificates of completions and competence before allowing any individual to operate a Mobile CCTV vehicle.

Hours of Operation

3.14. The Mobile CCTV vehicles are to operate the following hours and requires the following number of vehicles/permanent staff:-

Day of Week	Start Time	End Time	Total Staff Deployment (shifts – 5 x 7 working hours per week each)		Total Vehicle Requirement
			Council	Contractor	
Monday	06.00	21.00	3	7	3 morning, 2 afternoon or 2 morning, 3 afternoon
Tuesday	06.00	21.00	3	7	
Wednesday	06.00	21.00	3	7	
Thursday	06.00	21.00	3	7	
Friday	06.00	21.00	3	7	
Saturday	06.00	21.00	3	7	1
Sunday	10.00	17.00	2	0	
Total			20 (4 FTEs)	42 (8.4 FTEs)	

NB – In practice it may be that the Contractor's staff will be required to work on Sunday

This is the estimated situation as at the commencement date but is subject to change.

Extent of Enforcement

3.15. The Council has defined mobile camera sites at all of the locations detailed in Appendix A/B. This Appendix also shows the restrictions that can be enforced at each location with their definitions and times of operation.

4. MANAGEMENT INFORMATION

4.1. The Contractor shall provide the following information in a manner and style to be agreed with the Council:-

- a. Number of hours worked by each member of permanent staff supplied on each day of the month, based on time of arrival/departure at Control Room/CCTV car, minus lunch breaks)
- b. Number of hours worked by each member of temporary staff supplied on each day of the month, based on time of arrival/departure at Control Room/CCTV car, minus lunch breaks)

4.2. In all the following cases, the information should be separated by each member of staff and the number of hours on that form of duty shown:-

- a. Number of Potential Contraventions identified (Control Room)
- b. Number of Potential Contraventions identified (CCTV car)
- c. Number of Potential Contraventions Reviewed
- d. Percentage of Reviewed Cases confirmed as clear and indisputable (incl. PCN issued)
- e. Number of appeal packs prepared
- f. Number of appeal hearings attended.

4.3. The Council may develop additional reports which look at the 'success' rates of cases reviewed by individuals to identify if any staff are too demanding or too lax in confirming cases as clear and indisputable.

5. Schedule of Rates/Bill of Quantities

- 5.1. The Contractor is required to state his charges in the manner indicated below for ease of comparison between tenderers.
- 5.2. It is a requirement that the Contractor shall quote the true actual cost of providing the item of service/equipment/facility. The Contractor will be required to disclose the full background working to arrive at the costs quoted and to also provide documentary evidence to support the figures where it may be necessary to justify the figures quoted – 'Open book'. These figures shall include no element of profit whatsoever.
- 5.3. Profit is the additional amount required by the Contractor to cover items such as shareholder dividends, company reinvestment and company expansion. A profit requirement statement is made at the end of the summary of Bills of Quantities.
- 5.4. The True Costs and Profit have been separated in order that the Council can audit the True Costs on an Open Book basis as and when required as well as reach an opinion on the sustainability of the Contractors operation and the value for money that the Contractor represents.
- 5.5. Profit is also the basis of payment deductions for failure to meet the performance indicator targets below. The philosophy behind this is that the Contractor's return on his investment is dependent on his fulfilment of the contract specification and the client's requirements. It would be unrealistic to guarantee that a Contractor could never make a loss but it is limited to half the level of required profit and would only reach this level if significant failures were occurring.
- 5.6. The Rates for Fixed costs to be quoted in the table immediately below 5.10 shall be expressed as annual amounts for items supporting this part of the operation. Fixed costs not asked for shall be included in Part A to this Lot. The Fixed costs for items specific to this part of this Lot shall include:-
- a. Provision of Management/Supervision dedicated to CCTV enforcement incl preparation of vehicles such as cleaning, re-fuelling which should be done in advance of deployment
 - b. Preparation and provision of Interfaces between the Camera Car and the Councils computer system, version 6 of ICPS as provided by Traffic Support Mouchel Parkman Ltd, including any of their development costs
- 5.7. The Rates for Variable costs to be quoted in the table immediately below 5.10 shall be expressed as a currency value for each unit of service provided. This shall include any and all costs for:-
- a. Permanent Control Room Camera Operator – to be charged per hour of deployment (incl daily briefings by Council's CCTV Enforcement Manager)
 - b. Temporary Control Room Camera Operator – to be charged per hour of deployment (incl daily briefings by Council's CCTV Enforcement Manager)
 - c. Provision of Camera Cars – fully equipped and adapted for their role to be charged per hour of deployment (incl travel to site, excl preparation such as cleaning, re-fuelling which should be done in advance)
 - d. Provision of Secure Accommodation for Camera Cars
 - e. Camera Car Camera Operator – to be charged per hour of deployment (incl travel to site, excl briefings) In this way Camera Car and Camera Car Camera Operators timings should be identical.
- 5.8. The rates and prices entered in the Bills of Quantity will be deemed to be the full inclusive value of the work covered by the items as required or reasonably implied in the Contract Documents. It is the Tenderer's responsibility to ensure that all costs are included in his bid, as additional items will not be permitted following the submission. The quantities implied are the assessed volumes for one year's provision of the Service only. The quantities are based on current activity, but are not guaranteed and will change over time. This change could be downwards or upwards and the Contractors rates will apply in all circumstances irrespective of any increase/decrease in activity at any time
- 5.9. An arithmetic check will be carried out by the Client on the tenders when received. In the event of an arithmetic error being found, the Contractor will be informed. The

Contractor will then be offered the opportunity, in writing, to revise the arithmetic error as appropriate. The amended figure(s) will then be used to evaluate the tender submission

5.10. Payment will be made calendar monthly. The process shall be:-

- a. the Contractor shall submit a payment request detailing the volumes, amounts and performance indicators relating to the month in question
- b. the Council and Contractor shall agree the figures, after discussion, clarification and adjustment if necessary.
- c. the Contractors shall submit an invoice based on the agreed payment request.
- d. Payment will be made within 30 days of receiving the invoice

The Bill of Quantities and Schedule of Rates.

Item	Description	Quantity/Unit	True Cost	
			Rate (£)	Amount (£)
	<i>Fixed Costs</i>			
1	Management/Supervision and Vehicle preparation specific to this part - CCTV	1 per month		
2	Interfaces – Camera Cars to ICPS version 6	one-off at contract start		
	<i>Variable Costs</i>			
3	Permanent Control Room Operator	606 hours per month		
4	Temporary Control Room Operator	As required Rate Only		
5	Camera Car – fully adapted and equipped	1881 hours per month		
6	Accommodation – secure position for Camera Cars	3 vehicles per month		
7	Camera Car Operator	1881 hours per month		
	Contract Total (True Cost) (five years)	=1 x Item 2 +60 x Sum of Items 1, 3, 4, 5, 6, 7		
	GRAND TOTAL	=Contract Total for True Cost x Profit (from Profit Statement)		

Appendix A – London Councils Code of Practice for CCTV Enforcement

Appendix B – LB Lambeth Control Room Procedures Manual