

**PAYMENTS, KPIs AND DEDUCTIONS
SUMMARY AND CALCULATION**

The Bill of Quantities and Schedule of Rates are copied here from the end of each individual Lot or Part thereof.

LOT 1 – PART A – PA PCN ISSUE

ITEM	DESCRIPTION	QUANTITY	UNIT	RATE	AMOUNT
	FIXED COSTS				
1	ACCOMMODATION				
	Provide, equip, service and maintain accommodation for the Contractor in connection with Contract operations other than Pound operations	1	Items Per Annum		
2	MANAGEMENT				
	Provide the management and supervision required for:-				
	a) Contract Management	1	Items Per Annum		
	b) Enforcement Activities	1	Items Per Annum		
	c) Vehicle Management – vehicles should be prepared in readiness for enforcement staff	1	Items Per Annum		
3	ADMINISTRATION				
	Provide the administration and support for:-				
	a) Contract Management	1	Items Per Annum		
	b) Enforcement Activities	1	Items Per Annum		
4	EQUIPMENT				
4.1	Communications				
	a) Provide, maintain and operate RT radio base station(s) and portable equipment	1	Items Per Annum		
4.2	Other Items				
	Provide, maintain and operate				
	a)		Items Per Annum		
	b)		Items Per		

			Annum		
	c)		Items Per Annum		
5	START UP COSTS				
5.1	Provide a Bond in the sum of £200,000	1	Item Per Annum		
5.2	Set up operate and test systems and procedures for enforcement including carrying out trial run as specified.	1	One Off Item		
6	OTHER FIXED COSTS				
	The Contractor may set out below any Fixed Cost item(s) not measured or included elsewhere in the Bills of Quantities for which it requires payment to meet the requirements of the Contract. Such items should be fully described by the Contractor and the Units and Rates inserted in the Bill should be lump sum or annual payments as appropriate and identified as such.				
	a)				
	b)				
	c)				
7	INVESTMENT SUM				
	Indicate a percentage addition to be added to Investment Sums which may be expended at upon instruction by the Authorised Officer. Include Cost and Profit together				
	£0-500,000	1	Rate Only	%	
	£500,000 - £1,000,000	1	Rate Only	%	
	£1,000,000 +	1	Rate Only	%	
	FIXED COST	TOTAL	PER ANNUM		
	ONE-OFF COST	TOTAL	YEAR 1		

VARIABLE COSTS					
1	Basic PAs - daytime (7am to 7pm)				
	a) on foot		Net Hours of Patrol		
	b) on cycle		Net Hours of Patrol		
	c) on powered two wheeler		Net Hours of Patrol		
	d) in car/van		Net Hours of Patrol		
	- unsociable hours (nighttime, Sunday, Bank Hols)				
	e) on foot		Net Hours of Patrol		
	f) on cycle		Net Hours of Patrol		
	g) on powered two wheeler		Net Hours of Patrol		
	h) in car/van		Net Hours of Patrol		
2	Senior PAs (excl Supervisors who are to be considered as part of the Fixed costs Item 2 above) - daytime (7am to 7pm)				
	a) on foot		Net Hours of Patrol		
	b) on cycle		Net Hours of Patrol		
	c) on powered two wheeler		Net Hours of Patrol		
	d) in car/van		Net Hours of Patrol		
	- unsociable hours (nighttime, Sunday, Bank Hols)				
	e) on foot		Net Hours of Patrol		
	f) on cycle		Net Hours of Patrol		
	g) on powered two wheeler		Net Hours of Patrol		
	h) in car/van		Net Hours of Patrol		
3	Mobile Patrol Unit including 1 Senior PA, 1 PA and 1 car/van				
	a) daytime (7am to 7pm)		Net Hours of Patrol		
	b) unsociable hours (nighttime, Sunday, Bank Hols)		Net Hours of Patrol		

	VARIABLE COST	TOTAL	PER ANNUM	
	Contract Total (True Cost) (five years)	=1 x One-off total + 5 x Fixed Cost + 5 x Variable Cost		
	GRAND TOTAL	=Contract Total for True Cost x Profit (from Profit Statement)		
Name of Tenderer Signature of Tenderer Designation Date				

LOT 1 – PART B – CCTV PCN ISSUE

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)		
Name of Tenderer				
Signature of Tenderer				
Designation				
Date				

LOT 1 – PART C - SUSPENSIONS

The quantities entered here for tendering purposes only. There are around 1,400 suspension sites per annum.

ITEM	DESCRIPTION	QUANTITY	UNIT	RATE	AMOUNT
1	Implement, Maintain and Remove a suspension				
	1-3 bays				
	a) 1-3 days	500	Items per annum		
	b) 4-9 days	200	Items per annum		
	c) 10 days or more	1500	Days per annum		
	4-9 bays				
	d) 1-3 days	400	Items per annum		
	e) 4-9 days	150	Items per annum		
	f) 10 days or more	750	Days per annum		
	10 or more bays				
	g) 1-3 days	150	Items per annum		
	h) 4-9 days	25	Items per annum		
	i) 10 days or more	300	Days per annum		
	SUSPENSION TOTAL		Per Annum		
	Contract Total (True Cost) (five years)	=5 x Suspension Total			
	GRAND TOTAL	=Contract Total for True Cost x Profit (from Profit Statement)			
Name of Tenderer					
Signature of Tenderer					
Designation					
Date					

LOT 1 – PART D – CORRESPONDENCE ANSWERING

ITEM	DESCRIPTION	QUANTITY	UNIT	RATE	AMOUNT
1	Investigate a challenge letter and despatch a response				
	a) PA PCN – pre-NtO	Rate only	Letter		
	b) CCTV PCN – pre-NtO (parking)	Rate only	Letter		
	c) CCTV PCN – pre-EN (bus lane)	Rate only	Letter		
2	Return a misdirected letter to the Council	Rate only	Letter		
	TOTAL	Rate only			

Name of Tenderer

Signature of Tenderer

Designation

Date

LOT 1 – PART E – CLAMP, REMOVAL, POUND – ON-STREET

ITEM	DESCRIPTION	QUANTITY	UNIT	RATE	AMOUNT
	FIXED COSTS				
1	ACCOMMODATION				
	Provide, equip, service and maintain a Pound an Payment Centre in connection with Pound, Clamp and Removal operations	1	Items Per Annum		
2	MANAGEMENT				
	Provide the management and supervision required for:-				
	a) Pound Management	1	Items Per Annum		
	b) Enforcement Activities	1	Items Per Annum		
	c) Vehicle Management – vehicles should be prepared in readiness for enforcement staff	1	Items Per Annum		
3	ADMINISTRATION				
	Provide the administration and support for:-				
	a) Pound Management .	1	Items Per Annum		
	b) Enforcement Activities	1	Items Per Annum		
4	EQUIPMENT				
4.1	Communications				
	a) Provide, maintain and operate RT radio base station(s) and portable equipment	1	Items Per Annum		
4.2	Other Items				
	Provide, maintain and operate				
	a)		Items Per Annum		
	b)		Items Per Annum		
	c)		Items Per Annum		
5	START UP COSTS				
5.1	Set up operate and test systems and procedures for enforcement including carrying out trial run as specified.	1	One Off Item		
6	OTHER FIXED COSTS				
	The Contractor may set out below any Fixed Cost item(s) not measured or included elsewhere in the Bills of Quantities for which				

	it requires payment to meet the requirements of the Contract. Such items should be fully described by the Contractor and the Units and Rates inserted in the Bill should be lump sum or annual payments as appropriate and identified as such.				
	a)				
	b)				
	c)				
	FIXED COST	TOTAL	PER ANNUM		
	ONE-OFF COST	TOTAL	YEAR 1		
	VARIABLE COSTS				
1	Removal Vehicle, Driver/Operative and OBPA				
	a) daytime hours (7am to 7pm)		Net Hours of Patrol		
	b) unsociable hours (nighttime, Sunday, Bank Hols)		Net Hours of Patrol		
2	Clamp Vehicle, Driver/Operative and OBPA				
	a) daytime hours (7am to 7pm)		Net Hours of Patrol		
	b) unsociable hours (nighttime, Sunday, Bank Hols)		Net Hours of Patrol		
3	Storage				
	a) Storage of vehicle		Complete Calendar Days		
	b) Disposal of Vehicle		Number of Vehicles		
	VARIABLE COST	TOTAL	PER ANNUM		
	Contract Total (True Cost) (five years)	=1 x One-off total + 5 x Fixed Cost + 5 x Variable Cost			
	GRAND TOTAL	=Contract Total for True Cost x Profit (from Profit Statement)			
Name of Tenderer					
Signature of Tenderer					
Designation					
Date					

LOT 1 – PART F – CLAMP, REMOVAL, POUND – HOUSING

ITEM	DESCRIPTION	QUANTITY	UNIT	RATE	AMOUNT
	FIXED COSTS				
1	ACCOMMODATION				
	Provide, equip, service and maintain accommodation for the Contractor in connection with Contract operations including a Pound and 24 hour Payment Centre in connection with Pound, Clamp and Removal operations	1	Items Per Annum		
2	MANAGEMENT				
	Provide the management and supervision required for:-				
	a) Contract Management	1	Items Per Annum		
	b) Enforcement Activities	1	Items Per Annum		
	c) Vehicle Management – vehicles should be prepared in readiness for enforcement staff	1	Items Per Annum		
3	ADMINISTRATION				
	Provide the administration and support for:-				
	a) Contract Management	1	Items Per Annum		
	b) Enforcement Activities	1	Items Per Annum		
4	EQUIPMENT				
4.1	Communications				
	a) Provide, maintain and operate RT radio base station(s) and portable equipment	1	Items Per Annum		
4.2	Other Items				
	Provide, maintain and operate				
	a)		Items Per Annum		
	b)		Items Per Annum		
	c)		Items Per Annum		
5	START UP COSTS				
5.1	Set up operate and test systems	1	One Off		

	and procedures for enforcement including carrying out trial run as specified.		Item		
6	OTHER FIXED COSTS				
	The Contractor may set out below any Fixed Cost item(s) not measured or included elsewhere in the Bills of Quantities for which it requires payment to meet the requirements of the Contract. Such items should be fully described by the Contractor and the Units and Rates inserted in the Bill should be lump sum or annual payments as appropriate and identified as such.				
	a)				
	b)				
	c)				
	FIXED COST	TOTAL	PER ANNUM		
	ONE-OFF COST	TOTAL	YEAR 1		
	VARIABLE COSTS				
1	Removal Vehicle, Driver/Operative and (if included) his mate				
	a) daytime hours (7am to 7pm)		Net Hours of Patrol		
	b) unsociable hours (nighttime, Sunday, Bank Hols)		Net Hours of Patrol		
	c) overnight emergency call out		Per Hour		
2	Clamp Vehicle, Driver/Operative and (if included) his mate				
	a) daytime hours (7am to 7pm)		Net Hours of Patrol		
	b) unsociable hours (nighttime, Sunday, Bank Hols)		Net Hours of Patrol		
3	Pound Operations				
	a) Storage of vehicle		Complete Calendar Days		
	b) Disposal of Vehicle		Number of Vehicles		
	VARIABLE COST	TOTAL	PER ANNUM		

	Contract Total (True Cost) (five years)	=1 x One-off total + 5 x Fixed Cost + 5 x Variable Cost	
	GRAND TOTAL	=Contract Total for True Cost x Profit (from Profit Statement)	
Name of Tenderer			
Signature of Tenderer			
Designation			
Date			

LOT 2 – NUISANCE VEHICLE REMOVAL – STREETCARE

ITEM	DESCRIPTION	QUANTITY	UNIT	RATE	AMOUNT
	FIXED COSTS				
1	ACCOMMODATION				
	Provide, equip, service and maintain a Pound and Payment Centre in connection with Pound, and Removal operations	1	Items Per Annum		
2	MANAGEMENT				
	Provide the management and supervision required for:-				
	a) Pound Management	1	Items Per Annum		
	b) Enforcement Activities	1	Items Per Annum		
	c) Vehicle Management – vehicles should be prepared in readiness for enforcement staff	1	Items Per Annum		
3	ADMINISTRATION				
	Provide the administration and support for:-				
	a) Pound Management	1	Items Per Annum		
	b) Enforcement Activities	1	Items Per Annum		
4	EQUIPMENT				
4.1	Communications				
	a) Provide, maintain and operate RT radio base station(s) and portable equipment	1	Items Per Annum		
4.2	Other Items				
	Provide, maintain and operate				
	a)		Items Per Annum		
	b)		Items Per Annum		
	c)		Items Per Annum		
5	START UP COSTS				
5.1	Set up operate and test systems and procedures for enforcement including carrying out trial run as specified.	1	One Off Item		
6	OTHER FIXED COSTS				
	The Contractor may set out				

	below any Fixed Cost item(s) not measured or included elsewhere in the Bills of Quantities for which it requires payment to meet the requirements of the Contract. Such items should be fully described by the Contractor and the Units and Rates inserted in the Bill should be lump sum or annual payments as appropriate and identified as such.				
	a)				
	b)				
	c)				
	FIXED COST	TOTAL	PER ANNUM		
	ONE-OFF COST	TOTAL	YEAR 1		
	VARIABLE COSTS				
1	Vehicle Removals, including Removal Truck, Driver/Operative (and OBPA), storage, disposal, management				
	30 Abandoned Vehicles	1	Per Month		
	5 Abandoned Vehicles	Rate Only	Per 5 vehicle		
	60 Free Take Back Vehicles	1	Per Month		
	5 Free Take Back Vehicles	Rate Only	Per 5 vehicle		
	25 DVLA untaxed Vehicles	1	Per Month		
	5 DVLA untaxed Vehicles	Rate Only	Per 5 vehicle		
	150 Illegal Street Trading Vehicles	1	Per ANNUM		
	1 Illegal Street Trading Vehicle	Rate Only	Per vehicle		
2	HGV lift – example prices				
	- coach	Rates Only	Per vehicle		
	- rigid lorry				
	- articulated lorry				

3	Court Appearance	Rate Only			
	VARIABLE COST	TOTAL	PER ANNUM		

LOT 3 – POST MANAGEMENT

Item	Description	True Cost		
		Estimated Quantity	Rate	Amount
1	Implementation Fee	1	One-off	
2	Management Fee	Per month		
a	PCN Payments with a readable bar code	4,600 items per month		
b	PCN Payments without a readable bar code	1,200 items per month		
c	PCN Payments via PDQ authorisation (incl tel. call charges but excl. Credit Card charges)	350 items per month		
d	Manual Banking	Per month		
e	Letter despatch (registered)	50 items per month		
f	Letter Receipt (surcharges)	50 items per month		
g	Correspondence Scanning	30,000 pages per month		
h	Recording of name and addresses when provided	3,500 items per month		
i	Recording of 'gone aways'	2,800 items per month		
j	Case search enquiries for full details	100 items per month		
k	Document Storage	Per month		
l	Pocket Book Scanning	2,800 items per month		
m	Permit Application scanning	2,500 items per month		
n	Permit payments	2,200 items per month		
o	Permit Payments via PDQ authorisation (incl tel. call charges but excl. Credit Card charges)	300 items per month		
p	Any Other Items i) ii) iii) iv) v)			

	CONTRACT TOTAL (TRUE COSTS) (three years ie. 1 x Item 1+ 3 x annualised Item2)	
	GRAND TOTAL (Contract Total (True Cost) plus the value of the Profit)	
Name of Tenderer Signature of Tenderer Designation Date		

LOT 4 – PRINTING SERVICES

Item	Description	True Cost			
		Quantity		Rate	
1	Implementation Fee	1			
2	Product Fee	Batches	Items	Per Batch set up	Per Item
		Per Annum			
a	Permit Application Form (Resident, Resident Visitor)	1	50,000		
b	Permit Application Form (Business, Trader etc)	1	15,000		
c	Period Permits				
	Resident	1	18,000		
	Business	1	1,000		
	Teacher	1	50		
	Doctor	1	25		
	Market Trader	1	100		
d	Daily Permits (Scratchcards)				
	Resident Visitor	1	100,000		
	Trader	1	20,000		
e	Mailing				
	CCTV PCNs	250	57,000		
	Notice to Owners	50	41,000		
	CCTV NtOs	50	14,000		
	Enforcement Notices	50	3,500		
	Charge Certificates	50	40,000		
	Notices of Debt Registration	50	96,000		
	Period Permits by Post	50	10,000		
	Permit Reminders with application form enclosed	50	8,000		
Acknowledgement	250	31,000			
f	Printed Document Storage	1			

g	Any Other Items i) ii) iii) iv) v)			
	CONTRACT TOTAL (TRUE COSTS) (three years ie. 1 x Item 1+ 3 x annualised Item2)	1		
	GRAND TOTAL (Contract Total (True Cost) plus the value of the Profit)			
Name of Tenderer				
Signature of Tenderer				
Designation				
Date				

LOT 5 – IVR/WEB/OLCCA

For the purposes of tendering, it should be assumed that there will be 110,000 telephone/web payments and 7,500 OLCCA payments

Item	Description	Quantity	True Cost		Profit	
			Rate (£)	Amount (£)	Rate (£)	Amount (£)
1	Implementation Fee (Telephone, Web and OLCCA)	1				
2	Payment Management Fee (Telephone and Web) (in any contract year)	First 50000 payments				
		50,001 st - 100,000 th payment				
		100,001 st and subsequent payments				
3	Payment Management Fee (OLCCA)	Each Payment				
	Contract True Cost Total (three years) (assume 110,000 payments pa)	ie. =1 x Item 1 +3 x Item 2 +3 x Item 3				
	GRAND TOTAL	(sum of Contract Totals for True Cost and Profit)				
Name of Tenderer						
Signature of Tenderer						
Designation						
Date						

SUMMARY TABLE

LOT/PART NO.	DESCRIPTION	AMOUNT* (Year 1)	AMOUNT* (per annum Year 2 on)	AMOUNT* (Whole Contract Life**)
1A	PA PCN ISSUE			
1B	CCTV PCN ISSUE			
1C	SUSPENSIONS			
1D	CORRESPONDENCE ANSWERING			
1E	CLAMP, REMOVAL, POUND - PARKING			
1F	CLAMP, REMOVAL, POUND - HOUSING			
1G	HOUSING TICKET ISSUE			
1H	COMMUNITY SAFETY ENFORCEMENT			
2	NUISANCE VEHICLE REMOVAL - STREETCARE			
3	POST MANAGEMENT			
4	PRINTING SERVICES			
5	IVR/WEB/OLCCA			
	TOTAL (Excluding profit)			
	Profit (% from next page)			
	TOTAL (Including Profit)			

* Excluding Profit

**WHOLE CONTRACT LIFE in the final column is to assume lots 3,4,5 are extended to 5 years and in all cases include one-off costs from year 1)

PROFIT STATEMENT

The Contractor states that his bid for his overall profit level, applicable to all Lots tendered, subject to performance meeting all the required standards, shall be % of the total actual costs as detailed in the tables above.

The required KPI standards and profit reductions are shown in the following pages:-

Lot 1 – Part A – PA PCN ISSUE

Title	Sub-Title	Max Score	Actual Score
Staff Deployment	Daytime PAs (incl MPU day shift)	15	$\frac{\text{Actual No. of Patrol Hours}}{\text{Planned No of Patrol Hours}} \times 15$
	Unsociable hours PAs (incl MPU night shift)	5	$\frac{\text{Actual No. of Patrol Hours}}{\text{Planned No of Patrol Hours}} \times 5$
Patrolling Requirement		20	<p>Average over all streets of</p> $\frac{\text{Actual No. of Visits}}{\text{Required No. of Visits}} \times 20$ <p>where any result for an individual street over 1 shall be counted as 1</p>
PCN Quality	Discount Payment Rate	10	<p>For all PCNs issued in a calendar month as at the 31st of the following month</p> $\left\{ \frac{\text{No of PCNs paid at Discount}}{\text{No of PCNs issued}} - 0.4 \right\} \times 10 \times 10$ <p>(Full marks achieved if >=50% discount payment achieved)</p>
	PA Errors	10	<p>For all PCNs issued in a calendar month as at the 31st of the following month</p> $\frac{\text{No of PCNs issued}}{\text{No of PCNs cancelled due to PA error}} \times 10 / 100$ <p>(Full marks achieved if <=1% cancellations)</p>
Motorist Compliance	Beat	10	$\frac{\text{Number of cars parked}}{\text{Number of cars parked illegally}} \times 2 \times 10 / 100$ <p>(Full marks achieved if <=2% of vehicles are illegally parked)</p>
	Driven	10	$\frac{10}{\text{Number of cars parked illegally}} \times 10$ <p>Any count of number of cars parked illegally less than 10 shall be recorded as 10 for KPI purposes.</p>

			(ie full marks if 10 or less)
PA Compliance	Mystery Observation	20	Average PA observation score x 20 / 100 (each observation out of 100, minimum 30 observations per month)
TOTAL		100	

The Mystery Observations will incorporate:-

- Failing to attempt to issue a PCN when one should be issued
- Issuing a PCN when one should not have been issued
- Failing to report an eligible vehicle for clamp/removal action
- Failing to check/report defective signs/lines/equipment
- Failing to keep an accurate, complete, quality pocketbook
- Failing to follow the correct procedure when issuing a PCN
- Attitudes and behaviour towards members of the public
- Personal appearance and correctness/tidiness of uniform
- Presence and correct use of all equipment/paperwork
- Any other items as the observation criteria may change from time to time.

Lot 1 – Part B – CCTV PCN ISSUE

Title	Sub-Title	Max Score	Actual Score
Staff Deployment	Control Room PAs	20	$\frac{\text{Actual No. of Viewing Hours}}{\text{Planned No of Viewing Hours}} \times 20$
	Mobile Unit PAs	20	$\frac{\text{Actual No. of Patrol/Viewing Hours}}{\text{Planned No of Patrol/Viewing Hours}} \times 20$
Vehicle Availability	Mobile CCTV units	20	$\frac{\text{Actual No. of Patrol/Viewing Hours}}{\text{Planned No of Patrol/Viewing Hours}} \times 20$
PCN Quality	Discount Payment Rate	20	<p>For all PCNs issued (reviewing stage) in a calendar month by the Contractor's PAs as at the 31st of the following month</p> $\left\{ \frac{\text{No of PCNs paid at Discount}}{\text{No of PCNs issued}} - 0.4 \right\} \times 10 \times 20$ <p>(Full marks achieved if >=50% discount payment achieved)</p>
	PA Errors	20	<p>For all PCNs issued (reviewing stage) in a calendar month by the Contractor's PAs as at the 31st of the following month</p> $\frac{\text{No of PCNs issued} - \text{No of PCNs cancelled due to PA error}}{\text{No of PCNs issued}} \times 20 / 100$ <p>(Full marks achieved if <=1% cancellations)</p>
TOTAL		100	

Lot 1 – Part C - SUSPENSIONS

Title	Sub-Title	Max Score	Actual Score
Timely Implementations	Advance Warnings	15	No. Advance Warnings on Schedule ----- x 15
			No. Advance Warnings
	Live Introduction	15	No. Live Introductions on Schedule ----- x 15
			No. Live Introductions
	Completion	15	No. Completions on Schedule ----- x 15
			No. Completions
Accurate Suspensions	At Implementation	30	No. Accurate Live Introduction Sites ----- x30
			No. Live Introduction Sites
	At all other times	25	No. Accurate Sites ----- x25
			No. Sites
TOTAL		100	

Timeliness will be measured by an inspection of the paper/computer records of suspension implementations, backed up by random checks on the accuracy of these records

Accuracy will be measured by random site visits to new and on-going suspensions. Accuracy will be determined by whether the site is fully and properly signed with the correct information details for that site. Monitoring Officers will check a minimum of 30 sites per month or the score will automatically be the maximum.

Lot 1 – Part D – CORRESPONDENCE ANSWERING

Title	Sub-Title	Max Score	Actual Score
Response Times		50	Excluding the day of allocation to the Contractor:- i) Responses in 2 days or less = 50 ii) Otherwise = 50 – 5 x days taken
Response Quality		50	Number of acceptable responses ----- x 50 Number of responses
TOTAL		100	

Response Times will be measured by means of the computer records for cases allocated to the Contractor.

Response Quality will be measured by random examination of outgoing letters to assess the decision reached, the explanation of that decision, the explanation of the regulations and the standard of English language in non-standard paragraphs. Staff will sample 2% of letters per month subject to a minimum of 30.

Lot 1 – Part E – CLAMP, REMOVAL, POUND - PARKING

Title	Sub-Title	Max Score	Actual Score
Staff/Vehicle Deployment	Daytime Crews (Mon-Sat) (7am-7pm)	20	Actual No. of Patrol Hours ----- x 20 Planned No of Patrol Hours
	Other Crews	20	Actual No. of Patrol Hours ----- x 20 Planned No of Patrol Hours
Prioritisation	Priority 1,2,3 removals	20	No. Priority 1,2,3 removals ----- x 2 x 20 No. Priority 1,2,3 PCNs reported (full marks if 50% - subject to review)
	Priority 1 clamps	20	No. Priority 1 clamps ----- x 2 x 20 No. Priority 1 clamps reported (full marks if 50% - subject to review)
De-clamp timescale		20	No. de-clamps in <1 hour of payment ----- x 20 No. de-clamps
TOTAL		100	

Lot 1 – Part F – CLAMP, REMOVAL, POUND - HOUSING

Title	Sub-Title	Max Score	Actual Score
Staff/Vehicle Deployment	Daytime Crews (Mon-Sat) (7am-7pm)	20	Actual No. of Patrol Hours ----- x 20 Planned No of Patrol Hours
	Other Crews	20	Actual No. of Patrol Hours ----- x 20 Planned No of Patrol Hours
Patrolling Requirement		20	Average over all areas of Actual No. of Patch Visits ----- x 20 Required No. of Patch Visits where any result for an individual patch over 1 shall be counted as 1
Timescales	De-clamp release	5	No. de-clamps in <1 hour of payment ----- x 5 No. de-clamps
	De-canted returns	5	No. decanted vehicles returned in <1 hr ----- x 5 No. decanted vehicles returned
	Abandoned Vehicle collection	5	No. AVs collected within schedule ----- x 5 No. AVs due to be collected
	Aged Clamp Removals	5	No. Aged Clamp removals done by 10pm ----- x 5 No. Aged Clamp removals
Motorist Compliance	Beat	10	Number of cars parked ----- x 2 x 10 / 100 Number of cars parked illegally (Full marks achieved if <=2% of vehicles are illegally parked)
PA Compliance	Mystery Observation	10	Average Crew observation score x 10 / 100 (each observation out of 100, minimum 15 observations per month)
TOTAL		100	

The Mystery Observations will incorporate:-

Failing to attempt to attach a clamp/remove a vehicle when one should be issued
Attaching a clamp/Removing a vehicle when one should not have been issued
Failing to check/report defective signs/lines/equipment
Failing to keep an accurate, complete, quality pocketbook
Failing to follow the correct procedure when attaching a clamp/removing a vehicle
Attitudes and behaviour towards members of the public/residents
Personal appearance and correctness/tidiness of uniform
Presence and correct use of all equipment/paperwork
Any other items as the observation criteria may change from time to time.

Lot 2 – NUISANCE VEHICLES

Title	Sub-Title	Max Score	Actual Score
Timescales	Abandoned or untaxed Vehicle removal	50	$\frac{\text{No. vehicles collected within 6 hours}}{\text{No. vehicles due to be collected}} \times 50$
	Free Take Back collection	50	$\frac{\text{No. vehicles collected within 7 days}}{\text{No. vehicles due to be collected}} \times 50$
TOTAL		100	

Lot 3 – POST MANAGEMENT

Title	Sub-Title	Max Score	Actual Score
Response Times	Cheque or Card Payment Banking	45	Average for each payment of:- Including the day of receipt i) Banking in 2 days or less = 45 ii) Banking in 3 days or less = 20 iii) Banking in 4 days or more = 0
	Other form of Payment Banking	5	Average for each payment of:- Including the day of receipt i) Banking in 7 days or less = 5 ii) Banking in 8 days or more = 0
	Correspondence and Permit Application Scanning	30	Average for each document of:- Including the day of receipt i) Scanning in 2 days or less = 30 ii) Scanning in 3 days or less = 10 iii) Scanning in 4 days or more = 0
	Pocket Book Scanning	20	Average for each document of:- Including the day of receipt i) Scanning in 2 days or less = 20 ii) Scanning in 3 days or less = 5 iii) Scanning in 4 days or more = 0
TOTAL		100	

Lot 4 – PRINTING SERVICES

Title	Sub-Title	Max Score	Actual Score
Response Times	Personalised Document Despatch	75	Average for each document of:- i) Despatch in 24 hours or less = 75 ii) Despatch in 24 hours to 48 hours = 37.5 iii) Despatch beyond 2 days = $37.5 - 7.5 \times (\text{Days} - 2)$
	Printed Document Delivery	25	Average for each document of:- i) Deliver within 48 hours = 25 ii) Deliver in 2 days to 3 days = 12.5 iii) Deliver beyond 3 days = $12.5 - 2.5 \times (\text{Days} - 2)$
TOTAL		100	

Lot 5 – IVR/WEB/OLCCA

Title	Sub-Title	Max Score	Actual Score
Service Availability	Daytime All hours in the period 07.00-21.00	30	= 30 – 2.5 x No. Unavailable Hours
	Nighttime 8 out of the 10 hours in the period 21.00- 07.00	20	= 20 – 2.5 x No. Non-permitted Unavailable Hours
Update Speed	PCN IT system 99% < 1 minute 100% < 3 minutes	25	= 25 – 0.1 x No. late updates
	Bank Account 99% < 24 hours 100% < 72 hours	25	= 25 – 0.1 x No. late bankings
TOTAL		100	

LOT + PART NO.	DESCRIPTION	Performance Score Out of 100	Weighting Out of 150	Weighted Score
1A	PA PCN ISSUE		40.0	
1B	CCTV PCN ISSUE		20.0	
1C	SUSPENSIONS		5.0	
1D	CORRESPONDENCE ANSWERING		7.5	
1E	CLAMP, REMOVAL, POUND – PARKING		15.0	
1F	CLAMP, REMOVAL, POUND – HOUSING		12.5	
1G	HOUSING TICKET ISSUE		0	
1H	COMMUNITY SAFETY ENFORCEMENT		0	
2	NUISANCE VEHICLE REMOVAL – STREETCARE		12.5	
3	POST MANAGEMENT		12.5	
4	PRINTING SERVICES		12.5	
5	IVR/WEB/OLCCA		12.5	
	TOTAL WEIGHTED SCORE (out of 150)			
	PERCENTAGE OF PROFIT TO BE DEDUCTED	= 150 – TOTAL SCORE		

Weightings to be revised if and when Lots 1G and 1H commence operation

Monthly Calculation

- a) Bill of Quantities/Schedule of Rates True Cost (as per monthly equivalent of Page 19)
- b) + Profit percentage x a) (as per Page 20)
- c) - Deduction percentage x b) (as per Page 33)
- d) + 0.175 x (a + b + c) (VAT on all the above)