

Lot 1 Part A

– PATROLLING AND PCN ISSUE SPECIFICATION

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1. GENERAL REQUIREMENTS

1.1 Contractor's Responsibility

- 1.1.1 Under this part of the Specification the Contractor shall be responsible for patrolling the public highways and regulated car parks, the issue of Penalty Charge Notices (PCNs) and, where appropriate, the authorisation of vehicle clamping or removal in accordance with the Client's traffic enforcement powers as stipulated in the Road Traffic Act 1991 (RTA), the Council's Traffic Management Orders (TMOs), and the Council's enforcement policies as set out in the tender documents and Service Instructions to be issued in accordance with the Contract. In appropriate cases the Contractor may be required to issue warning notices to vehicles which might otherwise have qualified for formal enforcement action.

(NB. Part 6 of the Traffic Management Act 2004 and its associated Statutory Regulations are due to come into force during the tender or evaluation period of this contract. The tender will be evaluated on the basis of the RTA91 requirements and consideration given to the level and method of considering changes towards the end of the evaluation period.)

- 1.1.2 The Contractor is to enforce the following parking regulations and restrictions:

1. All on-street designated parking places on public highways within the Borough's Permitted Parking Area.
2. Non-criminal parking contraventions (including footway parking contraventions and over-night commercial vehicle waiting restrictions) within the Council's Special Parking Area (SPA).
3. Off-street car parks controlled by traffic management orders within the Council's Special Parking Area (SPA).
4. Any other parking enforcement duties required by the Authorised Officer as a result of future initiatives and legislative changes.

If any of these other duties are required, the Contractor will be advised accordingly. Details of the service required, including the costs and the programme for implementation, will be agreed in advance between the Authorised Officer and the Contractor. All additional duties will be confirmed in a Service Instruction.

- 1.1.4 The Contractor is to employ Parking Attendants (PAs) in order to give effect to the parking enforcement regime. Parking Attendants are to be NVQ qualified or have equivalent qualifications as and when they are introduced as a replacement or alternative for the NVQ. PAs must be registered for assessment under the scheme at the end of their probation period (which shall not exceed 3 months) or on joining the service and qualify within 1 year. The local modules are to be approved by the Council before implementation and the Council will reserve the right to require additional matters of local importance to be added to the curriculum.
- 1.1.5 Parking Attendants are to be equipped with Hand Held Computers (HHCs), Portable Printers, Digital Cameras and other peripheral equipment with which to record and issue PCNs.
- 1.1.6 The Council owns 97 HHCs (DAP CE5240) and the current Contractor owns 80 Printers (Seiko DPU 3445) as well as 72 Digital Cameras of various makes/models. The HHCs and printers were originally provided by the Council's IT Provider, Traffic Support Mouchel Parkman Limited. They were supplied with downloading / uploading cradles and are maintained at the Council's expense. The Council will be negotiating to provide the Contractor with all these HHCs, Printers and Cameras and he shall

take control and responsibility for their on-going maintenance and replacement as required until they are replaced en masse with new items.

- 1.1.7 The Contractor will be required at a suitable point early in the contract, which may or may not coincide with a change in the Council's IT Provider, to replace the HHCs, Printers and Digital Cameras. At the end of the contract these HHCs, Printers and Digital Cameras will pass to the Council's ownership without payment of any additional sum. The new equipment must meet the following criteria:-
- a) be compatible with the Traffic Support Mouchel Parkman ICPS computer system (latest version – currently version 6) providing that the change in HHCs and Printers pre-dates any change to the Council's IT Provider
 - b) be compatible with other systems/suppliers who may become the Council's IT Provider.
 - c) be user friendly – eg good screen visibility, easy keyboard operation, light-weight but rugged and waterproof
 - d) be technically capable of interfacing with each other such that the PCN record, print data and images are inherently connected such that no manual matching is required
 - e) have GPRS, GPS, bar code reading, RFID reading, voice recording and video recording facilities according to technology in use or planned at the time
 - f) have sufficient battery (or batteries) life to operate all facilities as required over at least an 8 hour period and preferably 12 hours.
 - g) capable of operating in all reasonably foreseeable weather conditions in the UK
 - h) more detailed factors to be considered at the time of replacement

The Contractor shall fully consult the Council on the options available and the timing of the changeover and the Council must agree the decisions.

- 1.1.8 The Contractor shall provide all consumables, including, but not limited to PCN ticket rolls. The Council and/or its IT Contractor will also provide and install the necessary software in the HHCs and a PC base station to communicate PCN data and images to the processing system. The Council's IT Contractor will also provide training in the use of the HHC software including the downloading and uploading procedures. The Contractor is to ensure that all PAs and supervisors are fully trained in the proficient use of the HHCs prior to their implementation.
- 1.1.9 In areas where enforcement can be difficult due to the threat of violence or intimidation, the Contractor is to seek assistance from the Police to accompany his staff and to inform motorists or others who it is alleged have been threatening or violent, or who might contemplate such action, that it will not be tolerated and that the PA will be given protection by the Police whilst carrying out their lawful duties.

1.2 Scope of Enforcement Activity

Special Parking Area

- 1.2.1 The Council currently operates a Borough wide Special Parking Area, which includes 12 (soon to be 13) Controlled Parking Zones (CPZs). Further CPZs are planned and these are expected to be commissioned during the currency of this Contract. Further information concerning the existing CPZs is provided in Appendix A1 (see also drawing no's 64/AF/MD/CPZ included as Appendix A2).

- 1.2.3 The extent of restrictions and line types etc. within the whole of the SPA are shown on inventory drawings recorded on a GIS system held by the Council. However this has not been updated for some time.

Car Parks

- 1.2.4 The Council currently has two small surface car parks at Leigham Court Road (33 spaces) and Waylett Place (12 spaces) which the Contractor is required to enforce (under the Road Traffic Act 1991) and which the Contractor is required to open in the morning and close in the evening. Both sites are enforceable 7am to 7pm and it should be noted that there are six on street bays which are also subject to 7am to 7pm restrictions immediately outside Waylett Place car park which are also to be enforced.
- 1.2.5 The Council also has a Multi Storey Car Park in Brixton in which there are a number of Disabled Bays designated by TMO. The Contractor is to enforce these bays under the Road Traffic Act 1991 under the same regime as set out for Brixton Triangle from time to time.

Vehicle Clamping & Removals

- 1.2.6 The Contractor's Parking Attendants will be responsible for identifying vehicles which meet the Client's criteria for clamping or removal to a secure compound.
- 1.2.7 The Council's current criteria for determining vehicles which may be authorised for clamping or removal are set out in Appendix B and the clamping and removal procedures which the Contractor will need to operate and supervise are included as the Part B specification to this Lot 1.
- 1.2.8 The Contractor may also be required to carry out the removal of nuisance vehicles and the requirements for this service are set out in Lot 2 of this Invitation to Tender.

Footway Parking

- 1.2.9 The London-wide footway parking ban applies throughout Lambeth apart from a very small number of streets or parts thereof which are exempt. The Contractor is required to issue PCNs for footway parking contraventions generally as part of the regular patrolling regime. Outside of the areas covered by the routine patrols the enforcement of the footway parking ban will be covered by mobile patrols which will operate in accordance with priorities and procedures set by the Authorised Officer in consultation with the Contractor.

London Bus Initiative

- 1.2.10 The Council has an agreement with Transport for London under the London Bus Initiative to provide PAs to specifically deal with Bus Lane enforcement at a number of locations. There are currently 3 PAs dedicated to this role which is one of prevention rather than punishment, with a view to keeping the bus lanes fully operational at all times. These PAs must be provided.

Disabled Parking

- 1.2.11 The Contractor will be required to monitor that the correct use is being made of the Blue Badge concessions which are available to disabled persons.

Overnight Commercial Vehicle Waiting Ban

- 1.2.12 The Contractor shall enforce the ban on overnight parking of commercial vehicles within the SPA. The ban applies generally to residential roads within the Borough and covers (with certain exceptions) the overnight parking of lorries which exceed 7.5 tonnes maximum gross weight and passenger vehicles capable of carrying more than 12 passengers. The ban operates from 21.00 to 07.00 hrs the following day. The enforcement of the commercial vehicle parking ban shall be covered by a mobile patrol which will operate in accordance with priorities and procedures set by the Authorised Officer in consultation with the Contractor.

Special Events

- 1.2.13 The Contractor is to co-operate fully with the Authorised Officer and the local Police in securing adequate enforcement of the parking arrangements in the particular circumstances of special events, promotions or emergencies. Any such additional enforcement will be the subject of a Service Instruction from the Authorised Officer. If the work necessitates additional duties outside the scope of the routine patrols or the mobile patrols the Contractor's additional costs will be reimbursed.
- 1.2.14 On occasions where the Commissioner of Police imposes special regulations on a stretch of highway, and indicates such with temporary signing, it may be the responsibility of the Metropolitan Police to enforce those regulations. The Contractor may not be required to assist in the enforcement of these special parking regulations. The Contractor will be instructed as necessary by the Authorised Officer.

Implementation of Suspensions

- 1.2.15 The Contractor is required to implement temporary suspensions of parking bays and regulations when so instructed by the Parking Shop/Joint Service Centres. The requirements for this service are set out in the Part C specification of this Lot 1.

1.3 Information to be Provided by the Client

- 1.3.1 The Authorised Officer will provide the Contractor with copies of all Traffic Management Orders which are to be enforced under this Contract. Copies of all amendments to the Traffic Orders will be provided to the Contractor in advance of their operational date.
- 1.3.2 The Authorised Officer will make available to the Contractor a set of Plans at a scale of 1:1250 (Appendix A2). The plans have been transferred to a GIS (Parkmap) database but have not been updated and amended since 2000. Amended copies will be issued to the Contractor from time to time in DXF format. The Contractor is to note that for enforcement purposes the Traffic Management Orders made by the Local Authority have precedence over any drawings or other information provided by the Client. The Contractor is to advise the Authorised Officer of any discrepancies noticed between the TMOs, the plans provided, and the regulations as indicated on-street.
- 1.3.3 The Client will develop a draft Parking Manual, which will set down in detail all operational procedures. The Contractor will be provided with a copy of the draft Manual no later than two months from the commencement of the contract. The Contractor shall, jointly with the Authorised Officer, prepare an agreed final version of the Manual which will incorporate the Contractor's proposed method of working and cover all aspects of the Contract. The Manual will be used primarily by the Contractor's supervisory staff and it will also provide a benchmark to enable the Authorised Officer to monitor the Contractor's operations. The Manual is to include

(as an Annex) a PA Handbook for use on-street by enforcement staff. The Client, in consultation with the Contractor, shall amend and re-issue the Manual and Handbooks as the Contract proceeds. The amendments shall take account of any changes to the Contract (new legislation etc.) that may be instructed from time to time. Copies of the Manual are to be provided by the Client for use by all Client and Contractor supervisory staff and copies of the PA Handbook are to be issued by the Client to all PAs.

2. RESOURCES

2.1 Accommodation

Operating Centre(s)

- 2.1.1 The Contractor is to provide and maintain suitable and adequate accommodation as an Operating Centre(s) for the efficient management and operation of the Contract. The Operating Centre(s) shall be located within the London Borough of Lambeth so as to minimise journey times within the Borough.
- 2.1.2 The Contractor will be responsible for obtaining all necessary planning consents and for meeting all costs associated with providing, operating, furnishing and maintaining the accommodation.
- 2.1.3 If the Operating Centre(s) is leased, the lease shall contain provision to permit assignment of the lease to the Council, should the Council so desire. A copy of the lease is to be provided to the Authorised Officer prior to the Service Commencement Day.
- 2.1.4 The Contractor will provide a data communications line from his the Operating Centre(s) so as to provide the necessary computer links to the Council's IT system. The Council will make the final connection at its IT centre including provision of suitable router within the IT centre. All interfaces must use BizTalk and must comply with its standards.
- 2.1.5 The Operating Centre(s) is to provide adequate facilities for the Contractor's enforcement staff in order to fulfil the requirements of all relevant Health & Safety at Work regulations. It is expected that this will comprise, inter alia, facilities to change clothing before and after shifts, suitable storage and drying areas for personal belongings, uniforms and other equipment, and communal areas for meal breaks and staff briefings. Adequate secure provision is to be included for storage of the Hand Held Computer (HHC) equipment, including the downloading / uploading system and the communications data link. All reasonable access is to be afforded to the Council and its IT Contractor to enable them to carry out any necessary maintenance on the communications link and any installation/upgrading/maintenance/repair of the HHC equipment or operating software.
- 2.1.6 The Operating Centre(s) is to include the radio communications base for the Contract to which all enforcement staff, mobile units and the vehicle pound office will be linked. Public information / complaints telephone lines and a non-public telephone line and fax machine for business use is to be provided so as to facilitate communication between the Contractor and Client officers.
- 2.1.7 The Operating Centre(s) shall include private office space suitable for two desks and associated furniture/equipment for use by the Council monitoring team.

- 2.1.8 Outline details of the proposed Operating Centre(s) accommodation (size, facilities etc.) are to be provided with the tender submission and full details, including plans and specifications, are to be submitted to the Authorised Officer 13 weeks before the commencement date. The Authorised Officer will confirm approval or rejection of the proposals within one week of receipt of the full details. The Contractor shall if necessary amend the proposals in order to obtain the Authorised Officer's approval.
- 2.1.9 Should the Contractor wish to change accommodation during the term of the contract then he shall be required to obtain the approval of the Authorised Officer for the new premises as in 2.1.7 above.
- 2.1.10 The Contractor shall give sufficient notification and reimbursement to the Council for any costs associated with the relocating any communication link and any other relocation costs incurred by the Council.

Vehicle Pound

- 2.1.11 The Contractor shall provide, operate and maintain a vehicle storage pound as described in the Part E Specification (of this Lot 1) for Vehicle Clamping, Removals and Storage.

Other Accommodation

- 2.1.12 The Contractor shall provide and maintain, adequate accommodation for the storage of all equipment necessary for providing the services described in the Part C specification of this Lot 1, ie the Implementation of Parking Suspensions. This accommodation should preferably be located at the Operating Centre or at the Vehicle Pound.

2.2 Contract Management

- 2.2.1 The Contractor is to employ a Contract Manager to oversee the Contract and direct resources as necessary. The Contract Manager shall be exclusively employed on this Contract and shall be assigned to this Contract for a minimum period of two years subject to termination of employment with the Contractor for any reason. The Contractor shall nominate a suitable deputy who will have delegated authority to act on all matters in the absence of the Contract Manager. The appointment of the Contract Manager and the deputy are subject to approval by the Authorised Officer in accordance with Condition 8.2. Nothing in this paragraph shall prevent the application of Condition 7.4, the removal of staff from the Contract by the Council.
- 2.2.2 The Contractor is to provide a list of telephone numbers to the Authorised Officer at which key personnel can be contacted in case of any incident or emergency outside normal operating hours. These will include contact numbers for the Contract Manager, the nominated deputy, and at least two other responsible persons who will have access to the Contractor's resources and can represent the Contractor in these circumstances. The Contractor shall ensure that one of these Contractor's senior representatives is available to meet with the Authorised Officer at one hours notice in an emergency.
- 2.2.3 The Contractor shall deploy members of his implementation and training team as and when required by the Authorised Officer until he has signed off the implementation as complete. This will only be done when the Authorised Officer is entirely satisfied that the Contract Manager and all of his staff are capable of running the contract efficiently and effectively. The Contractor shall describe and name the implementation and training team in his tender.

2.3 Contractor's Staff Resources

General

- 2.3.1 The Contractor is to employ and provide suitably qualified Parking Attendants, Senior Parking Attendants, On-Board Parking Attendants and other operatives including supervisory and managerial staff to fulfil all requirements of the specification. The Contractor shall specify in his tender the staff numbers and typical staff performance levels for enforcement, clamping and removals, or other activities, in order to meet the overall performance levels that are specified. The Contractor shall provide sufficient staff who meet the typical performance levels to meet the specified overall performance requirement. Any shortfall which is determined to be due to a failure of the Contractor and which requires additional input of staff to meet the required performance levels shall be provided at the Contractor's expense.
- 2.3.2 The Contractor shall, as early as practicably possible during the Pre-Service Commencement Period, submit to the Authorised Officer details of staff to be employed on the Contract. The details are to include:
- 1) Name
 - 2) Job Title
 - 3) Parking Attendant No. (if applicable)
 - 4) Qualifications and dates obtained
 - 5) Experience

The Authorised Officer's advance approval for each employee is to be obtained prior to their commencement of duties on the Contract. Such approvals shall not be unreasonably withheld. In the event that any such employee subsequently proves unsatisfactory, the Authorised Officer may withdraw approval and require removal of the employee from the Contract in accordance with Clause 7.4 of the Conditions of Contract.

Enforcement and Supervisory Staff

- 2.3.3 The numbers of enforcement staff provided by the Contractor shall be (as a minimum) as set out in the Contractor's tender submission and as varied from time to time by agreement to meet the specified performance. The Contractor shall submit monthly, full details of the following months planned resourcing and patrolling plans and schedules to meet the standard requirements and any additional items the Council may specify from time to time for whatever reason. The plans and schedules shall be approved in advance by the Authorised Officer and thereafter they shall be used to monitor on-street performance.
- 2.3.4 The Contractor shall provide weekly staff reports to the Authorised Officer. The reports shall include names, job title, staff numbers, start and finish times, hours worked and PCNs issued. The variable cost element of the Contractor's monthly payments shall be based upon the weekly staff reports. Systematic failure to provide the enforcement staff numbers as set out in the patrolling plans and schedules will result in the application of payment reductions in accordance with the Schedule of Rates.
- 2.3.5 The Contractor shall state in the Tender submission details of methods of working including the initial staffing establishment and supervision levels to be maintained throughout the Contract. It is anticipated that this shall include the ratio of supervisors and Senior Parking Attendants to Parking Attendants and their respective responsibilities and duties together with management staff numbers and duties.
- 2.3.6 The quality of on-street staff is of primary importance to the success of the enforcement operation. On-street staff are likely to encounter aggressive behaviour

from members of the public. All on-street staff must be capable of maintaining a restrained and polite manner in their response and to diffuse these difficult situations, and the Contractor shall take this into account when appointing staff to be engaged in the Contract.

- 2.3.7 The Contractor shall provide suitable qualified and experienced Senior Parking Attendants as On Board Parking Attendants (OBPAs) to oversee and supervise the on-street operations of the vehicle clamping and removals service (Part E specification of this Lot 1).
- 2.3.8 The Contractor shall provide suitable personnel to check and prepare vehicles (including fuelling) for duty in advance of the Enforcement staff commencing their on-street activities.

2.4 Training

- 2.4.1 All staff engaged in on-street enforcement activities are to be specifically trained for the duties they are required to undertake. The Contractor shall have suitable training and re-training programmes in place for all Parking Attendants and supervisory staff. The training programmes must be agreed by the Authorised Officer and accredited under the NVQ system or suitable approved replacements or equivalents thereof. All Parking Attendants shall within 12 months of completing their probation period have passed NVQ Level 2 in parking control (or equivalent). Probation periods are expected to last no more than three months and are not permitted to exceed six months. The Council shall consider whether staff who have not attained these qualifications within these periods are to be excluded from service on the Lambeth contract.
- 2.4.2 The Contractor's training programme shall include for all Parking Attendants to attend annual refresher courses following certification.
- 2.4.3 The Contractor shall assess all staff transferred under TUPE regulations and any staff failing the assessment shall attend the Contractor's annual refresher course immediately. Any staff who still fail shall attend the full course as given by the Contractor to new entrants. The Authorised Officer shall approve the assessment and re-assessment material prior to its use. The Authorised Officer shall also be entitled to verify the papers submitted by staff to ensure the standard is acceptable to the Council.
- 2.4.4 All of the Contractor's on-street staff shall receive specific instruction from the Council and/or its IT Contractor in the use of the Hand Held Computer software and the associated downloading / uploading system. See 1.1.6/7 for provision of the HHC hardware. All system operating software will be supplied, installed and configured by the Council and its IT Contractor. The software training will take place during the Pre-Service Commencement Period and the Contractor shall ensure that all employees are available for training on the date(s) to be mutually agreed with the Council's IT Contractor and the Authorised Officer. TUPE transferees should be familiar with the IT system and an assessment of their use of the equipment and a refresher course, if appropriate, should be arranged for their first day following transfer. The Authorised Officer shall approve the assessment and re-assessment material prior to its use. The Authorised Officer shall also be entitled to verify the papers submitted by staff to ensure the standard is acceptable to the Council.

2.5 Quality

- 2.5.1 The Contractor is required to have and maintain quality procedures in place relevant to the enforcement element of their service and preferably to have accreditation for those procedures already in place or under evaluation. At any time the Council may require an independent quality advisor to assess the state of the quality procedures and their application in day to day business. This is more likely to happen if there is no existing accreditation. In the case that the Council decides to proceed with this assessment then the Contractor will give the quality advisor every assistance to obtain a fair and realistic view of the Contractors current operation.
- 2.5.2 The Contractor is required to undertake continuous improvement of the operation in conjunction with and consultation with the Council. Where there is a cost associated with the improvement the Contractor will provide an open book evaluation of the true cost to which the profit bid shall be added. The Council will give approval for the additional expenditure if it wishes to proceed or discuss possible modifications.
- 2.5.3 Drivers for improvement will, apart from the Contractor and Parking Services, also come from:-
- 1) Corporate initiatives such as the medium and long term financial strategy
 - 2) Government initiatives such as Best Value and Corporate Performance Assessment.

3. EQUIPMENT

3.1 General

- 3.1.1 All Parking Attendants, Senior Parking Attendants, and supervisors are to be provided with suitable uniforms, portable radio transmitter/receivers, notebooks, parking handbooks, sundry consumables and the appropriate means of transport by the Contractor. The Council will initially provide hand held computers, printers and digital cameras,
- 3.1.2 Any Parking Attendant time lost as a result of non-availability, or malfunctioning, or poorly maintained uniforms or equipment will result in the application of payment reductions in accordance with the Schedule of Rates.

3.2 Uniforms

- 3.2.1 All Contractor's personnel who are engaged in enforcement activities are required to wear an approved uniform when on duty. The uniform is to conform generally to the minimum specification as set out in the Code of Practice for Parking Enforcement. In addition high visibility outer garments shall be available for use when needed. The Contractor shall provide full details of the proposed uniform at the start of the Pre-Service Commencement Period, for approval by the Authorised Officer.
- 3.2.2 The uniforms shall be readily distinguishable from those worn by the police and traffic wardens.
- 3.2.3 All items of uniform shall be fit for purpose and shall be provided and maintained in clean and presentable order by the Contractor. In the event that a Parking Attendant is seen improperly dressed or wearing a dirty uniform on duty the Authorised Officer may instruct the Contractor to remove the Parking Attendant from duty until such time as a replacement uniform is provided.

3.3 Radio Communication

- 3.3.1 All parking enforcement and supervisory staff are to be equipped with portable radio receivers/transmitters (RTs) to provide the facility for instant contact with the Contractor's Operating Centre. A spare RT is to be available for use by the Authorised Officer on an 'as required' basis and additional spare RTs are to be provided as stand-by equipment for use by the Contractor as required.
- 3.3.2 The RTs are to be capable of two way communication from all points within the Borough to the base station located at the Contractor's Operating Centre. All equipment and resources necessary for operating the radio communications system are to be provided and maintained by the Contractor.
- 3.3.3 The Contractor is to obtain all necessary licences and frequencies for the channels to be used.
- 3.3.4 It is anticipated that the RTs will be used by enforcement officers for the following functions:
- 1) requests for advice or assistance;
 - 2) checks with the Operating Centre in respect of persistent offenders;
 - 3) requests for clamping or removals;
 - 4) reporting damaged or out of order equipment;
 - 5) receiving and issuing instructions;
 - 6) reporting emergencies;
 - 7) any other relevant service-related matter.
- 3.3.5 To ensure provision for staff security, all RTs are to be fitted with some form of panic alarm device; the method of operation of such shall be fully described in the tender document. All enforcement staff are required to carry an operational RT at all times when on duty.

3.4 Hand Held Computers and Printers

- 3.4.1 Hand Held Computers (HHCs) complete with printers, downloading / uploading cradles, batteries, chargers and carrying cases are to be used by all on-street supervisors and operatives. Stationery and all other consumables are to be supplied by the Contractor
- 3.4.2 The Council and its IT Contractor shall provide and install the necessary system software in each HHC together with the Contractor's PC for uploading HHCs and any other PCs using the IT system. The Council and its IT Contractor will also provide training for the Contractor's operatives in the use of the HHC system software, including the downloading / uploading processes.
- 3.4.4 The Council/Contractor will provide sufficient units together with a 10% contingency to cover for servicing, maintenance and repair. The Contractor shall be responsible for arranging service, maintenance and repair and shall ensure that this is done within 1 day of the need becoming due or necessary. Service/Routine Maintenance is covered by the Council's IT Contract but the Contractor shall have repairs carried out by the Council's IT Contractor at his own cost.

3.5 Digital Cameras

- 3.5.1 The Contractor shall ensure that all PAs are equipped with a digital camera (Note requirements of 1.1.7d). Photographs of most contraventions are required and the processing system will automatically index most photographs to the PCN or contravention to which it relates. Appendix D schedules the numbers and subject area of the photographs required for each type of contravention.

- 3.5.2 The Council will initially provide sufficient units together with a 10% contingency to cover for servicing, maintenance and repair. The Contractor shall assume this responsibility when new HHC are introduced (see 1.1.6/7). The Contractor shall be responsible for arranging service, maintenance, repair or replacement and shall ensure that this is done within 1 day of the need becoming due or necessary at the Contractor's expense.

3.6 Transport

- 3.6.1 The Contractor is to provide, run and maintain any transport necessary for the efficient operation of the Contract. All vehicles and drivers shall carry full liability insurance in respect of third parties, to include goods and possessions carried in or on the vehicle.
- 3.6.2 All vehicles directly engaged in enforcement activities are to be painted in approved 'corporate colours/livery' and carry signage which will include the Contractor's company name and the legend 'Contractor to the London Borough of Lambeth'. The Contractor's proposals for the vehicle liveries are to be submitted to the Authorised Officer for approval during the Pre-Service Commencement Period.

4. ENFORCEMENT PATROLS

4.1 Enforcement Plans

- 4.1.1 The Contractor is to enforce parking controls throughout the Borough in accordance with monthly Enforcement Plans proposed by the Contractor to meet the Council's policy directives and either accepted or modified in advance by the Authorised Officer. In addition, from time to time, Service Instructions may be issued by the Authorised Officer. The Service Instructions may vary the policy directives or Enforcement Plans on a temporary or a permanent basis. Any such variation will be assessed in accordance with the Schedule of Rates and Bill of Quantities and the Contractor's monthly payments adjusted accordingly.
- 4.1.2 The Authorised Officer will require the Service to be flexible and responsive on a day to day basis to meet variations in parking and traffic demands. Wherever possible the Authorised Officer will discuss details of the variations in advance with the Contractor. However, the Contractor may be required to re-direct PAs from pre-arranged patrol schedules to attend to local circumstances with the minimum of notice. Foot PAs will be second choice cover for school crossing patrols after the MPUs. If they are used, suitable variation will be made to productivity expectations.
- 4.1.3 Similarly, the Contractor is encouraged to bring to the attention of the Authorised Officer any suggestions for varying the monthly Enforcement Plan if the Contractor encounters any difficulties or if other on-street problems arise during the course of the month. The Authorised Officer will consider the need to vary the Enforcement Plan jointly with the Contract Manager and any agreed changes will be confirmed by means of a Service Instruction.
- 4.1.4 The Council will issue the initial policy directives 10 weeks before the Service Commencement Date and the Contractor's initial monthly Enforcement Plan is to be submitted for consideration by the Authorised Officer 6 weeks before the Service Commencement Date. This consideration will involve the structure, content and presentation of the plan as well as the likely effectiveness of the operational plan. Thereafter, the Contractor's proposed monthly Enforcement Plan shall be submitted by the tenth working day of each preceding month. The monthly Enforcement Plans

shall be designed to achieve at least the patrolling frequency criteria and PCN issue rates as set out in Appendix C. The Enforcement Plans shall be reviewed, discussed and agreed or modified at monthly meetings with the Authorised Officer. Thereafter the agreed Enforcement Plan shall be used to daily monitor the Contractor's compliance and performance during the month. If the Contractor fails to provide adequate resources to meet the agreed monthly Enforcement Plan, time lost as a result of non-availability of staff resources or equipment will result in the application of reduced payments in accordance with the Schedule of Rates.

- 4.1.5 In addition to the criteria scheduled in Appendix C, the Contractor's monthly Enforcement Plan shall be developed to take account of the following:
- 1) the need to ensure that bus lanes and cycle lanes are free of parked vehicles, this applies in particular to the period immediately prior to their stated operational times;
 - 2) the need to ensure that parking activity in the vicinity of schools is monitored particularly during school term times, but not only at the start and end of the school day;
 - 3) particular attention is to be given to roads on the bus routes;
 - 4) other requirements as may be notified to the Contractor by the Authorised Officer, such as the need to concentrate on 'hot spots'.
- 4.1.6 In general, but taking account of Clause 4.1.5 above, patterns of patrolling are to be varied on a daily, weekly or monthly basis, as appropriate, so as to achieve a pattern of random visits.

4.2 Enforcement Variations

- 4.2.1 Subject to the terms and conditions of this Contract the Contractor is to comply with any ordered variations specified by the Authorised Officer for any reason. This may involve adjustments in the number of PAs engaged on enforcement duties by advance agreement with the Authorised Officer.
- 4.2.2 Whenever possible, the Authorised Officer will give the Contractor at least one month's prior notice of the intention to amend or introduce new parking controls. This will include any changes to existing restrictions actually becoming operational within an enforcement area and any changes to area boundaries.

4.3 Mobile Patrol Units

- 4.3.1 In addition to the routine patrols to be set out in the Enforcement Plans described above, the Contractor will be required to provide Mobile Patrol Units (MPUs). Each MPU shall comprise one Parking Attendant and one Senior Parking Attendant with a van or car. The MPUs shall operate on a continuous basis (24 hour, 7 day week).
- 4.3.2 The MPUs on duty during the daytime (07.00hrs to 19.00hrs) will be required to carry out non-routine patrolling activities as directed in advance by the Authorised Officer. This may include special operations to combat disabled badge fraud, joint operations with the Police and various social/benefits services, particular attention to hot spots and first choice cover for absent school crossing patrols. In the latter case the PA shall provide the crossing patrol service whilst the Senior PA enforces the restrictions, particularly the school keep clear markings. Suitable equipment and a 2 hour training session will be provided by the Council's School Crossing Patrol Supervisor.
- 4.3.3 The MPUs on duty during the night-time (19.00hrs to 07.00hrs) will be generally required to carry out patrolling activities related to double yellow line, footway parking and commercial vehicle parking contraventions. As with the daytime MPU patrols the

duties and areas to be covered will be prescribed in advance by the Authorised Officer.

4.4 ANPR vehicles

- 4.4.1 At some point during the contract the Council may wish to use ANPR vehicles to identify particular categories of vehicle such as persistent offenders, self-de-clamped vehicles, vehicles for which a warrant has been issued, vehicles with un-renewed permits and abandoned vehicles, as well as perhaps vehicles in which the police have an interest.
- 4.4.2 The Contractor will be required to provide such vehicles on an ad-hoc basis, payable on a daily rate. Tenderers shall insert a rate only in the Schedule of Rates.
- 4.4.3 When these services are first required the Contractor shall provide the file format required in order that the Council can prepare the database of vehicles in which they are interested.

5. PARKING ATTENDANT'S DUTIES

5.1 Start and End of Shift

- 5.1.1 At the start of each shift the Contractor is to check the appearance of all PAs to ensure that they are correctly uniformed, have all the equipment they require in order to carry out their duties, and that the equipment is in good condition and working properly. This will include the presence or correct functioning of the following:
- a) Uniform
 - Cap/Turban Badges
 - Shoulder badges
 - PA Identification cards / numbers
 - b) Equipment
 - Radio transmitter/receiver
 - Hand Held Computer / Printer / Camera
 - Stationery
 - Spare batteries as appropriate
 - Handbook
 - Notebook
 - Torch
 - Plastic waterproof bags for PCNs
 - Warning Notices
- 5.1.2 As noted in paragraph 3.1.2 above any Parking Attendant time lost as a result of lack of equipment or improper uniform will result in the application of payment reductions in accordance with the Schedule of Rates.
- 5.1.3 Before leaving the base station each PA must ensure that the HHC is properly uploaded with current data and produce a test PCN from the HHC which is to be checked for the correct time, day, date, PA number and print quality. The Contractor is to store each test PCN for at least one year and thereafter they may be destroyed only with the written consent of the Authorised Officer. The test PCN must be identified separately by the processing system and must not affect the statistical analysis of PCNs issued on-street.

- 5.1.4 On every occasion that the PA arrives or departs from the Operating Centre the PA will enter the fact on the HHC which will automatically record the time of entry and exit.
- 5.1.5 The Contractor is to download all data from HHCs into the Processing System at the end of each shift.
- 5.1.6 At the end of each shift each PA is to return all equipment and stationery to the Contractor's attendant supervisor. In particular the PA is required to hand over all PCNs which were generated but not served, together with an explanation of the circumstances.
- 5.1.7 Completed notebooks are to be despatched to the Lot-3 Contractor for Post Handling who will scan and index the pocketbook images to the IT system.

5.2 Patrol of Parking Areas

- 5.2.1 During the course of their patrol each PA is to enter into the HHC the details of their patrols including, in particular, the time each street is visited. GPS facilities are being introduced to automate this and are currently being tested with a view to operation by Christmas 2007.
- 5.2.2 PAs are to issue PCNs to all vehicles found in contravention of the parking regulations subject to the necessary times of observation and other procedures as set out in the PA handbooks or Council Policy.
- 5.2.3 In the event of a PA encountering any contravention where they consider it may be inappropriate to issue a PCN, all relevant details are to be recorded in their notebook and advice sought from a supervisor. The supervisor shall, if the circumstance is exceptional and outside normal guidelines, refer the matter to the Authorised Officer for consideration of appropriate action.
- 5.2.4 During the hours of operation the Contractor will arrange for PA's to patrol all areas in accordance with the Contractor's monthly Enforcement Plan. In the course of patrolling each PA is to:
- 1) check that all parking equipment appears to be in correct working order by visual inspection. Test tokens may also be issued for additional checks. Should there appear to be a fault with any equipment the PA must immediately relay this back to his/her supervisor who in turn shall immediately arrange for the Council's Maintenance Staff and Authorised Officer to be informed;
 - 2) check that all restriction plates, notices and markings are readily visible and correct. Should there appear to be a discrepancy between any signing or lining or any damage to signs or lining the PA must immediately relay this back to his/her supervisor who in turn shall immediately arrange for the Council's Maintenance Staff and Authorised Officer to be informed;
 - 3) check each parked vehicle for compliance with the relevant TMOs; issue a PCN, or a warning/advice note as appropriate, in accordance with the procedures set out in the specification;
 - 4) report to the Operating Centre all vehicles eligible for clamping or removal action as defined in the PA handbooks or Council Policy.
- 5.2.5 In the course of their patrols each PA is to record any of the following observations:
- 1) building materials deposited within parking bays or elsewhere on the highway;
 - 2) skips placed in parking bays;

- 3) new footway crossover constructions;
- 4) old footway crossovers which have been removed;
- 5) abandoned shopping trolleys;
- 6) carriageway and footway pavement defects, street lighting defects, and any instance of fly-tipping..

Copies of these reports are to be forwarded to the Authorised Officer within one working day. In the event that a PA considers a situation to be dangerous they are to advise the Operating Centre immediately by radio. The Contractor is then to advise the Authorised Officer who will instruct the appropriate action.

- 5.2.6 PAs are to record and report apparently abandoned vehicles to Lambeth StreetCare within 2 hours. The information they must provide is VRM, Make, Model, Colour, detailed location and reasons for believing the vehicle to be abandoned.

5.3 Issuing PCNs

- 5.3.1 The Council will be responsible for setting up the proforma for PCNs. The accepted proforma will be generally in accordance with the COPPE guidelines. All data fields included on the PCN are to be completed at the time of issue. These details are to be logged into the HHC.

- 5.3.2 The procedures for issuing PCNs will be generally in accordance with the procedures recommended in the London Council's COPPE and the London Council's Handbook for PAs. The Contract-specific handbook to be provided by the Authorised Officer shall set out these procedures which shall incorporate minor variations introduced to take account of the Council's policies which may be varied during the Contract Period. The Contractor is to be aware that Warning Notices are to be issued in the following circumstances:-

- 1) Permit has expired within the last 7 days
- 2) Minor VRM discrepancy between permit and vehicle – maximum 7 days to correct
- 3) Obscured/Ambiguous Permit – maximum 7 days to correct
- 4) Blue badge without the clock where it is necessary – first time only

- 5.3.3 In the event of a HHC unit failing the PA is to obtain a replacement HHC unit as soon as practicably possible. Manual/Handwritten PCNs will not be acceptable in this isolated case scenario. The failed unit should be returned to the Operating Centre for repair/ replacement as appropriate at the Contractor's expense. The time taken to replace a HHC will not be paid for and the Contractor's payment will be reduced in accordance with the Schedule of Rates.

- 5.3.4 Any non-valid PCN issued, or any PCN lost as a result of the failure of the on-street attendant to follow proper procedures, may result in a payment reduction in accordance with the Schedule of Rates.

- 5.3.5 In the Council's view, a PCN may be pursued under the provisions of the London Local Authorities Act 2000 on prevention of service only if the PA has been physically restrained, actually attacked or verbally threatened with violence. The PA should make a contemporaneous note of the conversation and a full statement on return to base for evidential purposes. This provision will not be used to deal with driveaways. This may be reviewed as more details of the TMA2004 guidance become available

5.4 Clamping & Removal Authorisation Procedures

- 5.4.1 If a PA identifies a vehicle which meets the eligibility criteria for clamping or removal action the PA is to issue a PCN, if one has not been issued previously, and advise

the Contractor's wheel clamping and removal Despatch Controller by RT or when fully tested by means of the GPRS equipped HHCs which have the capability to update the Despatch Controller's screens for proper prioritisation and efficiency selection.

5.4.2 Immediately after reporting the vehicle to the Despatch Controller the PA is to attach an Advisory Notice to the vehicle to indicate that it has been identified as potentially eligible for wheel clamping or removal as appropriate. The PA will not be required to wait by the vehicle until the clamping or removal team arrives.

5.4.3 Wheel clamping and/or removal procedure shall be in accordance with the Part E Specification (Clamping and Removal) to this Lot 1.

5.5 Representations and Adjudication

5.5.1 The Council's in house team will at most normal times be responsible for the processing of all challenges, representations and submissions for adjudication. The Contractor is required to provide all relevant details and assistance to the Council's officers in preparing the case files.

5.5.2 If the Council's team experience any difficulty with workload for whatever reason, the Contractor should be ready to take on elements of the 'challenge' workload to ensure that the motorist sees no difference in the speed or quality of response. The Contractor will be required to follow the procedures in the Part D Specification (Correspondence Answering) to this Lot 1

5.5.2 In extreme cases members of the Contractor's staff may be required to attend an adjudication hearing. The Contractor is to make all reasonable efforts to comply with this requirement. If, as a result of non availability of back up details or non-attendance at the hearing by Contractor's staff, a case is lost the Contractor may be subject to payment reductions in accordance with the Schedule of Rates.

5.6 Parking Attendants & Members of the Public

5.6.1 PAs are to be aware of their public profile and should recognise that they are providing a service for the Client and the general public. They are to be aware of the need to foster a positive public image for the service they are providing.

5.6.2 All enforcement staff are to be fully trained in methods of dealing with the members of the public. Detailed guidance on this subject is to be included in the PAs Manual (see 1.3.3).

5.6.3 If a member of the public informs a PA about parking equipment failure, or incorrect marking or signing the PA will immediately investigate the situation or communicate it by radio to his/her supervisor who in turn shall immediately arrange for an inspection and repair as appropriate (as paragraph 5.2.4 above). The time and date of such conversations are to be recorded by the PA and by the supervisor, as appropriate. If a hazard is reported to a PA which is a potential danger to the public the situation must be inspected immediately, either by the PA or his/her supervisor. The matter shall then be reported to the Authorised Officer to obtain instructions on any urgent action to be taken.

6. INCLEMENT WEATHER

6.1 General

- 6.1.1 Irrespective of weather conditions the best endeavours of the Contractor are to be used to meet the obligations in respect of services required in this specification.
- 6.1.2 The Contractor may not suspend performance of all or part of the enforcement services due to inclement weather without the approval of the Authorised Officer. The Authorised Officer's approval may be given by telephone, but the Contractor is to confirm in writing the time period and details of the services suspended. When conditions have improved the Contractor will resume performance of the services or immediately comply with an instruction from the Authorised Officer to do so.
- 6.1.3 The Client will pay the Contractor's fixed charges for all hours of any suspension due to inclement weather, for the first 24 hours of any one period of suspension only.

7. CUSTOMER COMPLAINTS

7.1 General

- 7.1.1 Most complaints from members of the public regarding enforcement activities are likely to be directed through the Parking Shop or Joint Service Centres, operated by the Council. Some may be sent direct to the Contractor
- 7.1.2 Those received by the Council will be copied to the Contractor. The Contractor shall within three working days provide full details of all available factual information regarding the complaint, together with a draft response to the complaint, to the Authorised Officer. The Authorised Officer will arrange for the response to be issued and copied to the Contractor.
- 7.1.3 The complaints received directly by the Contractor shall be acknowledged within two working days of receipt and a copy of the complaint together with full factual details and a draft response issued to the Authorised Officer within three working days. The Authorised Officer will arrange for the response to be prepared, issued and copied to the Contractor.
- 7.1.4 The Contractor shall maintain a computerised file of all complaints received and all responses given. The file shall be available for inspection by the Authorised Officer during all working hours. A summary of all complaints received, the action taken, and responses given shall be presented in the monthly progress report to the Authorised Officer.

8. MANAGEMENT INFORMATION

8.1 General

- 8.1.1 Records of the Contractor's on street activities are to be recorded on the HHCs and hence it is anticipated that they will be available for monitoring purposes through the IT system. However, for record and payment purposes, monthly hard copy reports are required in accordance with the General Specification Part D Clause 3.8.
- 8.1.2 Failure to supply any part of the information within the specified timescales, or any other specially requested reports, will result in deferment of the Contractor's monthly payment until such time as the full reports are made available.
- 8.1.3 The Contractor may also be required to provide such other statistics as the Authorised Officer shall require in order to develop, improve or monitor the operation

of its services during the Contract period. The Contractor shall co-operate fully with the Authorised Officer in supplying any such information as is reasonably requested.

Method of Measurement

1. Bill No 1 Parking Services: Fixed Costs

This Bill consists of those fixed cost items appropriate to all segments of the Service.

Item 1 Accommodation

Unit: Item, per annum. To be paid monthly in arrears at 1/12th of the annual amount inserted.

Item Coverage: The rates and prices inserted shall include for:

1. Obtaining all necessary planning consents.
2. Securing lease agreements.
3. Providing, fitting and maintaining equipment, furniture, tools, workshop and storage facilities, fixtures and fittings.
4. Provision, installation and maintenance of services.
5. Provision, installation and maintenance of security equipment.
6. Provision, installation and maintenance of telephone and fax links.
7. Maintenance and cleaning.
8. Provision of stationery and consumables.
9. Payment of all service charges (water, electricity etc.), insurances, rentals and rates.

Item 2 & 3 Management and Administration

Unit: Item, per annum. To be paid monthly in arrears at 1/12th of annual amount inserted.

Item 2a & 3a

Item Coverage: The rates and prices inserted shall include for:

1. All staff costs associated with the provision, management, monitoring and administration of contract management functions relating to the whole Service.
2. Provision of personnel.
3. Preparation and submission of accounts and management information.

Items 2b & 3b

Item Coverage: The rates and prices inserted shall include for:

1. All staff costs associated with the provision, management and administration of PA supervisory functions relating to the Service.

Items 2c

Item Coverage: The rates and prices inserted shall include for:

1. All staff costs associated with the provision of a vehicle management and preparation service such

that enforcement staff can focus on enforcement activities

Item 4 Equipment

Unit: Item, per annum. To be paid monthly in arrears at 1/12th of annual amount inserted.

Item 4.1 Item Coverage: The rates and prices inserted shall include for:

1. Provision, installation, operation, and maintenance of all specified base station radio equipment.
2. Trained operatives to man the base station during all operational times.
3. Arranging, purchasing and maintaining all necessary licences and dedicated frequencies.
4. Training of all Contractor's staff and any Client staff nominated by the Authorised Officer in the use and operation of the equipment.

Item 4.2 Item Coverage: The rates and prices inserted shall include for:

1. Provision, installation, operation, and maintenance of all specified tools or equipment.
2. Trained operatives to use the equipment
3. Arranging, purchasing and maintaining all necessary licences or other permissions.
4. Training of relevant Contractor's staff and any Client staff nominated by the Authorised Officer in the use and operation the equipment.

Item 5 Start Up Costs

Unit: Item, per annum. To be paid monthly in arrears at 1/12th of the annual amount inserted.

Item 5.1 Bond. The Contractor must price this provisional item. The Client will advise if the Bond is actually required or if a Guarantee will suffice. The amount inserted is to cover the cost of providing and servicing the Bond throughout the Contract Period.

Item 5.2 Item Coverage: The rates and prices inserted shall include for:

1. Liaising and co-operating with the Authorised Officer and all other contractors to set up, test and verify all operational procedures associated with the Service during the Pre-Service Commencement Period.
2. Testing all HHC functions.
3. Testing all removals & clamping procedures.
4. Carrying out the "trial run" as specified.

Item 6 Other Fixed Costs

Unit: Item, per annum. To be paid in arrears at 1/12th of annual amount inserted.

This item allows the Contractor to enter any Fixed Cost items not covered elsewhere in the Bills of Quantity, either directly or included as overheads, for which the Contractor requires separate payment. The Contractor is to fully describe the nature of the work included in any items inserted.

Item 7 Investment Sums

Unit: Item, per annum. To be paid monthly in arrears at 1/12th of the annual rate inserted.

Item 7.1 Investment Sum. The Contractor must price this item. The Client will advise as and when Investment Sums are actually required. The amount inserted is to cover the cost of providing the Investment Sum and an element of profit throughout the Contract Period.

2. Bill No. 2 Parking Attendant Services : Variable Costs

Item 1,2 and 3 Basic PAs/Senior PAs/MPU

Unit: Nett Attendant Hours of Patrol. To be paid monthly in arrears according to the level of activity measured.

The Client has described in Appendix C/C minimum criteria for a day time enforcement regime in terms of patrolling together with a planned level of PCN issue which the Tenderer is to resource. The Tenderer shall assess the amount of Nett Attendant Hours on patrol, per annum, which will be required to meet the regime. The assessed number of annual Nett Attendant Hours should be calculated taking account of the patrol frequencies, durations, and PCN issue guidelines set out in Part C of the Specification and should be inserted as appropriate.

Nett Attendant hours of patrol shall be measured by totalling the actual time spent patrolling the streets excluding time spent:

- a) taking meal and rest breaks.
- b) changing clothes at shift start and end.
- c) up-loading and down loading HHCs.
- d) absence through non-appearance, sickness, injury or leave.

Items 1,2 and 3 Item Coverage: The rates and prices inserted shall include for:

1. provision and maintenance of uniform and equipment as specified.
2. transport to and from patrol area and (if appropriate) during the patrolling activities.
3. providing replacement staff due to absence from patrol duties for any reason.
4. up-loading and down loading HHC units into the Processing Systems.

5. attendance at briefings, office based administrative and supervisory duties, changing into uniforms and testing equipment.
6. patrolling as specified.
7. identifying contraventions and issuing PCNs and Warning Notices (if required).
8. identifying cases for clamping and removal.
9. the noting and reporting of street inventory defects and fly tipping as specified.
10. the noting and reporting of abandoned vehicles.
11. stationery, PCN envelopes, and all other consumables.
13. provision and maintenance of patrolling vehicles.
14. insurance.

Item 3

Unit: MPU hours of patrol. MPU comprising one Senior Parking Attendant plus one Parking Attendant with a car or van.

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	1	Items Per Annum		

	portable equipment				
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		
4	Automatic Number Plate				

	Recognition Vehicle and Crew				
	a) daytime (7am to 7pm)	Rate Only	8 hour period		
	b) unsociable hours (nighttime, Sunday, Bank Hols)	Rate Only	8 hour period		
	VARIABLE COST	TOTAL	PER ANNUM		

Appendix A1 – Schedule of CPZs – Hours of Operation, Maximum Stay and Charges

Table Showing the Details of Current CPZs	
Name	Hours of Operation
Brixton (B) (Inner)	Mon to Sat 08.30 to 17.30/18.30 and 20.30 (res bays only) Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr
Brixton (B) (Outer)	Mon to Fri 08.30 to 17.30 Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr
Brixton Extension (E)	Mon to Fri 08.30 to 18.30 Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr
Brixton Hill East (Q)	Mon to Fri 08.30 to 18.30 Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr
Camberwell (A)	Mon to Fri 08.30 to 18.30 Max. stay 4 hours P & D - £2.10/hr
Clapham (C)	Mon to Fri 08.30 to 18.30 Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr (except Robertson Road £1.80/hr NB Some Residents bays operate 08.30 to 20.30. They are in Brayburne Avenue, Broadhinton Road, Clapham Common North Side, Hannington Road, Iveley, Road, Lambourn Road, Lillieshall Road, Lydon Road, Macaulay Road, Mackay Road, Netherford Road, North Street, Orlando Road, Rectory Grove, Rozel Road, The Chase, Turret Grove, Victoria Rise, Windmill Drive NB Some P&D bays operate 10.00 to 16.00 (Old Town) and some 09.30 to 17.30 (Cavendish Road, Hazelbourne Avenue and Robertson Street)
Clapham (L)	Mon to Fri 08.30 to 17.30 (some 09.00 to 18.00) Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr NB Resident bays operate 08.30 to 20.30, some 10.00 to 12.00 and others 10.00 to 15.30 NB Some Borough boundary roads operate 09.30 to 17.30 They are Robson Road £0.50/hr, Hazelbourne Road £0.35p/hr and Cavendish Road £0.35p/hr
Gypsy Road	Mon to Sat 08.30 to 18.30 Max. stay 20 mins SE side, 40 mins NW side (2hr NR) Free parking
Herne Hill (still in consultation)	Mon to Sat 07.00 to 19.00 Max. stay 20 mins (1hr NR) Free parking
Kennington (K)	Mon to Fri 08.30 to 18.30 Max. stay 4 hrs (1hr NR) P & D - £3.15 / hr
Poets Corner (P)	Mon to Fri 08.30 to 18.30 Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr

Stockwell (S)	Mon to Fri 08.30 to 17.30 Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr
Thornton (R)	Mon to Sat 08.30 to 17.30 with some exceptions Max. stay 4 hrs P & D - £2.10 /hr
Tulse Hill (H)	Mon to Fri 08.30 to 18.30 Max. stay 4 hrs (1hr NR) P & D - £2.10 / hr
Waterloo (W)	Mon to Fri 08.30 to 18.30, Saturday 08.30 to 13.00 Max. stay 2 hrs generally, some meters are 4 hour Meters - £4.20/hr NB Some Resident/P&D bays operate Mon-Sat 08.30 to 20.30 These include all of Hatfields and some bays in Wootton Street, Whittlesey Street and Windmill Walk Lower Marsh Market area – Mon to Fri 08.30 to 16.00
West Norwood	Mon to Sat 08.30 to 18.30 Max. stay 20 mins (2hr NR Mon-Fri, 1hr NR Sat) Free parking

Appendix A2 - Schedule of Parking Inventory Drawings

Parking Inventory Drawings which show details of parking signs and lines within the London Borough of Lambeth are available.

The drawings are available for inspection at the Council's Blue Star House offices during the Tender period by arrangement.

Appendix B - Criteria for Vehicle Clamping & Removals

The Contractor should be aware that the final version of the TMA 2004 and its Statutory Guidance may result in changes to this policy prior to the implementation period. All changes will be clearly communicated and discussed so that variations to the Tender, Implementation Plan and Enforcement Plan can be accommodated before any commitments are made.

LAMBETH REMOVAL CRITERIA	
Priority one	Parked in position causing danger or serious obstruction / hazard to other road users E.g. active kerb markings / chevrons
Priority two	Potential for preventing access by emergency vehicles Causing serious obstruction to traffic or pedestrian flow In a bus lane when in operation On a bus stop marked subject to a restriction Parked in a disabled bay
Priority three	On urban clearway during peak periods On a cab rank marked subject to and during the hours of a parking ban In a suspended meter bay or parking place In a restricted street with no apparent loading/unloading taking place At the request of the public (permission required from council officer)
Priority four	All clampable contraventions

LAMBETH CLAMPING CRITERIA	
Priority one	Identified as a persistent evader Foreign vehicles parked on permitted parking places with more than 15 minutes penalty time Foreign vehicles which have made no initial payment
Priority two	More than 15 minutes in penalty on any meter/P&D or shared use bays Non initial payment on a P&D or shared use bay Parked in a resident bay not displaying any resident permit
Priority three	All other contraventions

Vehicles displaying a Disabled Badge will not be clamped or removed
They may however be relocated nearby if they are in a dangerous or obstructive position. If no safe relocation is possible then in these very rare circumstances the vehicle may be taken to the Pound

Appendix C - Schedule of Patrol Frequencies Durations and PCN Issue Rates

General

- 1 In all cases the visit times must be reasonably spaced out within each period of control and of sufficient duration to deal with the situation observed.
- 2 The frequencies and durations provided within this document are regarded as being generally representative of the level of patrolling likely to be required generally within the SPA. The Contractor is to use the frequencies and durations given to develop the initial patrolling regime which will be applied at the start of the Contract. The Contractor is required to submit a detailed schedule setting out the proposals to ensure that these criteria are sustained.
- 3 However, it is proposed that the Client's parking management staff will adopt a pro-active role in monitoring the on-street enforcement and it will be necessary to amend the patrolling durations and frequencies over time. Any such amendments will be subject to discussion and consultation between the Contractor and the Authorised Officer at the monthly monitoring meetings. Any amendments required will be confirmed by the Authorised Officer by issue of a Service Instruction.

Frequency of Patrol Visits

The table below sets out the initial frequency of patrol visits which will be applied:

TABLE OF FREQUENCY OF PATROL VISITS		
Category	Minimum Frequency	Maximum Frequency
Roads within CPZs with 2 hour maximum stay	1 per 3 hours	Bays -1 per 2 hours Lines - None
Roads within CPZs with 4 hour maximum stay	1 per 5 hours	Bays -1 per 3 hours Lines - None
Roads within CPZs with Resident / Disabled / Business only spaces	1 per 4 hours	Bays -1 per 3 hours Lines - None
SPA Roads designated as 'Traffic Sensitive' (see schedule below)	See Schedule	None
Other yellow line restrictions on SPA roads	1 per 5 hours	None
Pedestrian crossing markings	1 per 4 hours	None
Footway parking outside CPZs and where no other yellow line restrictions are present	1 per 6 days	1 per day
School 'Keep Clear' markings	1 per school per term time week	None
Free parking/maximum stay areas	1 visit and re-visit within the maximum stay period per day	2 visits and re-visits within the maximum stay period per day
London Bus Initiative – locations as directed (See Schedule for current extent)	Constant patrolling	None
Brixton MSCP disabled bays	1 per 4 hours	1 per 3 hours
Surface Car Parks – Waylett Place, Leigham Court Road	1 per 5 hours	1 per 3 hours

Durations of Patrolling

- 1 Patrolling within CPZs shall continue throughout the period of control relevant to each respective CPZ.
- 2 Patrolling within the SPA generally shall continue throughout the period 07.00hrs through to 19.00hrs, Monday to Saturday inclusive.
- 3 Outside the hours stated above the Contractor may be required to carry out special patrols for particular tasks as instructed by the Authorised Officer.

PCN Issue Rates

- 1 The level of PCN issue is considered to be the product of staff deployment levels and typical productivity levels.
- 2 In the current circumstances the council requires the overall valid PCN issue level to be 218,000 per annum. The Council will consult the Contractor on any changes to these levels but reserves the right to change these levels at its sole discretion at any time by means of issuing a Service Instruction.
- 3 The above is to be used as a basis for calculating the monthly deployment levels to meet the PCN production levels above together with the need to meet patrolling requirements and maintaining the balance of supervisory staff to supervised staff. The details are to be set out in the Monthly Enforcement Plan, taking account of month lengths, no. of weekends, seasonal factors etc.
- 4 Performance will be checked daily and payment reductions according to the Schedule of Rates will be imposed if the monthly figures show the deployment levels have fallen below the defined thresholds.

Schedule of Traffic Sensitive Roads (See Table above)

Brixton Triangle - Constant patrolling

Coldharbour Lane between Brixton Road and Atlantic Road
Atlantic Road between Brixton Road and Coldharbour Lane
Electric Lane
Electric Avenue
Rushcroft Road

Norwood

Tulse Hill
Norwood Road
Knight's Hill
Norwood High Street

Waterloo

Upper Ground
Belvedere Road – London Eye

Schedule of London Bus Initiative dedicated patrols

Acre Lane
Clapham Park Road
Wandsworth Road

Appendix D

Observation Criteria for PCN Issue,
Contravention Codes and Schedule of Photographs

PCN Codes On-Street

Code	Suffix (es)	Description	Higher or Lower PCN Charge level	Minimum Observation Period	Photograph Requirements See below for Standard definition
01	eoyz	Parked in a restricted street during prescribed hours	Higher	2	Standard
02	aejo	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher	0	Standard
04	cs	Parked in a meter bay when penalty time is indicated	Lower	2	Standard
05	cpsuv	Parked after the expiry of paid for time (at a pay & display** bay)	Lower	2	Standard
06	cipv	Parked without clearly displaying a valid pay & display ticket**	Lower	2	Standard
07	Cmpr sv	Parked with payment made to extend the stay beyond initial time ('meter feeding')	Lower	0	None – too onerous
12	rstwx y	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that zone	Higher	2	Standard
16	bdhqt wxyz	Parked in a permit space without displaying a valid permit	Higher	2	Standard
19	irswxy z	Parked in a residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	Lower	2	Standard
21	bcdfnj lmpqr sv	Parked in a suspended bay/space or part of bay/space	Higher	0	Standard
22	cflmn opsv	Re-parked in the same parking place within one hour* of leaving	Lower	2	None – too onerous
23	bcdfg hjklpr sv	Parked in a parking place or area not designated for that class of vehicle	Higher	2	Standard
24	bcdfh mpqrs v	Not parked correctly within the markings of the bay or space	Lower	2	Standard
25	jn	Parked in a loading place during restricted hours without loading	Higher	2	None – too onerous
26	e	Vehicle parked more than 50 cm from the edge of the carriageway and not within a designated parking place	Higher	2	Standard
27	jo	Parked adjacent to a dropped kerb	Higher	2	Standard

30	fnou	Parked for longer than permitted	Lower	2	None – too onerous
31	j	Entering and stopping in a box junction when prohibited			CCTV only
32	jdtpw	Failing to drive in the direction shown by the arrow on a blue sign			CCTV only
33	jbcefg hikqrs	Using a route restricted to certain vehicles			CCTV only
34	j 0	Being in a bus lane			CCTV only
37	j	Failing to comply with a give way to oncoming vehicles sign			CCTV only
40	n	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	Higher	0	Standard
41	j	Parked in a parking place designated for diplomatic vehicles	Higher	0	Standard
42	j	Parked in a parking place designated for police vehicles	Higher	0	Standard
45	n	Parked on a taxi rank	Higher	0	Standard
46	jn	Stopped where prohibited (on a red route or clearway)	Higher	0	Standard
47	jn	Parked on a restricted bus stop/stand	Higher	0	Standard
48	j	Stopped in a restricted area outside a school (during term time)	Higher	0	Standard
49	j	Parked wholly or partly on a cycle track	Higher	0	Standard
50	jiru	Failing to comply with a sign indicating a prohibited turn			CCTV only
51	j	Failing to comply with a no entry sign			CCTV only
52	jgmsv x	Failing to comply with a sign indicating a prohibition on certain types of vehicle			CCTV only
53	j	Failing to comply with a sign indicating a restriction on vehicles entering a pedestrian zone			CCTV only
54	j	Failing to comply with a sign indicating a restriction on vehicles entering and waiting in a pedestrian zone			CCTV only
55		A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	Higher	2	Standard
56		Parked in contravention of a commercial vehicle waiting restriction	Higher	2	Standard
57		Parked in contravention of a coach ban	Higher	2	
61	124cg j	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher	0	Standard
62	124cg j	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	Higher	0	Standard

99	jo	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher	0	Standard
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PCN Codes Off-Street

80		Parked for longer than the maximum period permitted	Lower	2	None – too onerous
82		Parked after the expiry of time paid for in a pay & display** car park	Lower	2	Standard
83		Parked in a pay & display** car park without clearly displaying a valid pay & display ticket**	Lower	2	Standard
84		Parked with additional payment made to extend the stay beyond time first purchased	Lower	0	Standard
86	prs	Parked beyond the bay markings	Lower	2	Standard
87		Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	Higher	0	Standard
90	psv	Re-parked within one hour* of leaving a bay or space in a car park	Lower	2	None – too onerous
91	cg	Parked in a car park or area not designated for that class of vehicle	Higher	2	Standard

General suffixes:—

- | | | |
|------------------------------|-------------------------------------|-----------------------------|
| a) temporary traffic order | b) business bay | c) coach parking bay |
| d) doctor's bay | e) double parked/obstruction | f) free parking bay |
| g) motor cycle bay | h) hospital bay | i) wrong type of voucher |
| j) camera enforcement | k) ambulance bay | l) loading place |
| m) parking meter | n) red route | o) blue badge holder |
| p) pay & display bay | q) market traders' bay | r) residents' bay |
| s) shared use bay | t) voucher/P&D ticket in permit bay | x) incorrect VRM |
| v) voucher bay | w) wrong parking zone | 0) local buses / trams only |
| y) obscured/illegible permit | z) out of date permit | |

Footway parking only:—

- | | | |
|-------------------------|----------------------|--------------------------|
| 1) One wheel on footway | 2) Partly on footway | 4) All wheels on footway |
| c) on vehicle crossover | g) on grass verge | |

* = Or other specified time

** = or "voucher"

Moving traffic contraventions only:—

- Code 32
- d) proceeding in the wrong direction
 - p) passing to the wrong side of the sign
 - t) turning in the wrong direction
 - w) one way traffic

- Code 33
- b) buses only
 - c) buses and cycles only
 - e) buses, cycles and taxis only
 - f) buses and taxis only
 - g) local buses only
 - h) local buses and cycles only
 - i) local buses, cycles and taxis only
 - k) local buses and taxis only

- q) tramcars and local buses only
- r) tramcars only
- s) tramcars and buses only

Code 50 r) no right turn
l) no left turn
u) no U turn

Code 52 v) all vehicles except non-mechanically propelled ones being pushed
m) motor vehicles
x) motor vehicles except solo m/cycles
s) solo motorcycles
g) goods vehicles exceeding max gross weight indicated

Standard Photographic Requirements

- a) VRM and vehicle position in relation to signage, lineage, footway, properties/junctions
(This will normally be a front or rear view according to where the relevant sign post/meter is positioned)
- b) close up of signage, meter
- c) close up of vehicle documentation or absence thereof

(In the presence of documentation it is likely that only one photograph will be required whereas upto four (front, rear, right and left sides of the vehicle) will be needed to show the absence of documentation)