



## **Request for Quotation RFQ058**

Car Park Management

Issued 18 April 2017



**BE PART  
OF IT**

**CITY COLLEGE PLYMOUTH  
KINGS ROAD, PLYMOUTH, PL1 5QG**

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## CONFIDENTIALITY STATEMENT

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Thank you for your consideration, City College Plymouth.

Where no notice is given, all information contained herein is Copyright 2017 City College Plymouth.

## OPEN PROCEDURE

The College fully adheres to the requirements of the Public Contracts Regulations 2015, including for opportunities which are under threshold amounts.

Any Contractor who directly or indirectly canvasses any Member or Officer of the Institution, or advisor concerning the award of the contract for the provision of the services, or who directly or indirectly obtains or attempts to obtain information from any such member or Officer concerning any Tender or proposed Tender for the service will be disqualified from having his/her Tender considered.

## SUBMISSION DETAILS

### SUBMISSION DEADLINES

All submissions for responding to this Request for Quote must be submitted via email as stated below, no later than:

**Monday 8 May 2017**

**12:00 Noon**

Any submissions received after this date will not be considered.

## SUBMISSION DELIVERY ADDRESS

All submissions should be submitted electronically as below

## SUBMISSION QUESTIONS AND CLARIFICATIONS

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Quotation: by 3 May 2017.

### **Natalie Hockings**

Procurement Officer

Phone: 01752 856 809

Email: [tenders@cityplym.ac.uk](mailto:tenders@cityplym.ac.uk)

All correspondence during the Tender should be channeled via the Procurement Officer using the above details only. Bidders found to have gained an unfair advantage shall be disqualified from the current opportunity and future opportunities with the College for a minimum of four (4) years.

## ELECTRONIC SUBMISSIONS

Electronic submissions in response to this Request for Quotation will be accepted as long as they meet the following criteria:

Sent via email to: [tenders@cityplym.ac.uk](mailto:tenders@cityplym.ac.uk)

Document standards:

- Text must be in Microsoft Word format;
- Price tables must be in Microsoft Excel format (using pricing schedule in Appendix A);
- Supportive evidence may additionally be submitted in PDF format;
- Images, Designs, and other supporting evidence may be in either JPEG or PDF format
- Completed Appendix C Suitability Assessment & Selection Questionnaire (Including Mandatory & Discretionary Exclusions) Parts 1, 2 and 3. - *Please note this suitability assessment will not be viewed unless you are the winning tenderer. Failure at this stage may prevent the contract from being awarded.*
- Signed Agreement Acceptance and Declaration.

*Please note that the College is able to accept submissions sent in a compressed or ".zip" file format, so long as the files contained meet the standards described above.*

**WARRANTY:**

By submitting your tender bid, you are warranting to the College that you have not breached our canvassing or soliciting clause.

If any successful tenderer awarded a contract is found to have provided an inaccurate warranty, then the College reserves the right to terminate the awarded contract with immediate effect and re-tender the contract from which the successful tenderer will be excluded from re-bidding and shall be disqualified from any future opportunities for a period of four years.

## INTRODUCTION AND EXECUTIVE SUMMARY

The College is currently constructing a £13m state of the art STEM centre on its Kings Road site. The new centre will facilitate the closure of its Goschen centre and the relocation of staff and students to the Kings Road campus. This will result in an added pressure on car parking for both staff and students. The College is seeking an external company to manage the car parking on its behalf. The Contract start date will be 4 September 2017.

## BUSINESS OVERVIEW & BACKGROUND

The College operates on four sites within the city, serving 12,897 students and employing 622 staff. The College operates year round, with opening times from 0800-2100 on some days. The College currently has 4 main sites:

**Kings Road 24,321m<sup>2</sup>**

Consisting of 8 buildings including an 8 storey tower block.

A new 5 floor 4,500m<sup>2</sup> stem centre to open in July 2017

**Goschen Centre 11,442m<sup>2</sup>**

One main building. Centre due to close in August 2017

**Picquet Barracks 1706m<sup>2</sup>**

Distributed across 7 different buildings at the site including a 2 story building.

**Pace 569m<sup>2</sup>**

2 story building located in the city centre.

## OUR VISION ... IS WHERE OUR FUTURE LIES

We are a College with a national reputation for promoting enterprise, employability and science, technology, engineering and mathematics (STEM).

## OUR MISSION ... IS WHAT WE FOCUS ON EACH AND EVERY DAY

To be the South West's leading provider of innovative, technical, professional education and training by supporting partnerships for growth, raising aspirations and fostering wealth creation

## BACKGROUND

City College Plymouth is one of the largest professional, vocational and technical colleges in the South West with a national reputation for promoting enterprise, employability and science, technology, engineering and mathematics (STEM). The College plays a central role in the educational, cultural and economic life of the region and works with strategic partners to facilitate growth, raise aspirations and foster wealth creation.

The College is dedicated to enabling local people to access both new and existing job prospects through its strong links with industry. Working in partnership with employers, the College's training offer is practical, relevant to business needs and prepares people for the real work environment.

The College's £13million Regional Centre for Excellence in STEM is due to open in autumn 2017. The state-of-the-art facility will provide a flexible learning environment that simulates 'real work' scenarios with industry-standard workshops, laboratories and studios. It will be equipped with high-tech resources to support a broader and more relevant STEM curriculum.

The most recent Ofsted inspection confirmed that the College continues to be 'Good' with outstanding features and this year it won the Beacon Award for the Promotion and Delivery of Successful Apprenticeships.

## REQUIREMENT

The College is seeking to contract with an external company to manage car parking at its Kings Road Site. Parking within the College is already a sensitive issue therefore we are looking for a contractor that will work with the College to manage parking issues in a quiet but firm fashion.

There are designated areas for staff parking, with a separate student car park towards the rear of the campus. Students are also currently permitted to park in marked spaces along the slip road. There are a number of unmarked areas where

staff and students are also permitted to park. These will be identified to the successful contractor. Estimated parking numbers are as follows:

- Staff Car park: 160
- Students: 200
- Disabled spaces: 18 (various locations)
- Visitor spaces: 26 (to include front of building, PL1 Restaurant and Hair & beauty Salons- please note 2 of these are electric charging points)
- Reserved spaces: 11 (automotive vehicles and College minibuses)

A Map of the Kings Road Campus showing designated parking areas is attached at Appendix E. However, a visit to the site is strongly recommended. Visits can be facilitated during w/c 24 April 2017. Please contact the Estates Site Manager on 01752 035310 to arrange an appointment.

Staff at Picquet Barracks will also be required to purchase a Standard annual permit to preserve parking rights whilst undertaking duties at Kings Road. The successful bidder will not however be required to patrol Picquet Barracks.

The College currently makes a nominal annual charge for staff parking on site. There is currently no charge to students. Income from staff charges is used to reinvest in the upkeep of the parking areas as well as contributing to discounted parking for staff at offsite locations. Monitoring of the parking is overseen by the Estates department, with an internal Parking attendant on site at Kings Road mornings only mainly to ensure students do not enter staff parking areas and to direct visitors as required. There is no specific monitoring of the parking in the afternoons, although the whole campus is subject to CCTV monitoring.

As part of its parking management proposals, the College is seeking to introduce a parking charge for students and to increase the annual parking fee for staff.

Ideally the College is seeking a full management service including the collection and banking of income and administration of termly and annual passes. The successful bidder will be responsible for the installation and maintenance of pay and display machines. The College would be looking at an income share arrangement with the successful bidder.

Appendix D outlines the more specific requirements of the College including indicative fee proposals and times of operation. The College would expect to retain input into PCN cancellations and have the final say on appeals.

The College is also seeking alternative parking arrangements for staff and students. Whilst a charge would be made for these facilities, this will be administered separately by the Estates Department and will not form part of this arrangement.

The College is open to both mobile patrols or an on- site parking manager. However should the contract be delivered with an on-site parking attendant, TUPE

arrangements would apply to the College's current parking attendant. Further details of the current terms and conditions is outlined in Appendix F.

It is proposed to enter a contract for a minimum 3 year period, extendable by 1 year plus 1 year to a maximum of 5 years. The successful bidder will be expected to be as member of the British Parking Association.

In order to meet the College safeguarding requirements, all contractors on site during the main College term should hold a full English DBS disclosure.

## WRITTEN SUBMISSION / METHOD STATEMENT

The College requires a written document which details your company offer with particular interest to the areas outlined below. Your submitted document will be scored as per the table on page 14.

**Your written submission should make reference to each of the points discussed in this section.** Failure to respond to a particular section will result in a 0 score being entered for that section.

Bidders may attach additional documentation in support of their response, such a diagrams, certificates or spreadsheets, although this should be clearly referenced.

## CONTRACT PRICE (30%)

Bidders should complete the Schedule of prices found in Appendix A. The schedule of prices should not be altered in any way. Please provide any explanatory notes within the written document.

The College expects to enter an income share arrangement with the successful bidder. Your written document should therefore make clear whether there is a minimum amount for retained income/management charge, as well as outlining your proposed income share %'s.

You may provide pricing for alternative levels of service and should in all instances state whether there is a minimum price/management fee.

Prices should be firm and valid for at least the initial contract period (3 years).

## CONTRACT MANAGEMENT (25%)

Bidders are required to detail their contract Management proposals for this contract in response to the specific requirements. Your response should detail the following **minimum** requirements:

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## ACCOUNT MANAGEMENT

- Account management arrangements, including a key account contact.
- Qualifications of key account manager.
- Proposals for monitoring and review meetings. The College would expect termly reviews of the contract as a minimum.

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## STAFFING

- Details of the company staffing levels required to achieve the contract aim.
- TUPE implications (if applicable) and management of this issue.
- Proposals for covering immediate staffing absence and/or longer term absence at this site.
- Details of pay structure for staff on site and confirmation that all staff will receive a minimum of the living wage throughout the contract.

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## SAFEGUARDING

- Arrangements for ensuring all staff on site will hold a valid English DBS.
- Arrangements for forwarding DBS numbers to the College.
- Staff uniforms and identity badges.

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## INCOME COLLECTION (20%)

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## MANAGEMENT REPORTING

- Your arrangements for reporting to the College, including audited evidence of income taken both from charges and PCN's.
- Management reports to be made available.

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## PAYMENT METHODS

- Your proposals for administration of annual staff permits and termly student permits.
- Payment methods/arrangements to be made available, both for daily tickets and longer term permits.
- How you will manage demand v supply.

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## PCN PROCESS

- Your PCN process, including timescales and method for hearing appeals.
- Reporting information to be sent to the College, including frequency.

Note the College reserves the right to void parking fines, although these will be kept to a minimum.

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## INCOME COLLECTION AND BANKING ARRANGEMENTS

- Frequency of emptying machines.
- Arrangements for banking of income.

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## PAYMENT OF INCOME TO THE COLLEGE

- Arrangements for payment of income to College, including frequency.

## SERVICE DELIVERY (20%)

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## METHOD OF OPERATION FOR THE CONTRACT

- Overview/experience of running similar services.
- Management of spaces.
- Management of visitor spaces.
- The number of patrols, if applicable.
- How you will administer permits, including arrangements for multiple vehicles registrations, amendments to vehicle details, whether you will issue a physical pass.
- Your arrangements for checking of permits.
- Management arrangements for grace periods.
- Any direct access available to the College to monitoring data.

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## PROPOSED CHARGES

- Daily Parking.
- Annual Staff permit charges.
- Student termly permits charge.

Please note all proposed charges will remain subject to approval by the College.

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## EQUIPMENT

- Equipment (ticket machines) to be supplied, including maintenance arrangements.
- Response times for repairs to faulty equipment.
- Reporting arrangements for faults.
- Positioning of pay and display machines.
- Accessibility of equipment for disabled users.
- Provision of signage.

### **SUSTAINABILITY, ENVIRONMENTAL AND CORPORATE RESPONSIBILITY (3%)**

You should detail your contribution to sustainability, the environment and corporate responsibility, eg use of solar powered machines, sustainable construction methods, sustainable vehicles.

### **STUDENT OPPORTUNITIES (2%)**

The College regularly seeks support in the form of work experience, employability fairs, and guest speakers.

In addition, the College facilitates a number of apprenticeships in areas such as Finance and Business administration.

Your written document should identify any student opportunities you would be willing to offer over the term of the contract.

### **TERMS AND CONDITIONS**

The College's normal business terms are 1-2 months from the date of invoice. Payment will become due subject to the above upon the College's full acceptance of the goods/services. This Request for Quotation and any resulting purchase order will be subject to the College's General Terms and Conditions of Purchase of Goods/Services – see Appendix B.

### **VALIDITY**

Bidder's offers should be open and valid for acceptance for a period of no less than ninety [90] days from the date of submission.

### **FREEDOM OF INFORMATION ACT 2000**

Under the Freedom of Information Act 2000 the College cannot guarantee that information provided by bidders during the course of this RFQ procedure or any resulting contract will be held a confidential. The College will not routinely release information to interested parties unless required to do so in order to meet our statutory obligations.

### **SELECTION CRITERIA**

The successful supplier will have provided the Most Economically Advantageous Tender (MEAT) to the college. It should be noted that the bidder with the lowest submitted prices will not necessarily be down-selected. All bidders will be notified via email of the results of the outcome no later than 90 days from the date of submission. The date of contract award will be provided within that email.

The marking criteria is as follows:

Category	Weighting %
<b>Price (35%)</b>	
Net income share over 3 years	35
<b>Contract Management (18%)</b>	
Account Management	6
Staffing	6
Safeguarding	6
<b>Income Collection (22%)</b>	
Management Reporting	4
Payment Methods	6
PCN Process	6
Income Collection and Banking Arrangements	3
Payment of income to College	3
<b>Service Delivery (20%)</b>	
Method of Operation of the Contract	10
Proposed Charges	5
Equipment	5
<b>Sustainability, Environmental and Corporate Responsibility (3%)</b>	

Sustainability, Environmental, Corporate Social Responsibility	3
<b>Student Opportunities (2%)</b>	
Work Experience, Student Talks etc	2
<b>Total Score</b>	<b>100</b>

Please see table below for more details on the scoring method.

#### AWARD PRICE

The pricing score will be assessed as estimated Net Total income share over 3 years divided by the highest offer x 100

#### WRITTEN SUBMISSION

Assessment	Score	Interpretation
<b>Excellent</b>	4	<i>Comprehensive response supported by examples Description fully supported by details that demonstrate the applicant's ability to provide the required services.</i>
<b>Good</b>	3	<i>Broad response supported by relevant examples. Description well supported by details that demonstrate the applicant's ability to provide the required services.</i>
<b>Satisfactory</b>	2	<i>Reasonable response supported by some evidence. Description adequately supported by details that demonstrate the applicant's ability to provide the required services.</i>
<b>Poor</b>	1	<i>Limited response not well supported by evidence. Description inadequately supported by details that demonstrate the applicant's ability to provide the required services.</i>

<b>Unacceptable</b>	0	<i>No response or insufficient information provided.</i>
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## ASSESSMENT OF QUOTATIONS

Bidders must ensure that their quotation fully addresses all information requested within this RFQ document. Bidders must ensure that any quotation fully meets the specification required. The College reserves the right to discount any quotation which does not fully meet the specification.

The College reserves the right to seek clarification with bidders upon receipt of quotations.

## AGREEMENT CONDITIONS ACCEPTANCE AND DECLARATION

Bidders are required to sign and return the attached Agreement Conditions Acceptance and Declaration.

## SUPPORTING DOCUMENTATION

Appendix A: Pricing Schedule

Appendix B: City College Plymouth Standard Terms & Conditions

Appendix C: Suitability Assessment and Selection Questionnaire

Appendix D: College Specific Requirements

Appendix E: Kings Road Site Map/Parking Map

Appendix F: TUPE information

**AGREEMENT CONDITIONS ACCEPTANCE AND DECLARATION FORM**

**Agreement for the Provision: RFQ058 Car Park Management**

I/We the undersigned DO HEREBY UNDERTAKE to provide the Goods/Services upon and subject to City College Plymouth's standard terms and conditions set out in Appendix B, together with the Specification and the pricing and rates contained in our quote and all other Agreement Documents as are contained or incorporated herein.

I/We agree to establish and maintain appropriate business standards, procedures and controls including those necessary to avoid any real or apparent impropriety or to prevent any action or conditions which could result in conflict with the College's best interests.

I/We declare that we have not offered to pay or to give or agree to pay any sum of money or valuable consideration directly or indirectly to any person nor entered into any agreement or arrangements with any person that he/she shall refrain from quoting or as to the amount of any quote to be submitted.

I/We declare that we have not directly or indirectly obtained information from any member concerning the Tender or proposed Tender, or obtained any unfair advantage by any other means. We understand that if this is proven not to be true the contract will be severed and we shall be banned from quoting for future opportunities with the College for at least four (4) years.

I/We agree that we have satisfied ourselves before submitting this quote as to the correctness and sufficiency of the pricing/rates quoted.

DATE .....  
COMPANY\* (1) Signature: .....  
Name: .....  
Position in Company: .....  
For and on behalf of: .....  
.....  
.....

(Print Company's full name and registered number)

\*NOTE:

- i) An electronic or typed signature will be accepted.
- ii) Where the bidder is a limited company the Quote and this Declaration must be signed on behalf of the company by an authorised officer whose designation must be stated and the address of the registered office of the company must be given.
- iii) In the case of a partnership the names of all the partners must be given on a separate sheet and attached to this Request for Quote and the Quote and this Declaration must be signed by one of the partners on behalf of the partnership.
- iv) Where the supplier is a private firm the Quote and this Declaration must be signed with the firm's name.