

RFQ058 Car Park Management

Specific Requirements

1. Service Requirements

The College requires a contractor to manage all on campus parking, including:

- The provision pay and display machines and their maintenance.
- Cash collection, reconciliation and banking of monies.
- Fully uniformed Parking Attendant(s) providing customer service for agreed amount of hours per week.
- Dedicated Account and Operational Management support.
- Management of PCN process to conclusion.
- Management Information Reporting.
- Client input into PCN cancellations.
- Provision of easily visible and understood car park signage.
- The issue of season tickets to staff and students.

More specific details are outlined below.

2. Operating Hours

Charges to be in place for Monday to Friday 08.00 to 17.00.

No enforcement out of term times. The school term is approximately 39 weeks per year. A term timetable will be provided to the successful contractor annually.

The College will retain the right to have agreed free parking periods arranged with the contractor in advance for College open days or events. These will be for specific areas of the car parks only. It is estimated this will be approximately 3 times per year.

3. Method of Operation

Provision of car park attendant part time or mobile.

If mobile there must be 3 visits per day i.e. morning, lunch time and afternoon to provide proper customer support. If parking attendant on site TUPE rules may apply for the College existing car park attendant.

Parking patrols (or attendant if employed) to control the occurrence of unauthorised parking as per pre-agreed terms and conditions, such as:

- Parking without permits.
- Parking outside of a parking bay, or agreed unmarked spaces.
- Parking in a disabled bay without displaying a disabled badge.
- Parking with an expired ticket (eg four hour parking).

Clamping of vehicles is not required.

The College expects leniency towards students until the October half term each year, and requires the issue of warning stickers only advising of fines to be in place with effect xx (date to be confirmed annually) October for further offences.

College visitors to use pay and display or be issued with a parking permit in advance.

Clients of Hair and Beauty and PL1 restaurant to be subject to the standard charges.

Clear procedures for management of PCN's, including photographic evidence of offence and a clear appeals process.

College to be informed of all appeals on a weekly basis.

College to retain final right to void or uphold appeals.

4. Equipment

All ticket machines to be owned and serviced by the successful contractor.

Provision of solar powered pay and display machines.

Minimum of 4 or 5 pay stations to ensure the distance to walk is not excessive. Two in the area of the existing staff parking and visitor parking, two in the area of the existing student parking.

Machines should be accessible for disabled/wheelchair users.

Machines must be able to hold cash securely.

Contractor to be responsible for all signage, but design to be agreed with the College to ensure corporate branding in place.

5. Cash Collections and Banking

Machines to be emptied at least weekly and banked into the contractor's account.

The contractor to maintain a separate ledger account to record college income and monthly reports to be sent to the College.

Collection slips should be provided to the College to be checked against meter readings to ensure the correct income is banked and recorded against the College account, upon request.

Payments under the contract arrangement should be made to the College on a termly basis.

6. Parking Attendants

Parking attendants to be issued with a uniform by the Contractor and look smart at all times, and, carry photographic identity badges at all times.

All parking attendants must be DBS checked and all DBS numbers to be forwarded to the College.

TUPE arrangements will apply if the option for an onsite parking attendant should be offered. Further information can be found in Appendix F.

Parking attendants working on site, mobile or onsite attendant, would be expected to earn a minimum of the 'living wage' throughout the contract.

7. Proposed charges

The College retains the final say on the proposed charges.

Indicative charging for the tender exercise is as follows:

- a. Up to 4 hours - £0.50p
- b. Over 4 hours £1.
- c. No charge for evenings from 17.00 hours and weekends.
- d. Staff season tickets £70 pa
- e. Student season tickets £10 per term.
- f. Apprentices working at College qualify for a student rate.
- g. Car park fines capped at £50 or £25 if paid within 14 days.
- h. No charge for motor bikes parked in motor cycle parking areas.
- i. No charge for bicycles.
- j. No charge for delivery vehicles or nursery parents waiting less than half an hour. These may not be occupying a designated parking space
- k. Visitors and clients of H&B and PL1 to be charged standard rates
- l. Contractors working on site to pay standard rates.

College vehicles will be exempt from charges and fines including the College owned cars used in the automotive workshops, vehicles to be identified to the successful contractor.

College to retain the right to issue free parking permits for visitors, the permit design to be agreed with the contractor in advance.

The College to retain the right to have agreed free parking periods arranged with the contractor in advance for College open days or specific events. These will be for specific areas of the car parks only.

8. Payment Arrangements

All payments to be managed by successful contractor, including the issue of season tickets.

Pay stations to provide both a cash and cashless payment option.

Season tickets to be purchased via an easy to use web site.

The facility for staff annual permits to be paid via instalment arrangements would be desirable.

Facility for transfer of season passes to accommodate sale and purchase of new vehicles during the year (staff) or term (students). Second or subsequent payments, or an admin charge, not expected in such circumstances.

Contractor to confirm whether physical passes will be issued or outline how this will be managed if paperless option chosen.

Facility for up to three vehicle registrations to be included on annual pass would be desirable to facilitate car sharing.

9. Management of the Contract

The College will expect termly reviews of the contract.

The College will require a named account Manager and a named Operations Manager.

Weekly audited management information of income taken.

Weekly information on PCN's issued and appeals received during term 1, thereafter monthly information will suffice.

Direct access to the account via a portal to enable College to manage vehicles exempt from charges.