# dialogue topics and timetable

# V 2 13th November 2023

|  Date Slot | Topic | Dates |
| --- | --- | --- |
| Day 1 am | Bidder Launch presentationClient dialogue structure overview | 6th to 10th May 2024 |
| Day 1pm | Quality: Method Statements: bidder presentation and initial discussion on 1,2,3 |
| Day 2 am | Bidder first presentation of draft commercials | 13th to 17th May 2024 |
| Day 2 pm | Quality: Method Statements: bidder presentation and initial discussion on 4,5,6 |
| Day 3 am | Legal- first discussion- derogations and TUPE liabilities | 20th to 24th May 2024 |
| Day 3 pm | Quality: Method Statements: bidder presentation and initial discussion on 7,8,9,10 |
| Day 4 am | Commercials 2- adjusted to reflect council feedback | 27th May to 1st June 2024 |
| Day 4 pm | Bidder clarifications and questions- plus project management of a good quality submissionPreparations to close dialogue- bidder progress on improving method statements to reflect client feedback |
| Target date for close of dialogue 1st June 2024 |

# List of method statements to be discussed during dialogue

[Method Statement 1: Management and Training of Call Handling Staff](#_Toc469863520)

[Method Statement 2: Your Contract Management](#_Toc469863521)

[Method Statement 3: Equalities and Vulnerability](#_Toc469863522)

[Method Statement 4: Your Compliance with the specification](#_Toc469863523)

[Method Statement 5: Dealing with Complaints](#_Toc469863524)

[Method Statement 6: Innovation including IT aspects](#_Toc469863525)

[Method Statement 7: Mobilisation- both Initial and for New Joiners](#_Toc469863526)

[Method Statement 8: Business Continuity](#_Toc469863527)

[Method Statement 9: Environmental Management](#_Toc469863528)

[Method Statement 10: Economic Sustainability](#_Toc469863529)