**CASH COLLECTION SERVICES**

**Introduction / background**

Being responsible for promoting public transport, WMCA is a highly customer-focused organisation, one that is fully committed to achieving high standards in the services it provides and giving value for money in return for the finances it receives.

We invest in a number of activities designed to improve and enhance the regional transport structure, working towards a fully integrated public transport system offering safe and secure travel.

WMCA requires a cash collection/management service for a number of its sites, namely New Street Station Travel Information Centre, Wolverhampton Travel Information Centre, WMCA and Stourbridge Interchange.

**Scope of requirements**

**1. Bus Stations toilet turnstiles *I* change machines.**

1.1 **Location: Stourbridge Interchange, West Midlands, DY8 1LP**

1.2 Operating times: 08:00-18:00 Monday-Saturday and 09:00-17:00 Sunday.

1.3 On a monthly basis the toilet turnstiles monies shall be collected from the interchange and banked (1st Tuesday of every month).

1.4 Cash for Collection and Banking should be collected from the Bus Station Manager, or their representative on site

1.5 Services will not normally be required on a Bank Holiday, however, a price should be provided in case this option is required in the future.

1.6 Where a visit is missed or an additional visit is required due to volume of monies collected, the service will be provided within 24 hours (based around current operating hours) of WMCA’s request. Any additional visits will be carried out at the standard contracted rate.

**Location: Wolverhampton Bus Station, Pipers Row, West Midlands, WV1 1 LD**

1.7 Cash for Collection for Banking at this Bus Station will be collected from the Travel Information Centre located at the same Bus Station

1.9 Please note that the monies banked from the collection of cash from turnstiles will need to be identified separately from the cash collected from the Travel Centre located at the same bus station.

**Both Bus Stations:**

1.10 A local site safety briefing to cover vehicular access at each bus station will be provided to the supplier on award of contract. Please note that all visits must be logged with the WMCA representative on arrival at site.

1.11 Alternative solutions/collection methods are welcomed by supplier

1.12 Costing Breakdown Required:

1. Cost of one visit per site per month - Toilet turnstile(s) / change machine.
2. Cost of visit on a Bank Holiday.

During the life of the contract there is potential for additional station requirements and collections to be added to the service. Within your commercial response, please confirm within the notes section if the same cost would apply (or be reduced) if more than one site is requested or additional site(s) are added at a later date.

**2. New Street Travel Information Centre**

2.1 Address:

Network Travel Information Centre

Unit 31

New Street Station Concourse

Birmingham

B2 4QA

2.2 Operating times

Monday to Saturday – 08:30-17:30

2.3 Vehicle parking on this site is restricted, a site visit during the tender process is recommended. New Street Station is currently undergoing redevelopment and parking facilities may change without notice.

2.4 Monday to Saturday all monies (notes, coin and cheques) must be collected from New Street within the centres opening hours and banked on the same day.

* 1. Maximum cash being handled per visit is £15,000.
  2. Currently New Street Travel Centre is closed on Sunday and Bank Holidays (this is could to change in the future).
  3. Every Wednesday a cheque for £1700 is to be collected from WMCA Finance Department, 16 Summer Lane, Birmingham. B19 3SD.

The cheque must be taken to HSBC bank Plc, (New Street branch), where it will be exchanged for £1700 in the required change denomination(1400 x £1 coins, 180 x 50 pence coins, 90 x 10 pence coins, 20 x 5 pence coins). On the same day deliver the change in the required denominations to New Street Travel Shop situated on the concourse.

* 1. The location of the Travel Centre within the station will vary over the duration of the contract due to redevelopment work on the station. Allowances for this must be made in the contract.
  2. Before collection / drop off can take place on site the contractor must submit risk and method statements to Network Rail (Birmingham New Street) to allow access into the station. This must be updated annually throughout the duration of the contract. This is the contractor’s responsibility.
  3. The contractor must carry valid photographic identification with them at all times and present this when entering the Travel Information Centre or stopped by Network Rail station personnel.
  4. Due to the nature of the operation contractors may have to wait up to 5 minutes before being assisted by a member of staff.
  5. If a collection / delivery is missed by the contractor they will have 24 hours (based around current operating hours) to return and complete the transaction.
  6. The Contractor shall ensure that quality standards are maintained throughout the term of the contract.
  7. Suitable numbers, of trained staff shall be employed to carry out the requirements of the specification to the satisfaction of WMCA.
  8. All equipment (cash bags, coin bags and cheque bags etc) will be provided by the contractor and the cost included in the overall contract. These will be delivered within 48 hours of the request being made.
  9. Cost to be invoiced monthly with Wolverhampton Travel Information Centre only it must include a breakdown of all charges for that period.

2.17 Alternative solutions/collection methods are welcomed by supplier.

1. **Wolverhampton Travel Information Centre** 
   1. Address:

Network Travel Information Centre

Wolverhampton Bus Station, Pipers Row, Wolverhampton WV1 1LD

* 1. Operating Times : Monday to Saturday 08:30 – 17:30
  2. Maximum Cash being handled per visit £15,000
  3. Monday to Saturday all monies (notes, coins, cheques) must be collected within centre opening hours and banked on the same day
  4. Wolverhampton Travel Shop will be closed on Sunday and Bank Holidays (this could change in the future).
  5. Every Wednesday a cheque for £1,700 is to be collected from WMCA Finance Department, 16 Summer Lane, Birmingham. B19 3SD.

The cheque must be taken to HSBC Bank Plc, (New Street branch)

* 1. The contractor must carry valid photographic identification with them at all times and present this when entering the Travel Information Centre or stopped by WMCA personnel.
  2. Due to the nature of the operation contractors may have to wait up to 5 minutes before being assisted by a member of staff.
  3. If a collection / delivery is missed by the contractor they will have 24 hours (based around current operating hours) to return and complete the transaction.
  4. The Contractor shall ensure that quality standards are maintained throughout the term of the contract.
  5. Suitable numbers, of trained staff shall be employed to carry out the requirements of the specification to the satisfaction of WMCA.
  6. All stationary (cash bags, coin bags and cheque bags etc) will be provided by the contractor and the cost included in the overall contract. These will be delivered within 48 hours of the request being made.
  7. Cost to be invoiced monthly with Birmingham New Street Travel Information Centre only and must include a breakdown of all charges for that period.
  8. Alternative solutions/collection methods are welcomed by supplier.
  9. Also to be collected and banked when instructed is the cash held at the Travel Centre from the operation of the toilets at Wolverhampton Bus Station. Upon Banked monies need to be identified separately from that banked at the Travel Centre

**4.**  **WMCA, 16 Summer Lane**

4.1 Address: West Midlands Combined Authority (WMCA)

16 Summer Lane,

Birmingham.

B19 3SD

4.2 Operating Hours: 09:00 -17:00 Monday - Friday

4.3 Every month, cash (petty cash) is to be delivered to WMCA, Finance Department, 16 Summer Lane. Required denominations of change will be dependent upon the requirements for the day in question and the Supplier shall be advised on a month;y basis of the denominations required.

4.4 Every Friday, cheques for banking to be collected and deposited at HSBC Plc, Birmingham New Street Branch.

4.5 Both the petty cash delivery and cheque collection to be done at the same time.

4.6 Where a visit is missed or an additional visit is required due to volume of monies collected, the service will be provided within 24 hours (based around current operating hours) of WMCA’s request. Any additional visits will be carried out at the standard contracted rate.

4.7 A costing breakdown is required for the following:

i) Cost of delivery of Petty Cash

ii) Cost of Banking Cheques

4.8 Alternative solutions/collection methods are welcomed by supplier

**Failure to perform duties**

Where the Services are not performed in accordance with the Contract, WMCA shall have various options (including but not limited to) arranging performance/rectification by a third party and recovering the cost from the Supplier, and the deduction of the Price to take account of the lack of Service provided. You are referred to the Terms and Conditions attached for the full rights and obligations in respect of each party.