

**NWSSP on behalf of Cardiff and Vale University
Health Board**

SPECIFICATION

**Procurement for the provision of
CAR PARKING MANAGEMENT - 17/2298**

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1. **BACKGROUND**

- 1.1 The University Health Board (UHB) is seeking to appoint a sole suitably qualified supplier to provide Car Parking Management Services.
- 1.2 The principle objective for the car parking management is to ensure that patients and visitors parking on the hospital footprint are parking on site for hospital business only and for the duration of that hospital business only.
- 1.3 The Services include the two key elements:
 - Car parking management, enforcement (including maintenance of enforcement equipment)
 - Car park general maintenance (subject to clause 1.4)
- 1.4 The first element, car parking management & enforcement is the core element of the Services. The maintenance element is optional and does not form part of the core Services.
- 1.5 The Services will need to be provided at the following sites:
 - University Hospital of Wales (UHW) - on commencement of contract starting 5th June 2018
 - University Hospital Llandough (UHL) – starting 1st November 2018
 - Cardiff Royal Infirmary – starting 1st November 2018
 - St David Hospital – starting 1st November 2018
 - Barry Hospital – starting 1st November 2018
 - Global Link – starting 1st November 2018
 - Riverside Health Centre – starting 1st November 2018
- 1.6 All of the car parks will be free of charge to patients, visitors and staff in line with the Welsh Government policy.

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2. LOCATIONS

2.1 Car Parks are located in the following locations:

Location	Spaces
University Hospital of Wales (UHW)	2970
University Hospital Llandough (UHL)	1525
Cardiff Royal Infirmary	209
St David's Hospital	199
Barry Hospital	161
Global Link	113
Riverside Health centre	36
Total	5213

2.2 The sites include a total of three multi-storey car parks with two on the UHW site and one on the UHL site. The capacity of the multi storey car parks is 1584 in UHW and 631 in UHL.

2.3 The full addresses of the locations and site maps are set out in the Annex 1.

3. CONTRACT DURATION

3.1 The duration of any ensuing Service contract entered into between the UHB and the Bidder will be for an initial period of five (5) years with an option to extend at the sole discretion of the UHB for up to an additional two (2) years (in 12 month tranches). The maximum contract duration is therefore seven (7) years.

4. CAR PARKING MANAGEMENT & ENFORCEMENT REQUIREMENTS

4.1 Provide a comprehensive Car Parking Management Service across all of the locations.

4.2 The Bidder must provide a secure and safe car park environment for patients, staff and visitors to the hospital, their vehicles and their property.

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- 4.3 The Bidder must provide the UHB with traffic management assistance and or expertise to ensure the safe, free flow of traffic ensuring access and egress to and from the facilities at all times.
- 4.4 The Service must be operable 24 hours per day, 365 days per year. The Bidder must provide an on-site presence (member of staff) on the UHW and UHL sites between the hours of 8.00 to 16.00 Monday to Friday.
- 4.5 The Bidder must provide an onsite helpdesk on the UHW site between the hours of 8.00 to 16.00 Monday to Friday. The UHB will provide a suitable office space within the multi-storey car park on the UHW site.
- 4.6 The Bidder must provide telephone call points on the UHL, Cardiff Royal Infirmary, St Davids Hospital, Barry Hospital, Global Link and Riverside Health Centre sites. These call points will be used for patients, staff and visitors to contact the helpdesk with any queries they may have in relation to car parking. The telephones must be answered within 10 rings.
- 4.7 The Bidder must provide an administration service that controls all parking related administration.
- 4.8 The Bidder must provide, implement and manage an online permit system based on eligibility criteria provided by the UHB. A draft copy of the criteria is set out in Annex 2. The core specification for the system is set out in Annex 3.
- 4.9 The Bidder must process and manage all complaints and have a transparent complaints policy and procedure accessible to complainants.
- 4.10 The Bidder must monitor the performance of the Service through analysis of complaints, helpdesk information, compliments and customer service feedback. Any areas of improvement should be identified, brought to the attention of the UHB and resolved.
- 4.11 The Bidder must provide enforcement Services against a pre-agreed set of criteria that will be confirmed before the contract commences.
- 4.12 The UHB locations will have the following maximum stay periods:

Location	Max Stay
University Hospital of Wales (UHW)	4 hours

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University Hospital Llandough (UHL)	4 hours
Cardiff Royal Infirmary	2 hours
St David's Hospital	2 hours
Barry Hospital	3 hours
Global Link	3 hours
Riverside Health centre	2 hours

4.13 Patients and visitors will be required to enter the vehicle details into touch screen validation systems if they exceed the max stay. The following minimum amount of touch screen validation systems are required at each location:

Location	Validation Points
University Hospital of Wales (UHW)	60
University Hospital Llandough (UHL)	10
Cardiff Royal Infirmary	1
St David's Hospital	1
Barry Hospital	1
Global Link	1
Riverside Health centre	1

4.14 The touch screen validation systems must provide receipts so that the user is able to evidence the registration process.

4.15 The Bidder will be responsible for issuing parking charge notices (PCN) if motorists contravene any of the pre-agreed criteria.

4.16 The PCN charges will be by agreement between Bidder and UHB but will not exceed £40 if paid within 14 days of issue or £70 if paid after 14 days.

4.17 The Bidder must demonstrate the ability to make the following exceptions when issuing PCN's:

- The capabilities to ensure emergency vehicles do not receive PCNs.
- Evidenced patient medical emergencies.
- Evidenced cognitive impairment.
- Evidenced long stay patients.

4.18 The UHB reserves the right to cancel a PCN that has been issued.

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- 4.19 The Bidder will be responsible for managing the appeals against a pre agreed process that will be confirmed before the contract commences.
- 4.20 The Bidder must ensure that all of the Car Parks have the appropriate type and volume of signage.
- 4.21 The Bidder must provide all of the equipment and consumables/parts required to fulfil the Service.
- 4.22 The Bidder will be responsible for the maintenance of any equipment that they own that is used for car parking enforcement.
- 4.23 The Bidder will be responsible for the maintenance of any equipment purchased by the Health Board for car parking enforcement.
- 4.24 The multi-storey car park in UHW is required to have barrier control in place to ensure traffic is managed effectively for the entrance and exit to the car park. The Bidder will be responsible for supplying and maintaining the barrier.
- 4.25 A contingency plan must be provided as part of any proposed solution.

5. **CAR PARKING MAINTENANCE REQUIREMENTS**

- 5.1 The maintenance element is optional and does not form part of the core Services.
- 5.2 The Bidder will be responsible for maintaining all of the multi-storey and surface car parks as shown in Annex 1.
- 5.3 The maintenance requirement will include (but not be limited) the following:
 - Lighting
 - Lifts
 - Road Markings
 - Drainage
 - Grounds
 - Paved areas and hard standing
 - Fire Alarms

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- Fire Doors
- Roofing
- Plumbing
- Winter Maintenance / Gritting

5.4 A more detailed description of the maintenance requirements can be found in Annex 4.

5.5 The maintenance must be performed by a suitably qualified engineer.

5.6 The Bidder must ensure that equipment is maintained to a high level of reliability and at least to the manufacturer's recommendations on maintenance schedules.

5.7 The Bidder must develop a planned preventative maintenance (PPM) schedule prior to the Service commencement.

6. **QUALITY STANDARDS**

6.1 The Car Parking Management Service proposed must comply with the following policies:

- UHB Security Policy.
- UHB Fire Policy.
- UHB Control of Contractors Policy.
- UHB Business Continuity Policy.
- UHB Information Governance.
- UHB Health and Safety Policy.

6.2 The Bidder will inform the UHB of any investigations, enforcement actions and convictions by regulatory bodies under any legislation that may affect the provision of the services.

7. **STAFF**

7.1 The Bidder must ensure that all staff involved in the provision of the Services will:

- Be polite and courteous to patients, staff and visitors.

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- Carry appropriate identification to include their photograph, name, company name and company contact number.
- Produce the identification card upon request.
- Be fully qualified for the task required.
- Be vetted and approved through the Disclosure and Barring Service (DBS) with an enhanced check if manual on site enforcement is in place.

7.2 TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246)) may apply to the provision of the Services. It is the sole responsibility of Bidders to undertake the necessary due diligence, ascertain the position and take appropriate legal advice as to the applicability (or otherwise) of TUPE.

7.3 The successful Bidder must co-operate with any future re-tendering process over transfer of staff between successful Bidders according to employment regulations.

7.4 Bidders should provide the names of personnel to be assigned to the contract, their status in the organisation and their previous experience of dealing with contracts of a similar nature. Bidders should also give details of a nominated contact point.

8. **REPORTING**

8.1 Each month, at a date to be determined (prior to the service commencement) the Bidder must produce and issue a KPI report to the UHB containing the following information:

- Car Park Occupancy daily/weekly/monthly and annually in each car park.
- Enforcement Information (including number of PCN issued/cancelled and financial value)
- Operational cost summary
- Maintenance summary (if applicable)
- Health and Safety summary
- Complaints (number of complaints received), compliments and customer feedback.

9. CONTRACT MONITORING

9.1 The Bidder must participate in regular contracting reviews. These will be held monthly, led by the Commercial Services team in the UHB and supported by the Procurement team.

10. WELSH LANGUAGE COMPLIANCE

10.1 The successful Bidder must ensure that services provided are compliant with the Welsh Language Scheme for the Welsh Government.

10.2 As a minimum the Bidder must ensure that:

- Signage is provide in Welsh and English
- Enforcement correspondence and literature is provided in Welsh and English
- General queries can be managed in Welsh and English

11. ENVIRONMENTAL STATEMENT

11.1 The Welsh Government is committed to minimising the effect of its day-to-day operations on the environment and successful Bidder is to adopt a sound proactive environmental approach, designed to minimise harm to the environment.

11.2 Factors to be considered should include areas such as:

- Adopting an environmental management system which includes focus on disposal of waste and packaging
- More efficient use energy and water
- Use of recycled paper containing only post-consumer waste for all non-specialist printing whenever possible
- Reduction in carbon dioxide emissions from business travel by extending use of video conferencing and encouraging the use of low emissions vehicles

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- Building an environmentally friendly work culture through training and high quality communication with staff

11.3 Whilst on site the successful Bidder should be aware of and actively support the NHS Wales' environmental policy statement that will be made available to you in advance or on arrival.

12. WELL-BEING OF FUTURE GENERATIONS ACT

12.1 In 2015 the Welsh Government created the Wellbeing of Future Generations Act. The aim of the Act is to improve the social, economic, environmental and cultural wellbeing of Wales by tasking Cardiff and Vale UHB, alongside the 43 other public bodies in Wales, to:

- Think more about the long-term;
- Collaborate better with the population, communities and each other;
- Focus on prevention; and,
- Take a more joined-up approach;

In order to achieve the Wales we want, Cardiff and Vale UHB has to work towards the 7 inter-connected well-being goals introduced in the Act as follows;

	Cardiff and Vale UHB	Take a look at some examples
	A prosperous Wales	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change)
	A resilient Wales	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change.

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A healthier Wales	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances.
A Wales of cohesive communities	Attractive, viable, safe and well-connected communities.
A Wales of vibrant culture and thriving Welsh language	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
A globally responsible Wales	A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

13. SUSTAINABILITY / COMMUNITY BENEFITS

- 13.1 Sustainable development embraces such goals as improving the environment, building stronger communities, reducing social exclusion and poverty and the development of the economy. The Health Board wishes to give effect to such 'community benefits' objectives as part of this procurement.
- 13.2 The Health Board' commitment to deliver community benefits outcomes from procurement activity is designed to ensure that wider social and economic issues are taken into account when spending public money.
- 13.3 The successful Bidder will be expected to work with the Health Board to maximise the community benefits delivered through the Project. For example;
- Consider the opportunities to recruit and train long term economically inactive persons as part of the workforce delivering this Project. The Health Board is keen that the successful Bidder considers offering opportunities such as apprenticeships, NVQs, H&S training, full time employment etc. during the life of the Project; and where applicable

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- Maximise supply chain opportunities for SMEs (including social enterprises) to bid for 2nd & 3rd tier supply chain opportunities arising from this Project.

13.4 The successful Bidder will also be encouraged to secure other positive outcomes that would benefit the community they operate within, for example working with local schools and the Health Board – for example providing work experience / work placements.

ANNEX 1 - SITE LOCATIONS AND MAPS



Annex 1 - Site
Locations and Maps

ANNEX 2 - CAR PARKING PERMIT ELIGIBILITY CRITERIA



Annex 2 - Car
Parking Permit Eligit

ANNEX 3 – CAR PARKING ONLINE PERMIT SPECIFICATION



Annex 3 - Car
Parking Online Perr

ANNEX 4 – MAINTENANCE SPECIFICATION



Annex 4 Car Park
Maintenance Schedi