

## 4. SPECIFICATION

## **Table of Contents – Specification**

---

- 1. BACKGROUND TO SERVICE REQUIREMENTS**
2. SCOPE OF SERVICE REQUIREMENTS
3. GENERAL PROVISIONS AND REQUIREMENTS
4. SPECIFIC PROVISIONS AND REQUIREMENTS
5. PERFORMANCE LEVELS AND REQUIREMENTS
6. THE SERVICES

## **1 BACKGROUND TO SERVICE REQUIREMENTS**

---

### **1.1 Introduction**

This contract is for the collection, banking and counting of money from parking machines in the City of Port Phillip.

The Port Phillip City Council (“the Council”) currently has 480 pay and display ticket machines and although seasonal the current levels of activity are during winter and the shoulder months approximately 463 collections per week and increasing to approximately 650 collections per week during the peak months of summer.

## **2 SCOPE OF SERVICE REQUIREMENTS**

---

### **2.1 Outline of the required service**

This contract is for the collection of coins from all parking machines, the counting, reconciliation and banking of that money.

### **2.2. Constraints on the Provision of the Services.**

Where a collection for a specific area may coincide with a planned community festival day or public holiday it may be necessary to change the collection to either the day prior or defer to the next working day. The Council will provide the Contractor with reasonable notice of any such changes.

## **3 GENERAL PROVISIONS AND REQUIREMENTS**

---

Collection frequencies will be in accordance with an agreed Works Schedule, which will be developed between the Contract Manager and the Contractor.

### **3.1 Data to be provided**

The Contractor is required, on an on-going basis to collect, record and report to the Contract Manager on a range of data related to all work components of the Services. The costs of collecting, recording and reporting of all data are to be met by the Contractor.

The data is necessary for and will be used for a variety of purposes, which may include:

- (a) a basis of payment to the Contractor;
- (b) a measure of Contract performance;
- (c) a measure of Contract Specification effectiveness and cost efficiency;
- (d) to audit certain data; and
- (e) to keep Council's information systems up to date.

The data is to be provided in a format and to a standard of presentation approved by the Contract Manager.

### **3.2 Regular Contract Meetings**

The Contractor and the Contract Manager must agree on a schedule of formal meetings to discuss Contract issues. The Contractor's Representative or a suitable deputy must attend the meetings, which will be held at a maximum interval of one month. The Contractor's Representative is to be available at all times to discuss or inspect work with the Contract Manager.

### **3.3 Transitional Arrangements**

The Contractor must ensure that there is no disruption to service users at the time of commencement of the contract and will be required to provide a transitional plan which outlines the steps which will be taken to achieve a smooth transition. The plan will address tasks between contract award and commencement, time required after award to complete preparations required, milestone schedule for tasks planned in the initial operating phase, transition management/supervisory personnel and liaison details including staffing arrangements.

### **3.4 Continuation of Service**

The Contractor must ensure the continuity of the supply of the service regardless of any difficulties being experienced by the Contractor at any time during the contract term.

## **4 SPECIFIC PROVISIONS AND REQUIREMENTS**

---

### **4.1 Collections**

- 4.1.1 All parking machine cash boxes must be cleared in accordance with the agreed Works Schedule. This Schedule will take into consideration the additional collections that may be required over the summer period.
- 4.1.2 All collections to occur between 7:00am and 7:00pm seven days a week and while the route may vary, the intervals between each collection must remain constant in order to maximise parking machine usage levels and income. Where a collection would coincide with a public holiday or community festival day, the collection may be required on the day prior or deferred to the next working day. The contractor must ensure that the Contract Manager has an up-to-date copy of the Works Schedule at all times.
- 4.1.3 Notwithstanding the above clauses, the frequency of collection and areas defined in the Works Schedule may vary from time to time due to changing parking management needs. Such variation will be subject to the approval of the Contract Manager.
- 4.1.4 The Contractor must supply adequate staff for the clearance and collection of monies from parking equipment. Preferably

the collection must be conducted, at a minimum, with staff working in pairs in constant visible presence of each other.

4.1.5 The Contractor must be available to undertake special collections as a result of exceptional circumstances (actioned by the Contract Manager).

4.1.6 The Contractor must ensure that all staff wear uniforms and that both staff and vehicles providing the service have clearly visible identification.

## **4.2 Counting, Reconciliation and Banking**

4.2.1 All monies collected from parking machines must be delivered the same day to the Contractor's coin counting facility for counting and reconciliation. Separate staff from those responsible for coin collection shall conduct coin counting.

4.2.2 The Contractor must deposit the gross income collected each day into a Council designated bank account for money collected from Council machines weekly after counting.

## **4.3 Reporting and Auditing Requirements**

4.3.1 The Contractor must provide the following separate reports for the Contract Manager that shall include the following minimum details:

Income Reports:

Weekly Collection Report

- (a) date of collections;
- (b) total of coins collected by machine number, machine type and street;
- (c) total of coins collected by area;
- (d) total value of collection and banking;
- (e) total number of Parking Machines collected from by area;
- (f) serial number of any empty coin boxes noted;
- (g) variation report audit ticket against counted amount; and
- (h) forward the individual machine audit reports for ticket machines collected from.

Defects Report

Week Ending Report

- (a) date of report;
- (b) parking Machine serial number;
- (c) area, street and time; and
- (d) nature of defect.

- 4.3.2 An electronic weekly collection and defects report must be delivered to the Contract Manager electronically no later than 4:00pm on the Tuesday following completion of the previous week's collection service.
- 4.3.3 The Contractor must keep and maintain proper accounts and records and provide, upon request, all accounts related to the Contract and to allow such accounts to be audited at the request of the Contract Manager.
- 4.3.4 The Contractor must supply a fully accountable audit system for the collection, counting, transportation and banking of all collections including details of any independent audit process.

#### **4.4 Reporting of Defects**

- 4.4.1 The Contractor shall be responsible for reporting all obvious and visible Parking Machine defects and malfunction noted on each collection run on a daily basis.

Examples of defects to be reported include:

- (a) coin or ticket jams;
- (b) vandalised or missing Parking Machines;
- (c) evidence of locks being tampered with, vandalised and defective locks;
- (d) other obvious malfunctions; and
- (e) defaced and damaged Parking Machine signage.

#### **4.5 Maintenance of Coin Locks and Keys**

- 4.5.1 The Contractor must lubricate locks using graphite powder and treat coin boxes where necessary with an approved residual spray to prevent ant infestations.
- 4.5.2 Where any key is lost, the Contractor must advise the Contract Manager immediately and the Contractor will be liable for the cost of new keys and the cost of changeover of all locks affected if required by the Contract Manager.

#### **4.6 Security**

- 4.6.1 The Contractor is to ensure the protection and safekeeping of all monies collected.
- 4.6.2 The contractor is to monitor the issue, return and physical protection of all keys and maintain a register that tracks all of this activity.

The Contractor is to monitor the issue, return and physical protection of all cash boxes.

## 5 PERFORMANCE LEVELS AND MONITORING

---

### 5.1 General methods by which Contractor performance will be monitored

It is imperative that the operational effectiveness of the Parking Machines is not affected by cash boxes being full due to non collection, ie collection occur in a manner that is timely but also efficient.

All cash that is collected in the parking machines is deposited in the Council's bank accounts.

Parking machine collections are made in a manner that ensures that the machine is not damaged or security compromised.

The amount of cash collected must be reported and banked both accurately and promptly.

### 5.2 Key Performance Indicators

These indicators will measure the success of the performance and relationship of the Contract itself.

The Contractor must agree with the Contract Manager a range of measures for all components of the Key Performance Indicators (KPIs). These will generate and provide data, information and will demonstrate satisfactory performance and achievement against all approved KPIs, through agreed periodic reporting.

KPIs will continue to be enhanced by both parties as a measure of the success of the contract thereby ensuring continuous improvement is achieved. The approved major KPIs include the following categories.

	<b>KPIs</b>	<b>Unit of Measure</b>	<b>Target</b>
<b>1.</b>	Coin Collection	The proportion of all machines per day that are faulty due to full coin boxes.  Availability at short notice (within 2hrs) to carry out emergency collections.  The proportion of machines collected from each day compared with the works schedule for that day.	Less than 2%  100% compliance  97% compliance
<b>2.</b>	Counting and Banking	The proportion of all monies collected and delivered to the Contractor's coin counting facility for that day.  The proportion of all monies collected and deposited into a Council designated bank account weekly after counting.	100% compliance  100% compliance

## **6 PAYMENTS AND DEDUCTIONS**

---

In the Price and Payments Schedule, of the tender document, tenderers are requested to quote for a schedule of rates per unit for collection, collection reporting, counting, counting reporting and banking.