

## APPENDIX 2

### Draft Evaluation Criteria

Quality Criteria	How Assessed	Max Score	Weighting
<b>Service 1 - Parking and Traffic Enforcement Service – Frontline services</b>			
Parking Management	Method Statement outcomes meet or exceed specification	10	4%
Project Management	Implementation plan Key milestones and dates	20	8%
IT Solution Full integration to the parking back office system	Implementation plan Key milestones and dates Method Statement outcomes meet or exceed specification	30	13%
Hand held computer terminal solution  GPRS / GPS  Compatibility with virtual permits	Sample Hand Held Computer terminals (HH Ct) to be provided with software to test Method Statement outcomes meet or exceed specification	10	4%
Accredited and ongoing training programme	Method Statement outcomes meet or exceed specification  Evidence of compliance with current industry training standards . Apprenticeship programme	10	4%
Plan for parking base/bases	Method Statement outcomes meet or exceed specification  Proposed base location(s)	10	4%
Inner Controlled Parking Zone (CPZ)] Patrol Solution	Method Statement outcomes meet or exceed specification  Proposed deployment plan with beats	30	13%

<b>Quality Criteria</b>	<b>How Assessed</b>	<b>Max Score</b>	<b>Weighting</b>
Outer CPZ Patrol Solution	Method Statement outcomes meet or exceed specification  Proposed deployment plan with beats	30	13%
Estate Enforcement Solution	Method Statement outcomes meet or exceed specification  Proposed suspension operation	10	4%
Annual improvement plan	Method Statement outcomes meet or exceed specification  Innovation and vision over next 5 years	10	4%
School crossing patrols	Method Statement outcomes meet or exceed specification	10	4%
CCTV Solution Digital solution Unattended camera systems Head mounted for CEO	Unattended camera proposal  Digital back office proposal  Method Statement outcomes meet or exceed specification	30	13%
Parking, traffic and suspension sign maintenance	Method Statement outcomes meet or exceed specification	10	4%
Managing line maintenance through the council's contractors	Method Statement outcomes meet or exceed specification	10	4%
Pay and display machine maintenance	Method Statement outcomes meet or exceed specification	10	4%
Clarification Interviews may be held if necessary (not scored)			
	Total	240	100%
<b>Service 2 - Back office services including IT and web/telephone solutions</b>			
Project Management	Implementation Plan  Key milestones and dates	10	3%
Parking Back Office System	Method Statement outcomes meet or exceed specification	40	10%

<b>Quality Criteria</b>	<b>How Assessed</b>	<b>Max Score</b>	<b>Weighting</b>
Web and automated telephone permit renewal	Method Statement outcomes meet or exceed specification	20	5%
Web and automated telephone visitors permit system	Method Statement outcomes meet or exceed specification	20	5%
Web new permit application system	Method Statement outcomes meet or exceed specification	10	3%
Web PCN query system	Method Statement outcomes meet or exceed specification	10	3%
Pay by mobile parking system	Method Statement outcomes meet or exceed specification	20	5%
Reconciliation and banking of income	Method Statement outcomes meet or exceed specification	10	3%
Virtual permit solution	Method Statement outcomes meet or exceed specification	20	5%
<b>Managed back office</b>			
Expert telephone enquiry service	Method Statement outcomes meet or exceed specification	25	6%
Early appeals response	Method Statement outcomes meet or exceed specification	25	6%
Investigation and recommendation for Representations	Method Statement outcomes meet or exceed specification	20	5%
Parking appeals	Method Statement outcomes meet or exceed specification	20	5%
Bulk statutory noticing	Method Statement outcomes meet or exceed specification	5	1%
Reconciliation and banking of income	Method Statement outcomes meet or exceed specification	10	3%
Annual improvement plan	Method Statement outcomes meet or exceed specification	5	1%
<b>Bulk processing incoming post</b>			
Scanning and indexing all incoming post	Method Statement outcomes meet or exceed specification	30	8%

<b>Quality Criteria</b>	<b>How Assessed</b>	<b>Max Score</b>	<b>Weighting</b>
Scanning, indexing and basic tracing of undelivered post	Method Statement outcomes meet or exceed specification	10	3%
Scanning indexing and banking of incoming cheques	Method Statement outcomes meet or exceed specification	30	8%
Scanning of pocket books	Method Statement outcomes meet or exceed specification	20	5%
Reconciliation and banking of income	Method Statement outcomes meet or exceed specification	30	8%
Clarification Interviews may be held if necessary (not scored)			
		390	100%
<b>Additional duties</b>			
A wider role for civil enforcement officers covering the reporting of on-street licensing activities	Method Statement outcomes meet or exceed specification	20	Decision to include based on comparative cost and quality