

**TORBAY COUNCIL**

**Part 3 Award Questionnaire**

**Contract Reference**

**TFS6721**

**Contract Title**

**Cash Collection Services 2021**

**Maximum Period of Contract**

**4 years**

**Return Date**

**Monday 22 November 2021**

**Return Time**

**No later than 12:00 Noon**

**Return To**

**[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)  
(ProContract)**

**Applicant Name**

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# Contact Details

Applicants are required to provide details of the organisation contact to whom the outcome letter should be addressed.

If this section is not completed the letter will be addressed to the contact named when the Framework was set up or, where the Authority did not set up the Framework, to the portal contact for this further competition.

Contact Name:	
Name of Organisation:	
Role in Organisation:	
Phone Number:	
Email Address:	
Signature (electronic is acceptable):	
Date	

# Stage Two – Award

## Section A. Pass / Fail Criteria

The questions within this section shall be assessed because of pass or fail.

Question Number	Questions	Response
1	<p>Please confirm you meet all of the Mandatory Requirements set out in Part 2 Specification:</p> <p><b>Minimum Requirement</b></p> <p>That the Applicant meets all of the Mandatory Requirements of this Tender.</p>	Yes/No
<b>Comments</b>		

## Section B. Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly labelled, referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Method Statement Number	Method Statement	
1	<p><b>Running the Contract:</b></p> <p>Please describe how you are going to operate this Contract to ensure that it is set up and run efficiently and effectively which will result in meeting the required outcomes as detailed in Part 2 Specification.</p> <p>Applicants should cover the following within this section:</p> <ul style="list-style-type: none"> <li>• Ensure how development with Council’s Incomes Team will take place to set up and ensure the contract is run efficiently, what preparation and testing of processes will take place</li> <li>• Benefits of your proposals</li> <li>• How these proposals set the Applicant apart from other potential Applicants</li> <li>• Future developments in service provision which will reduce costs to the Council</li> <li>• A statement demonstrating to the Authority that the Method Statement is deliverable and by the proposed go live date of the 01 January 2021.</li> </ul> <p>Topics to specifically include:</p> <ul style="list-style-type: none"> <li>• What help and support you from Torbay Council require during Contract set up period and afterwards.</li> <li>• Details of training provided for your organisation’s staff and details of your organisation’s policies and procedures, to which they are expected to adhere to when operating contracts similar to this one.</li> </ul>	<b>22.50%</b>

	<ul style="list-style-type: none"> <li>• Your business approach to the running of the Contract</li> <li>• Your Business Continuity Plan – to include what steps will be put in place to ensure that income will be banked if an event interrupted the provision of the service. What guarantees can your organisation provide to the Council to ensure that losses of income will not occur?</li> <li>• Working in partnership with the Incomes Team at Torbay Council</li> </ul> <p>Details of Management Information you will provide covering your service provision; including in what format this will be made available to the Council and how frequently.</p> <p><b>Word Limit: 1500 words (in Arial 12)</b></p> <p>Please note that only the first one thousand five hundred (1500) words will be considered for evaluation purposes.</p>	
<b>Response:</b>		
2	<p><b>Process for accounting for, resolving and reconciliation of a dispute over the collection of income:</b></p> <p>Please describe how you are going to cover all aspects of the process for accounting for, resolving and reconciliation of a dispute over the collection of income and how procedures would be reviewed by the Applicant and Torbay Council.</p> <p>Some key points to include are:</p> <ul style="list-style-type: none"> <li>• How you will account for and reconcile monies collected from Torbay Council premises, covering all security safety aspects.</li> <li>• How you will securely collect the money (cash/coin) and the process through to its subsequent signing-off for banking.</li> <li>• Detail and provide all policies and procedures which are relevant.</li> <li>• Detail all technological solutions which are used by the company – for example, tablets to record information relating to cash/cheque collections.</li> </ul>	<b>22.50%</b>

	<ul style="list-style-type: none"> <li>• What supporting ID will be provided to enable Torbay Council to verify the identity of the collector.</li> <li>• What background security checks are carried out on staff</li> <li>• What checks are in place to monitor the transit of the money between collection from the Council premises and the banking facility.</li> </ul> <p><b>Word Limit 1500 words (in Arial 12)</b></p> <p>Please note that only the first one thousand five hundred (1500) words will be considered for evaluation purposes.</p> <p><b>Word Limit</b></p>	
<p><b>Response:</b></p>		

## Section C. Additional Services which could be offered within this Contract

<b>3</b>	<p><b>Social Value, Sustainability, Environmental Considerations</b></p> <p>As per section 7.2 of Part 2 Specification the Authority is seeking a Provider who will add value to the Contract by providing additional community benefits which support the Council’s ambitions for a prosperous and healthy Torbay, as identified in the Corporate Plan 2019 - 2023:  <a href="http://www.torbay.gov.uk/council/policies/corporate/corporate-plan/">http://www.torbay.gov.uk/council/policies/corporate/corporate-plan/</a></p> <p>Please detail any added Social Value, Sustainability and Environmental Considerations that your submission offer might be able to bring to the Authority’s Contract.</p> <p>Applicants should take into account the following key areas in formulating their response:</p> <ul style="list-style-type: none"> <li>(a) Jobs: Promote local skills and employment;</li> <li>(b) Growth: supporting growth of responsible regional business;</li> <li>(c) Social: Healthier, safer and more resilient communities;</li> <li>(d) Environment: protecting and improving our environment;</li> <li>(e) Innovation: promoting social innovation.</li> </ul> <p><b>Word Limit: 1500 words (in Arial 12)</b></p> <p>Please note that only the first one thousand five hundred (1500) words will be considered for evaluation purposes.</p>	<b>5.00%</b>
<b>Response:</b>		

<b>4</b>	<p><b><u>For information purposes only:</u></b> please describe any additional products or services that your organisation may be able to offer as part of this Contract or any other added value (not covered in question 3 above) that their offer might be able to bring to the Authority.</p> <p>As an example: During the life of this proposed Contract, Torbay Council may require daily coin collections from all of its one hundred and five (105)</p>
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on-street Pay & Display Parking Meters and its ninety one (91) Pay & Display/Pay on Exit Parking Meters within thirty eight (38) Council Car Parks, located throughout the Torbay area (to include TEDC collections, for Cockington car parks). Collections would be required Monday to Friday and on Sundays, each week throughout the year. Please see the locations of all Council Parking Meters, requiring these collections, at the following: <http://www.torbay.gov.uk/roads/parking/car-parks/>

For information purposes only: as an additional service within this Contract; please confirm if your organisation would be able to provide all Parking Meter Collections – with (Bulk Coin) deliveries by the next working day, to:

Camberley Cash Centre,  
Raven House,  
1 Trafalgar Way,  
Yorktown Industrial Estate,  
Surrey, GU15 3BN.

**Please submit your costs for this additional scheduled collection service from the Authority's on-street and off-street Parking Meters (with next working day deliveries to the locations above); at section 3 of Part 4 Pricing Schedule.**

**Response:**