

Preliminary Invitation to Negotiate

**The Provision of Serviced Accommodation
for
An Acute Hospital, Mental Health Unit, and an
Integrated Care Centre**

Volume 4 Part 13 - Service Level Specification

**for
Traffic Control Services**

February 2004

1. Definitions

1.1 Any reference to the "Service Level Specification" in this Part C of Schedule 14 shall be a reference to this Traffic Control Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning:

“Business Day”	has the meaning given in schedule 1;
“Car Parking Areas”	means all car parks and all other areas designated for parking including on road parking;
“Car Parking Users”	means Patients, Staff and bona fide Visitors on Trust related-business or Peterborough Town Sports Club users at agreed times;
“Clamping”	means the authority to clamp vehicles illegally parked;
“Consumables”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Disposables”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Facilities”	has the meaning given in schedule 1;
“General Services Specification”	has the meaning given in schedule 1;
“Good Industry Practice”	has the meaning given in schedule 1;
“Law”	has the meaning given in schedule 1;
“Major Incident”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Materials”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Obstruction”	means blocking and or abandoned vehicles illegally parked or other obstructions that prevent the free flow of traffic;
“On Request”	means any Traffic Control Services that are provided to the Trusts on the request of the Trusts;
“Patients”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Pay on Foot”	means the payment for car parking by users prior to exiting the buildings;
“Planned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Priority Staff”	means Trust Staff with commitments at two or more sites or locations and who need to leave their base [two] or more times

	each week, for which they use their vehicles;
“Project Co Equipment”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co”	has the meaning given in schedule 1;
“Routine”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Scheduled”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service Level Specification”	has the meaning given in schedule 1;
“Service Providers”	has the meaning given in schedule 1;
“Service Rectification Time”	has the meaning given in schedule 18;
“Service Requirements”	has the meaning given in schedule 1;
“Service Response Times”	has the meaning given in schedule 18;
“Service Standards”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service”	has the meaning given in schedule 1;
“Services”	has the meaning given in schedule 1;
“Site”	has the meaning given in schedule 1;
“Traffic Control Services”	means those Services to be carried out pursuant to this Service Level Specification;
“Trust Policies”	has the meaning given in schedule 1;
“Trust Representative”	has the meaning given in Schedule 1;
“Trust Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Trust”	has the meaning given in schedule 1;
“Unplanned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Urgent”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Visitor”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

2. Key Objectives

- 2.1 Project Co shall provide high quality and comprehensive Traffic Control Services, including traffic management that ensures the free flow of traffic into and around the Sites, priority access for emergency vehicles and the protection of pedestrians from vehicle movements.
- 2.2 Project Co shall ensure the Traffic Control Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Traffic Control Services that comply with Law, achieve the Service Standards and provides comprehensive Traffic Control Services tailored to the operational needs of the Trusts;
 - b) provide flexible Traffic Control Services that respond to changes in Patients' and Trusts' needs, Trusts' demands and the hospital environment;
 - c) provide patient-focused Traffic Control Services that are empathetic and fulfil the needs and expectations of Patients, visitors and staff, and respects their dignity and privacy;
 - d) ensure that the Traffic Control Services do not cause or create any hazard to the environment, Facilities and/or persons on the Sites or in the Facilities;
 - e) ensure the required Service Standards are achieved through the use of Good Industry Practice, the right mix of Project Co Staff, equipment, staff training, effective management systems, clear performance targets and appropriate levels of monitoring;
 - f) to work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the delivery and quality of the Traffic Control Services; and
 - g) maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure the Service Standards for the Traffic Control Services are achieved, and any reduction in the Service Standards achieved by Project Co is recognised and corrected.

3. Process

3.1 Scope

- 3.1.1 Project Co shall comply with all requirements set out in Sub-Part B of the General Service Specification and Part 1 of Sub Part C of Schedule 14 relevant to the delivery of Traffic Control Services.
- 3.1.2 In addition to the applicable provisions set out in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification.
- 3.1.3 Project Co shall make the Traffic Control Services available 24 hours per day and 365(6) days per year using appropriately skilled and trained staff.
- 3.1.4 Project Co shall respond to requests for Traffic Control Services within the Service Response Times and Service Planned Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all equipment, signs, tools, materials, uniforms, Consumables, Disposables, test equipment, safety apparatus and manual and powered lifting and handling equipment required to provide the Traffic Control Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Traffic Control Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 Project Co shall provide the following services, undertake the following activities on a scheduled basis and provide a service that is capable of reacting to any Planned and Unplanned situations as they arise.
- (a) traffic management;
 - (b) car parking management;
 - (c) management and issue of parking permits and concessionary permits; and
 - (d) miscellaneous tasks as may be required by the Trusts.

3.2 Minimum Service Requirements

Response and planned times

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|-------|--|-------------|
| 3.2.1 | Project Co shall ensure Urgent requests for the Traffic Control Services are carried out within the Service Response Time in accordance with Table 1 - Traffic Control Services Response Times in Appendix A of this Service Level Specification. | SP01 |
| 3.2.2 | Project Co shall ensure Routine requests for the Traffic Control Services are carried out within the Service Response Time in accordance with Table 1 - Traffic Control Services Response Times in Appendix A of this Service Level Specification. | SP02 |
| 3.2.3 | Project Co shall ensure Planned requests for the Traffic Control Services are carried out within the Service Response Time in accordance with Table 2 - | SP03 |

Traffic Control Services Planned Times in Appendix A of this Service Level Specification.

- 3.2.4 Project Co shall ensure Scheduled requests for the Traffic Control Services are carried out within the Service Response Time in accordance with Table 2 - Traffic Control Services Planned Times in Appendix A of this Service Level Specification. **SP04**

Traffic management

- 3.2.5 Project Co shall keep all entrances, exits and internal roadways, footpaths, cycle ways and no-parking areas within the Sites clear from vehicular and other obstructions and maintain the free flow of traffic at all times. These responsibilities include but are not limited to: **SP05**

- a) Ensuring emergency vehicles have priority access at all times;
- b) Active management of Car Parking facilities to advise users of available car parking spaces;
- c) Enforced removal of such obstructions at Project Co's expense; and
- d) Administration of parking penalties, if appropriate.

- 3.5.6 Project Co shall provide specific traffic management services during helicopter landings and takeoffs, including but not limited to: **SP06**

- a) Ensuring the area of the designated helicopter flight path and landing area is clear of traffic and pedestrians; and
- b) Ensuring the route from the helicopter landing area and the designated entrance to the Facility is clear of traffic and pedestrians.

Car parking management

- 3.2.7 Project Co shall ensure traffic routes throughout the sites are clearly signposted, pedestrian crossing points are clearly defined, no-parking and restricted access areas clearly signed and car parking charges and parking regulations are clearly displayed in the agreed format at every Car Park Entrance and revenue collection point. **SP07**

- 3.2.8 Project Co shall provide, maintain, operate, and replace when necessary, access and egress equipment, mechanical or otherwise to ensure car park areas are used by Patients, Staff, permit holders and or bona fide Visitors only. Such control measures shall minimise the potential for causing congestion in so doing and shall have sufficient capacity to cope with peak traffic flow. **SP08**

3.2.9 Project Co shall provide, maintain, operate and replace when necessary, revenue collection equipment, mechanical or otherwise to ensure charges are collected on behalf of the Trust in cash or by electronic transfer, including giving change where necessary. This shall include but not be limited to: **SP09**

- a) Collection of revenue;
- b) Replenishment of consumables such as tickets; and
- c) Displaying current parking charges and car park regulations.

Project Co shall ensure payment and access/egress control mechanisms are of suitable design for use by disabled drivers and allow users to summon assistance if required.

Project Co shall adopt a 'Pay on Foot' payment system for paid parking with pay points located at each exit as agreed with the Trust Representative.

Project Co shall ensure all staff, patients and visitors comply with the payment system agreed with the Trust.

3.2.10 Project Co shall ensure that all designated spaces are only used by their intended user-group. Project Co shall provide sufficient designated spaces for the following user groups: **SP10**

- a) Patients/Visitors;
- b) Priority Staff;
- c) Staff;
- d) Disabled;
- e) Mother and Child;
- f) Patients/ Visitors to Renal Unit, Respite Care, Cancer Unit;
- g) Emergency Services;
- h) Patient transport;
- i) Drop-off and delivery areas;
- j) Bicycles and motorcycles;
- k) Public transport stop; and
- l) Taxi Rank.

Management and issue of parking permits and concessionary permits

- 3.2.11 Project Co shall operate a permit system for Trust Staff and other persons who fall within the criteria set out in the Trusts Policies. Permits are to be of an agreed format and issued to cover such periods as fit with the Trust Staff's duration of employment, but in no cases exceeding one year. Project Co shall ensure the process and authorisation arrangements for the issue of permits is agreed with the Trusts Representative. **SP11**
- 3.2.12 Project Co shall issue concessionary and reduced cost parking permits and vouchers in accordance with the Trust Policies. **SP12**

Miscellaneous tasks as may be required by the Trusts

- 3.2.13 Project Co shall provide effective, user-friendly and safe miscellaneous Traffic Control Services on a day-to-day basis to meet the requirements of the Trusts, and to all areas of the Sites. **SP13**

Such miscellaneous duties include but are not limited to:

- a) Temporary provision and supervision of reserved parking spaces for use by visitors identified by the Trusts;
- b) Temporary management of traffic flows and reserved parking for special events;
- c) Response to a Major Incident;
- d) Assist in identifying the owners of vehicles where there may be a problem with the vehicle; and
- e) Temporary imposition of no parking zones as requested by the Trusts.

3.3 Exclusions

- 3.3.1 The following are excluded from this Service Level Specification;
- a) The setting of Car Parking charges; and
 - b) The receipt of Car Parking income.

Appendix A - Service Times

Table 1 - Traffic Control Services Response Times

Category	Definition	Example	Service Response Time
Urgent	Any request for a Service that requires attendance quickly to avoid operational problems.	<ul style="list-style-type: none"> ▪ Incorrectly parked vehicle that is causing an obstruction. 	10 minutes
Routine	Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if left unattended.	<ul style="list-style-type: none"> ▪ Car abandoned in a general car parking space. 	60 minutes

For the avoidance of doubt, the Service Response Time will be measured from the time of request to the time at which a member of Project Co Staff arrives in the relevant department or location and is ready and prepared to undertake the task.

Table 2 - Traffic Control Services Planned Times

Category	Definition	Example	Service Planned Time
Planned	Any request for a service which has been agreed (planned) to take place at a specific time which may cause operational difficulties or a fall in standards, if it does not happen.	<ul style="list-style-type: none"> ▪ Supervising car parking for special visitors. ▪ Supervision car parking during special events. 	Within the agreed time frame
Scheduled	Any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen	<ul style="list-style-type: none"> ▪ Checking ticket supplies in parking barriers and ticket machines. 	Within the agreed time frame.
On request	Any service request for the Traffic Control Services for which the Trusts have defined a response time.	<ul style="list-style-type: none"> ▪ Provision of Car Parking permits to Trust Staff, etc. 	2 Business Days
		<ul style="list-style-type: none"> ▪ Provision of concessionary parking permits. 	1 hour

Performance Parameters

Ref	Performance Parameter	SF Type	Category	Response	Rectification	Measurement Period	Monitoring Method
<i>Response and planned times</i>							
SP01	Urgent requests for the Traffic Control Services are carried out within Service Response Times.						
SP02	Routine requests for the Traffic Control Services are attended and rectified within Service Response Times.						
SP03	Planned Traffic Control Services tasks are carried out within Service Planned Times.						
SP04	Scheduled Traffic Control Services tasks are carried out within Service Planned Times.						
<i>Traffic management</i>							
SP05	Project Co keeps all internal moving freely, and roadways and no parking areas free of obstructions.						
SP06	Project Co ensures the required traffic controls are in operation for helicopter landings and take-offs.						
<i>Car parking management</i>							
SP07	Traffic routes, pedestrian crossings and restricted areas are clearly signposted and parking charges and parking regulations are clearly displayed in the agreed format at every Car Park Entrance and revenue collection point.						
SP08	Project Co systems and or equipment is in place to ensure satisfactory admission to the car parks without causing congestion.						
SP09	Project Co revenue collection systems and equipment are set to the tariffs defined by the Trusts, usable by all persons, operable and stocked with appropriate level of consumables where applicable.						

Ref	Performance Parameter	SF Type	Category	Response	Rectification	Measurement Period	Monitoring Method
SP10	All dedicated car parking spaces, car parking zones and drop off points are only used by their intended user. All Car Park Users hold a valid ticket or permit.						
<i>Management and issue of car parking permits and concessionary permits</i>							
SP11	All persons who are qualified to receive a parking permit of the agreed format and period of validity within 2 Business Days of authorisation.						
SP12	Concessionary car parking permits are only issued in accordance with the Trust Policies and 1 hour of receiving the request.						
<i>Miscellaneous tasks as may be required by the Trust</i>							
SP13	All miscellaneous tasks have been completed to the Trusts satisfaction.						