

STAFF DIALOGUE ROSTER: dialogue topics and timetable

V1 29TH JULY 2024

LOCATION: LONDON BOROUGH OF EALING, PERCEVAL HOUSE, 3RD FLOOR SECURED AREA (FORMERLY CCG) 14-16 Uxbridge Rd, London W5 2HL. PLEASE RING VINCENT HUNT ON 07970- 65946 WHEN YOU REPORT TO THE OFFICER RECEPTION ON LONGFIELD AVENUE.

Ealing Broadway Tube is close by, and parking is available opposite in the Q Park Dickens Yard underground car park. Beware of turning right into Longfield Avenue from the Broadway- traffic fine camera in place.

Please fill in your attendees per topic in the form below and return as soon as possible via the procurement portal.

Bidders will send in their items for discussion 2 working days before the meeting in question.

Date Slot	Topic	Dates	Detail	Your Attendees
Day 1 am (week 1) Morning meetings commence at 1100	Bidder Launch presentation Client dialogue structure overview	9 th to 12 th September 2024		Yvonne Hadlames and Rob Kelly All four days and AM session
Day 1 pm (week 1) Afternoon meetings commence at 1400	Quality: Method Statements: bidder presentation and initial discussion on 1,2,5.	9 th to 12 th September 2024	Method Statement 1: Management and Training of Call Handling Staff Method Statement 2: Your contract management. Method Statement 5: Dealing with Complaints	Yvonne Hadlames and Rob Kelly all four days and PM session
Day 2 am (week 2) Morning meetings commence at 1100	Bidder first presentation of draft commercials	16 th to 19 th September 2024	Bidders to run through their financial model (profit and loss calculation and their financial bid back) and take questions from the Councils.	Rob Kelly only for all four days AM sessions. Currently requesting Finance to attend for the AM session as well all four days

Date Slot	Topic	Dates	Detail	Your Attendees
<p>Day 2 pm (week 2) Afternoon meetings commence at 1400</p>	<p>Quality: Method Statements: bidder presentation and initial discussion on 3,4,6</p>	<p>16th to 19th September 2024</p>	<p>Method Statement 3: Equalities and Vulnerability</p> <p>Method Statement 4: Your Compliance with the specification</p> <p>Method Statement 6: Innovation including IT aspects</p>	<p>Rob Kelly only for all four days PM sessions</p>
<p>Day 3 am (week 3) Morning meetings commence at 1100</p>	<p>Legal- first discussion- derogations and TUPE liabilities</p>	<p>23rd to 26th September 2024</p>	<p>Council solicitor to provide feedback on the already submitted derogations to the contract form</p>	<p>Yvonne Hadlames for all four days and requesting Legal to attend as well for the AM session</p>
<p>Day 3 pm (week 3) Afternoon meetings commence at 1400</p>	<p>Quality: Method Statements: bidder presentation and initial discussion on 7,8,9 and social value matrix</p>	<p>23rd to 26th September 2024</p>	<p>Method Statement 7- mobilisation both initial and for new joiners.</p> <p>Method Statement 8- Business Continuity.</p> <p>Method Statement 9- Sustainability Social value matrix</p>	<p>Yvonne Hadlames for all four days</p>

Date Slot	Topic	Dates	Detail	Your Attendees
<p>Day 4 am (week 4) Morning meetings commence at 1100</p>	<p>Commercials 2- adjusted to reflect council feedback.</p>	<p>30th September to 3rd October 2024</p>	<p>Bidders to present on any evolution to their commercials following consideration of the Councils' feedback</p>	<p>Rob Kelly and Yvonne Hadlames for AM session all four days and possibly an attendee from Procurement for the AM session.</p>
<p>Day 4 pm (week 4) Afternoon meetings commence at 1400</p>	<p>Bidder clarifications and questions- plus project management of a good quality submission</p> <p>Final legal derogations discussions</p> <p>Preparations to close dialogue- bidder progress on improving method statements to reflect client feedback</p>	<p>30th September to 3rd October 2024</p>	<p>An opportunity for bidders to present improvements across the piece in their submissions</p>	<p>Rob Kelly and Yvonne Hadlames for PM session all four days</p>

Date Slot	Topic	Dates	Detail	Attendees
Day 5 (week 5)		21 st to 24 th of October 2024	Reserve dialogue week if necessary	TBC
Day 6 (week 6)		28 th to 31 st of October 2024	Reserve dialogue week if necessary	TBC

LIST OF METHOD STATEMENTS TO BE DISCUSSED DURING DIALOGUE

Method Statement 1: Management and Training of Call Handling Staff _____

Method Statement 2: Your Contract Management _____

Method Statement 3: Equalities and Vulnerability _____

Method Statement 4: Your Compliance with the specification _____

Method Statement 5: Dealing with Complaints _____

Method Statement 6: Innovation including IT aspects _____

Method Statement 7: Mobilisation- both Initial and for New Joiners _____

Method Statement 8: Business Continuity _____

Method Statement 9: Environmental Management _____

Social Value Matrix _____