



Part 4 Award Questionnaire

Contract Reference

TBS0819

Contract Title

Cashless Parking Payment Service

Maximum Period of Contract

72 months

Return Date

Thursday 19 March 2020

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

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 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 on the basis of pass or fail.

Question Number	Question
1	<p data-bbox="336 517 967 555">Please confirm that your organisation either:</p> <ul data-bbox="384 591 1465 1261" style="list-style-type: none"><li data-bbox="384 591 1465 703">• has a current and valid Cyber Essentials certificate, which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months; or<li data-bbox="384 712 1465 824">• is working towards gaining a current and valid Cyber Essentials certificate and can confirm that it will have been awarded by the planned Contract commencement date; or<li data-bbox="384 833 1465 1025">• meets the technical requirements prescribed by the Cyber Essentials Scheme and can provide evidence of verification within the most recent 12 months by a technically competent and independent third party that the organisation demonstrates compliance with Cyber Essentials technical requirements; or<li data-bbox="384 1034 1465 1261">• is exempt from complying with the requirements as it conforms to the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard, and have been verified as such by a certification body approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies. <p data-bbox="336 1301 695 1339">Minimum Requirement:</p> <p data-bbox="336 1375 1430 1487">A positive response constitutes a pass for this question. The successful Applicant will be required to provide evidence of the above as part of the due diligence process.</p> <p data-bbox="336 1527 967 1565">Response (please delete as appropriate):</p> <ul data-bbox="384 1601 1417 1832" style="list-style-type: none"><li data-bbox="384 1601 1417 1639">• Our organisation has a current and valid Cyber Essentials certificate.<li data-bbox="384 1648 1417 1715">• Our organisation is working towards a current and valid Cyber Essentials certificate.<li data-bbox="384 1724 1417 1792">• Our organisation meets the technical requirements prescribed by the Cyber Essentials Scheme.<li data-bbox="384 1800 1417 1832">• Our organisation is exempt from complying with the requirements.

Question Number	Questions	Response
2	<p>Please confirm that you hold Payment Card Industry Data Security Standard (PCI-DSS) accreditation.</p> <p>Minimum Requirement:</p> <p>A positive response constitutes a pass for this question. The successful Applicant will be required to provide a current certificate, or the PCI DSS certificate of the third party payment gateway where such a service is being used.</p>	Yes / No
3	<p>Please confirm that you apply the PCI DSS principles and accompanying requirements at all times.</p> <p>Minimum Requirement:</p> <p>A positive response constitutes a pass for this question.</p> <p>Response (please delete as appropriate):</p> <p>Level of accreditation held is Level 1 / Level 2 / Level 3 / Level 4</p>	Yes / No
4	<p>Please confirm that if requested, any component service that requires a financial transaction using a payment card can be demonstrated to be compliant with the requirements of Strong Customer Authentication (SCA) as part of the Second European Payment Services Directive (PSD2) for online payments (or it can be evidenced that the necessary steps are being taken to become compliant).</p> <p>Minimum Requirement:</p> <p>A positive response constitutes a pass for this question.</p>	Yes / No
5	<p>Please confirm that you are able to integrate the System with each Authority's current enforcement system, notice processing provider and subsequent hand held enforcement devices, details of which can be found in Appendix C – Enforcement Systems, on Contract implementation.</p> <p>Minimum Requirement:</p> <p>A positive response constitutes a pass for this question.</p>	Yes / No

<p>6</p>	<p>Please confirm that the Service will be delivered to each Authority at no initial or ongoing cost as detailed in sections 3.5 of Part 2 Specification.</p> <p>Minimum Requirement:</p> <p>A positive response constitutes a pass for this question.</p>	<p>Yes / No</p>
<p>7</p>	<p>Please confirm that your proposed websites and digital experiences meet Web Content Accessibility Guidelines (WCAG) to an AA standard and you can provide proof of an accessibility audit by a recognised organisation if required.</p> <p>Minimum Requirement:</p> <p>A positive response constitutes a pass for this question.</p>	<p>Yes / No</p>

Section B. Method Statements

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

Responses must be relevant to the question and be appropriate in length. The evaluation of the response will not go beyond the page/word limit that has been set, if applicable.

Flowcharts and diagrams should be submitted as Appendices and should not be included within the body of your response. Any supporting information or Appendices submitted, must be clearly referenced in the question to which it relates and must be easily identifiable.

Applicants are required to address social value, sustainability, and environmental considerations along with any further added value within their Method Statement responses.

Method Statement Number	Method Statement	Weighting
1	<p><u>Collaborative Contract Management</u></p> <p>Please describe how you will manage the multiple Contracts associated with this opportunity.</p> <p>Applicants must include details of how each Authority's individual requirements will be met and must address, but not be limited to:</p> <ul style="list-style-type: none"> • Deployment and management of different systems across the Authorities (pre-pay & start/stop); • Multiple Contract start and end dates; • Implementation overlap; and • Migration of existing phone numbers for specific Authorities. <p>Word Limit 1000 words</p>	2
<p>Response:</p>		

Method Statement Number	Method Statement	Weighting
2	<p><u>Implementation</u></p> <p>In the following questions Applicants must provide details on how they will ensure the requirements as detailed in Section 4 of Part 2 Specification will be met.</p> <p>In each response, Applicants should provide details of the extent of resources required from each Authority to accommodate their proposals.</p>	
2a	<p><u>Operational Information</u></p> <p>Please provide a methodology for the roll-out of the Service for each individual Authority.</p> <p>Referenced appendices must include:</p> <ul style="list-style-type: none"> • An implementation plan detailing activities to be undertaken at key milestones in the project, clearly highlighting timescales, resources and responsibilities; • A risk register detailing any potential challenges to service implementation, accompanied by proposed measures to prevent, overcome or mitigate them. <p>Applicants must make specific reference to any variations in the roll-out of the Service across the different Authorities.</p> <p>Word Limit: 1000 words excluding appendices</p>	3
<p>Response:</p>		

Method Statement Number	Method Statement	Weighting
2b	<p><u>Key Personnel</u></p> <p>Please provide CVs for the following key personnel, detailing each person's qualifications and experience in managing a large collaborative Contract across multiple controlling organisations:</p> <ul style="list-style-type: none"> • Contract Manager; • Implementation Project Manager (Technical); and • Key Contract facilitators. <p>Word Limit: 1/2 x A4 page per person, limited to a maximum of 2 pages.</p>	2
<p>Response:</p>		

Method Statement Number	Method Statement	Weighting
2c	<p><u>Promotion and Publicity</u></p> <p>Please provide a brief marketing plan outlining promotional activities to be undertaken when launching the Service for each Authority and throughout the individual Contract periods, giving examples of promotions/discounts that could be delivered to increase usage.</p> <p>Referenced appendices must include:</p> <ul style="list-style-type: none"> • Examples of signs and/or public notices that could be used to inform motorists of the Service. <p>Applicants should take into account the collaborative approach of the intended Service in their responses and should address how awareness will be built across Devon.</p> <p>Word Limit: 500 words excluding appendices</p>	2
<p>Response:</p>		

Method Statement Number	Method Statement	Weighting
2d	<p><u>Training</u></p> <p>Please provide details of the Staff training to be implemented with each Authority, making specific reference to:</p> <ul style="list-style-type: none"> • Contract managers; • Enforcement Officers; • Back-office personnel; and • Any other staff. <p>Your approach to on-going training throughout the life of the Contract should also be addressed.</p> <p>Word Limit: 500 words</p>	1
<p>Response:</p>		

Method Statement Number	Method Statement	Weighting
3	<p><u>Service Delivery (Customer)</u></p> <p>Please provide details on how you will ensure the requirements as detailed in Section 5 of Part 2 Specification will be met.</p> <p>Word Limit: 2000 words</p>	3
<p>Response:</p>		

Method Statement Number	Method Statement	Weighting
4	<p><u>User Interfaces</u></p> <p>Please provide details on how you will ensure the requirements as detailed in Section 6 of Part 2 Specification will be met.</p> <p>Responses must include as separate, referenced appendices a user guide / walkthrough for each user interface, which will detail the processes set-out in:</p> <ul style="list-style-type: none"> • Section 6.1.2 (mobile applications); • Section 6.2.3 & Section 6.2.5 (website); • Section 6.3.2 (SMS text messages); and • Section 6.4.3 (IVR). <p>Applicants must also provide, in regards to the IVR system and the customer call centre:</p> <ul style="list-style-type: none"> • The average waiting time for calls; • The average length of a call; and • How performance is measured. <p>Word Limit: 1000 words excluding appendices</p>	3
<p>Response:</p>		

Method Statement Number	Method Statement	Weighting
5	<p><u>Service Delivery (Authorities)</u></p> <p>Please provide details on how you will ensure the requirements as detailed in Section 7 of Part 2 Specification will be met.</p> <p>Responses must address, but not be limited to:</p> <ul style="list-style-type: none"> • How the System identifies valid sessions, time remaining and expired sessions; • The efficiency of the System in updating “live” data on a secure internet site and handheld enforcement devices; • The integration of the System with existing enforcement systems and notice processing providers; • The provision of a backup enforcement interface; and • How the System adapts to different requirements at various locations and for different session types. <p>Word Limit: 1500 words</p>	3
<p>Response:</p>		

Method Statement Number	Method Statement	Weighting
6	<p><u>Management Information & Contract Review</u></p> <p>Please provide details on how you will ensure the requirements as detailed in Section 9 and Section 10 of Part 2 Specification will be met.</p> <p>Responses must address, but not be limited to:</p> <ul style="list-style-type: none"> • Reporting available to Authorities (with relevant example reports being provided as referenced Appendices); • Reviews of System performance against the key performance indicators stated in Appendix D - KPIs; and • Strategies employed to improve underperformance. <p>Applicants must also give details of how the System reports when an Enforcement Officer has accessed the system to check a parking session.</p> <p>Word Limit: 1000 words excluding appendices</p>	2
<p>Response:</p>		

Section C. Technical Questions

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

Responses must be relevant to the question and be appropriate in length. The evaluation of the response will not go beyond the page/word limit that has been set, if applicable.

Flowcharts and diagrams should be submitted as Appendices and should not be included within the body of your response. Any supporting information or Appendices submitted, must be clearly referenced in the question to which it relates and must be easily identifiable.

Applicants are required to address social value, sustainability, and environmental considerations along with any further added value within their responses.

Technical Question Number	Technical Question	Weighting
1	<p><u>Service Requirements</u></p> <p>In the following questions Applicants must provide details on how they will ensure the requirements as detailed in Section 3 of Part 2 Specification will be met.</p>	
1a	<p>Please provide details on how you will ensure the requirements as detailed in Section 3.1 to Section 3.4 of Part 2 Specification will be met.</p> <p>Responses must address, but not be limited to:</p> <ul style="list-style-type: none"> • End-user transaction charges that are part / fully subsidised by Authorities and how this is managed; • Initial and on-going costs / charges and how the Service will be delivered to the Authorities at no cost; • Parking Locations & Tariffs, including <ul style="list-style-type: none"> ○ Cross-boundary parking bays; ○ The application of overnight tariffs; ○ Roaming tariffs; and ○ Three day, weekly and monthly permits. • Revenue share. <p>Applicants must also detail the processes and timescales involved in amending tariffs, including the application of temporary promotional parking tariffs and/or discounts.</p> <p>Word Limit: 2000 words</p>	3
<p>Response:</p>		

Technical Question Number	Method Statement	Weighting
1b	<p><u>System Resilience & Continuity</u></p> <p>Please provide details on how you will ensure the requirements as detailed in Section 3.5 of Part 2 Specification will be met.</p> <p>Responses must explain the steps taken to provide a resilient system and how as an organisation, continuity of service for the Authorities and their customers is ensured.</p> <p>Referenced Appendices must include:</p> <ul style="list-style-type: none"> • A business continuity plan; and • A disaster recovery plan. <p>Word Limit: 500 words excluding Appendices</p>	2
<p>Response:</p>		

Technical Question Number	Technical Question	Weighting
2	<p><u>GDPR</u></p> <p>Please provide details on how you will ensure the requirements as detailed in Section 8 of Part 2 Specification will be met.</p> <p>Responses must include, but not be limited to:</p> <ul style="list-style-type: none"> • Your Data Protection Register Number and expiry date; • Details of your Data Protection Officer (if applicable) and their responsibilities; • Any relevant data protection policies and procedures as referenced Appendices; • Details of how you review and update your policies for processing data on behalf of your data controllers; • Your processes for detecting and communicating data breaches; • How the system complies with the information rights of data subjects including right of subject access, right to be forgotten and right to rectification; • How data can be deleted en-masse and automatically, according to the appropriate retention schedules; and • Details of the data privacy and security training employees in your organisation receive. <p>Word Limit: 500 words excluding appendices</p>	2
<p>Response:</p>		

Technical Question Number	Technical Question	Weighting
3	<p><u>Payments</u></p> <p>Please provide details on how you will ensure the requirements as detailed in Section 11 of Part 2 Specification will be met.</p> <p>Responses must address, but not be limited to</p> <ul style="list-style-type: none"> • Merchant Accounts; • VAT implications in regards to on and off-street parking; • Credits; and • Audit trails. <p>Word Limit: 500 words</p>	1
<p>Response:</p>		