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| **torbaycouncil** |
| **4 Tender Submission** |
| **Contract Reference****T01BS** |
| **Contract Title****ESPO 509 Call-Off - Civil Enforcement System** |
| **Maximum Period of Contract****Six Years** |
| **Return Date** |
| **Friday 13 January 2017** |
| **Return Time****12:00 noon** |
| **Return To**[**www.supplyingthesouthwest.org.uk**](http://www.supplyingthesouthwest.org.uk) |
| **Applicant Name** |
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| Further Competition - Award |
| Pass / Fail Criteria |

The questions within this section shall be assessed on the basis of pass or fail. The Authority’s minimum requirement to achieve a Pass is for Applicants to respond “Yes”.

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| **Question Number** | **Questions**  | **Assessment Criteria** |
| **1** | Please confirm that your system is web based and securely hosted with the relevant securities in place to be compliant with ISO/IEC 27001 standard or equivalent | **Yes / No** |
| **2** | Please confirm that your system has the capability to integrate with current local authority payment systems preferably in real time. | **Yes / No** |
| **3** | Please confirm that your handheld devices provide the functionality to check pay by mobile payments.  | **Yes / No** |
| **4** | Please confirm that your system includes a Workflow system  | **Yes / No** |
| **5** | Please confirm that your system has the functionality to update the status of notices/permit details immediately by the Authority user or the customer. | **Yes / No** |
| **6** | Please confirm that your system has Virtual Permit functionality. | **Yes / No** |
| **7** | Please confirm that your system can provide Self Service for the customer with the individual Authority’s branding. | **Yes / No** |
| **8** | Please confirm that you will provide a User Manual – paper or online | **Yes / No** |

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| 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 3 Specification.

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

**Responses must be in Word format so that compliance with the word limits can be checked, where word limits have been set.**

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

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| **Method Statement Number** | **Method Statements**  | **% Score**  |
| **1** | **Notice Processing Up To and Including the Recovery Stage and Permit Management System with Paper and Virtual Permits**Applicants are required to provide a Method Statement detailing how their system will deliver the requirements of sections 1.2.1, 1.2.2, 1.2.5, 1.2.6 and 1.2.10 to 1.2.13 of the Specification. **Word limit: 3000** | **15%** |
| **Response:** |
| **2** | **Mobile Devices and Geographical Coverage**Applicants are required to provide a Method Statement to evidence how the system is able to deliver 1.2.3 and 1.2.4 of the Specification.Devon and Torbay is known for weak mobile coverage in some areas. Please provide evidence how the system will ensure in these locations the use of the mobile devices and virtual permits can be accommodated and what added value you can give?**Word Limit: 2000** | **15%** |
| **Response:** |
| **3.** | **Data Migration, Acceptance Testing and Implementation**Applicants are required to provide a Method Statement to demonstrate how they will deliver items 1.2.7 to 1.2.9 of the Specification to include but not be limited to:* the success rate of your data migration;
* evidence of your experience of migrating data from Civica CE, Sidem;
* confirmation whether the data migrated is an exact replica, to include the PCN;
* how long you expect the data migration will take for each Authority;
* how acceptance testing will be undertaken for each Authority;
* how you will ensure that all relevant training is provided so that users are adequately conversant with the system by the 3 Authorities’ ‘go live’ date of 3 April 2017.
* a full training plan;
* a draft implementation plan.

**Word Limit: 2000** | **5%** |
| **Response:** |

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| **4.** | **Management Information, Customer Service and Warranty**Applicants are required to provide a Method Statement to show how the requirements of 1.2.10 to 1.2.12 of the Specification will be met.Responses must include but not be limited to:* types and formats of management reports available;
* examples of standard reports to include all those required by legislation, PATROL and other governing bodies;
* how authorities can create bespoke reports;
* a standard SLA for technical support appended to the main submission;
* details of the support available to local authorities to include days and times. Please answer the specifics detailed in the Specification on warranties provided.

**Word Limit: 3000** | **10%** |
| **Response:** |
| **5.** | **Added Value**Applicants are required to evidence how their proposed solution demonstrates added value when compared with solutions available from other suppliers. | **15%** |
| **Response:** |