**June 2018 – Exploratory Soft Market Testing Document**

**INTRODUCTION**

Tamar Bridge and Torpoint Ferry (TBTF) currently have credit card services to support the web interface and Customer Service Team linked to its pre-paid, account and transponder based tolling system used by 60% of its customers. These systems are provided by Adelante Limited.

TBTF would like to be able to provide efficient credit card services within the toll lanes for the 40% of bridge users currently paying cash on arrival at toll booths, and potentially on board the three ferries at its Torpoint crossing. The major barrier towards progressing this desire has been the significantly increased transaction times associated with chip and pin processing which would have significant impact on traffic flows given that each staffed lane currently processes 500+ transactions per hour during peak times. Through research of other concession arrangements within the UK and Europe, it is believed the most effective solution would be to provide contactless payment through an integrated terminal to our toll system.

Therefore, the purpose of this document is to seek initial soft market testing information and associated outline costings to help inform the provision of such a service via a more formal procurement process for an initial estimated period of two years, with an option to extend for an additional one year.

It should be noted that total annual cash transactions are:

* Bridge – approx. 2.166m crossing / value £4.813m ( through 6 mixed mode toll lanes on the plaza)
* Ferry – approx. 456k crossings / value £646k (6 operators, across 3 ferries)

The values quoted related to the current structure of toll ranging from a £1.50 charge for cars and vans which represent over 90% of traffic to £8.20 for the largest HGVs. Toll rates are likely to increase by one-third from mid-2019.

Whilst we are seeking initial market intelligence for both crossings, TB&TF will be considering solutions that may, for the time being, only be suitable for implementation at the fixed Bridge plaza.

Anticipated Programme:

* Soft Market Testing Phase
* Follow up Interface/discussions
* Formal Tendering process
* Tender Evaluation and Feedback/Standstill period
* Contract Award and Mobilisation/Implementation

We anticipate that a service provider is likely to be engaged by the end of September 2018.

Key Contacts for any supplementary information that may be required:

This project is principally being developed by Andrew Vallance, General Manager, Tamar Bridge and Torpoint Ferry, Main Office number 01752 361577, Email: [andrew.vallance@tamarcrossings.org.uk](mailto:andrew.vallance@tamarcrossings.org.uk) , with support from Atkins Global’s Technical Director, Mark Berzins , mobile number 07812 319404,

Email: [Mark.Berzins@atkinsglobal.com](mailto:Mark.Berzins@atkinsglobal.com)

However, due to Mr Vallance’s limited availability during this initial Soft Market testing submission period you are advised it would probably be easiest to contact Mr. Berzins in the first instance.

# Proposed Transit Process

## Tamar Bridge

1. Vehicle approaches toll booth and is classified by the operator, on the toll system console.
2. The customer advises that they wish to pay with a contactless card, and the operator selects the appropriate option on their screen.
3. The toll system sends the appropriate charge for the transaction to the contactless unit, and the customer taps their card on the contactless pad.
4. Unit requests authorisation from the bank.
5. Successful transaction – a message is returned to the toll system, the system logs the payment, and the barrier is automatically raised.
6. Unsuccessful transaction – a message is returned to the toll system, and the operator begins the payment process again, either with another card or a different payment method.

## Torpoint Ferry

1. Vehicle boards ferry and is classified by the operator, on the PDA.
2. The customer advises that they wish to pay with a contactless card, and the operator selects the appropriate option on the PDA.
3. The PDA sends the appropriate charge for the transaction to the contactless unit *[if integrated]* / the operator keys the amount of the charge into the contactless unit *[if not integrated]*.
4. Unit requests authorisation from the bank.
5. Successful transaction – a message is returned to the PDA, and the system logs the payment *[if integrated]* / the operator marks the transaction as paid on the PDA *[if not integrated]*.
6. Unsuccessful transaction – a message is returned to the PDA *[if integrated]*, and the operator begins the payment process again, either with another card or a different payment method.

# Key Information Requirements

Please supply the following preliminary to allow us to establish the credibility of your organisation in relation to these requirements.

* Company Overview, including last annual Turnover and Profit figures, and details of any parent companies
* Key contact names, contact numbers and job titles for follow up contact/tendering process
* Clients / Projects working with, currently or previously, preferably in similar transport areas
* Equipment examples
* Statements concerning the robustness of your Security / Encryption procedures
* Compliance with PCIDSS regulations and GDPR
* Examples of integration with third party applications and interfaces

# Outline Proposed Solutions

Please describe your outline proposed solutions, based purely on the information supplied above, ensuring that you cover the following key points:

* Hardware
* Software
* Any Additional integration required
* Administration tools
* Encryption & banking interface

# Costings

Please ensure all anticipated costings are included, if not already detailed in the tables below. Please indicate any volume or price breaks.

Costs/ Fees may be more readily expressed as a %, if applicable, and if so please clearly state this as a variance to the preferred monetary figure expressed in £, as requested below.

**TRANSACTION PERCENTAGE RATES**

|  |  |
| --- | --- |
| **CARD TYPE** | **COST £** |
| Personal Visa Debit |  |
| Personal Visa/Mastercard Credit |  |
| Commercial Visa/Mastercard Credit |  |

**PROCESSING CHARGES**

|  |  |
| --- | --- |
| **CHARGE/FEE** | **COST £** |
| Authorisation Call and Service Charge, Per Trans |  |
| PDQ / Contactless Pad Monthly Fee (each) |  |

**SET-UP AND SUPPORT FEES**

|  |  |
| --- | --- |
| **CHARGE/FEE** | **COST £** |
| Setup fee |  |
| Licensing fee |  |
| Annual Service Charge |  |
| Annual Software Support |  |

**ANNUAL COSTS**

|  |  |
| --- | --- |
| **CHARGE/FEE** | **COST £** |
| Personal Visa Debit |  |
| Personal Visa/Mastercard Credit |  |
| Commercial Visa/Mastercard Credit |  |
| Authorisation Call and Service Charge, Per Trans |  |
| PDQ / Contactless Pad Annual Fee |  |
| Ongoing licensing fees |  |
| Annual Managed Service Charge |  |
| Annual Software Support |  |

**ANY OTHER ASSOCIATED COSTS:**