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| torbaycouncil |
| **3- Specification** |
| **Contract Reference** |
| **T01BS** |
| **Contract Title** |
| **ESPO 509 Call-Off - Civil Enforcement System** |

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1. Specification

## **Overall Scope and Nature of the Requirement**

The Authorities are seeking a secure web based/hosted system to issue and process parking penalty charge notices up to and including the recovery stage and a permits management system to include paper and virtual with self service by the customer. There are four authorities who are included in this exercise and the system should allow for each authority to view their own work only but be able to share access if there is a requirement to undertake work on another Authority’s behalf.

A hosted and managed web based system is required with secure access for users from inside and outside the Authority’s environment.

Customers should be able to self serve on all types of electronic devices including mobiles and tablets. The supplier’s site should use responsive web design where possible.

The successful Applicant is required to be able to provide all of the requirements and functionality described in this Specification, although all four Authorities may not require everything set out here.

### **Authorities PCN Issue and Permit Rate (Approximate Figures form 2015/16)**

In order to help Applicants assess the requirement the Authority is providing the approximate numbers of PCNs and permits issued in the 2015/2016 year. However the Authority does not warrant or guarantee the numbers of notices or permits that will require to be issued during the Contract period.

The Authorities issue parking penalty charge notices on and off-street or off-street only and permits for car parks, reserved bays, residential areas, controlled parking zones either weekly, monthly, quarterly and annually.

**Mid-Devon District Council**

* PCN - 1287
* Permits - 390

**South Hams District Council**

* PCN – 6,000
* Permits – 2,600

**Torbay Council**

* PCN – 31,000
* Permits – 10,000

**West Devon Borough Council**

* PCN – 3,500
* Permits - 150

## **Specific Requirements**

### **A Civil Enforcement System is Required to Include the Following:-**

1. Notice processing up to and including the recovery stage;
2. Mobile Issuing Device and Printer;
3. Online facilities for the customer for both notices and permits including payments;
4. Permit management system with paper permits and virtual permits;
5. Data Migration;
6. Acceptance Testing;
7. Management Information (Reporting).

### **Notice Processing Up To and Including the Recovery Stage**

The system must include:-

1. the capability to issue parking penalty charge notices for each Authority with their individual pre-fix;
2. Web based securely hosted and managed solution to include secure access, compatible with multiple browsers, conforming to web constant accessibility guidelines version 2.0 (WCAG 2.0);
3. Automatic indexing of images from the handheld device;
4. Online PCN system to view evidence (including photos), make challenges and payments;
5. The ability to interface with each Authority’s payment provider for updating payment balances, preferably in real time;
6. The ability to update payments from third party systems to indicate the date payment made and the method, for example online, telephone;
7. Transfer of appeals pack electronically to TPT’s FOAM system;
8. DVLA – electronic transfer of keeper details but the option to apply manually after the legislative timescale if required; mismatch functionality to manage where there is a slight discrepancy on the PCN to be able to either progress or cancel the PCN;
9. Automated progression of PCNs with the option to manually progress and the functionality to print notices automatically to a print bureau if required;
10. Integration with permit module;
11. Ability to configure the system outside of the legal parameters including progression timescales, correspondence templates, etc. to include system maintenance whilst ensuring this does not affect the other Authorities;
12. Ability to directly put all notices on hold;
13. Provision to configure all legislative changes free of charge;
14. Provision of a comprehensive user manual for to allow configuration, template and other changes to the system;
15. Scanning functionality;
16. Workflow capability;
17. The requirement to integrate with camera enforcement if required at no cost to the Authority;
18. OCR capability;
19. Batch functionality to update via VRM, progression, stage, contravention, either to include notes and actions;
20. Foreign vehicle stops;
21. Archiving data, including DVLA requirements;
22. Levels of user access is required;
23. A full audit trail of all actions taken on the system which can be evidenced and accessible at all times; and
24. Electronic Bailiff Interface.

### **Mobile Issuing Device and Printer Requirements**

1. The mobile devices should be smart phones and more than one option of phone should be available; Applicants are expected to advise on the phone and memory capacity to ensure full functionality of all the requirements in this Specification;
2. The Authorities reserve the right to purchase the mobile devices elsewhere;
3. GPRS/GPS enabled for real time connectivity to the back office (images may be excluded). Solutions should allow for on line off line work to allow for network coverage issues;
4. Integrated camera with night time functionality;
5. The battery life of the phone must be capable of lasting a 9 hour shift or the Applicant is required to provide alternatives as to how the handheld will perform to the required standard for the entire shift;
6. Bluetooth and wi-fi enabled;
7. Electronic notes functionality;
8. Ability to carry out multiple simultaneous observations;
9. Integration with the various cashless parking systems in each Authority and the ability to amend to a further provider without cost during the life of the contract;
10. Functionality of downloading software direct on to new equipment without additional costs to the Authority. The Authority should be able to install software;
11. Lone working feature of a panic button to advise the back office a CEO is in difficulty;
12. Integration with notice processing system to advise of persistent offender/evader;
13. The printer needs to be rechargeable, with a long battery life weatherproof and Bluetooth enabled;
14. The system must have the capability to issue messages for specific vehicles, streets, officers and contraventions.

### **Geographical Coverage**

Applicants will be expected to have assessed mobile network coverage when considering responses to this tender.

### **Online Facility Requirements for the Customer for Both Notices and Permits**

1. The system must provide the customer with access to view PCNs issued including images and allow for making informal and formal representations dependent upon the progression stage and to automatically open the relevant workflow task;
2. The system should provide a portal to apply for permits and to update the handheld as soon as these have been issued; and
3. The system will be required to interface with all payment facilities used by the different Authorities.

### **Permit Management System Requirements with Paper Permits and Virtual Permits**

1. The system must use IT to issue permits with limited manual intervention. This should provide the functionality for customers to apply for their permit, make payment and be able to park immediately after a verification process (if required);
2. The system should allow the Authorities to parameterise each individual permit type and processing requirement to take into account eligibility criteria and charges and the amount of vehicles permitted to use the permit;
3. The system should automatically generate renewal reminder emails and SMS and send to the customer. Alternatively where an email address is not available the system must generate an automatic letter;
4. The system should allow for charging an administration fee for changes of either address or vehicle registration details for some permit types; and
5. Customers should be able to purchases batches of visitor permits direct and register when using one of these permits.

### **Data Migration Requirements**

1. Each Authority will require data migration from their current systems:

Sidem for South Hams, Mid Devon and West Devon; Civica CE for Torbay.

1. The Authorities will seek advice on the data to be migrated; this will include both notices and permits and samples will be required from data held on the authorities current systems; and
2. The migrated data will need to be at the required standard to send out the relevant notices and permits without manual intervention.

### **Acceptance Testing**

1. The Authority will require confirmation via acceptance testing that the system is ready to be used in a ‘live’ environment; testing will consist of evidence of PCNs and permits progressing through all stages;
2. If there are any upgrades to the system through the life of the contract – evidence of testing will be produced as above; and
3. The Authority will undertake penetration testing for any public facing applications.

### **Timescale for Delivery and Implementation**

Discussions will be held with the successful Applicant as to the anticipated timescales for implementation which will include acceptance testing. Mid Devon, South Hams and West Devon will require a ‘go live’ date of no later than the 1st April 2017. The intended ‘go live’ date for Torbay is also 1 April 2017, although Torbay is prepared to allow some leeway with the ‘go live’ date in order to ensure that full testing can be carried out. The successful Applicant will be required to deliver all necessary training to all users before the ‘go live’ date.

### **Management Information Reporting Requirements**

1. Evidence must be provided of standard reports available. These reports should be available on a daily basis and the user should be able to generate these with little changes to the report, i.e. dates, progression stats;
2. There should be standard reports available to provide information on exceptions to progression etc;
3. The system should also give users the functionality to write their own reports and/or extract the data from the system for management information processes as required; and
4. Legislative Reporting must be available and any changes to reports required in line with legislation must be undertaken free of charge.

### **Customer Service**

### The system must be covered by a Service Level Agreement (SLA) for providing comprehensive technical support for the System with efficient response and resolution of problems. The SLA needs to cover method(s) of incident reporting, incident categorisation, response times, methods of support (including remote support), out-of-hours support, escalation processes, volume of use restrictions and any occasions where additional costs would be applicable.

Applicants will be required to propose a service credit regime for system unavailability and failure.

Applicants must also provide details of the level of service i.e. the operating hours and days of any service desk and the priority level given to issues reported dependent upon the severity.

### **Warranty**

Please provide details of any warranties which may be applicable to any equipment supplied.

### **Product Development and Upgrades**

The successful Applicant must provide a roadmap of further functionality and upgrades regularly to each Authority including any costs for these upgrades. Any upgrades due to changes in legislation must be provided free of charge.

### **Data Security / Information Sharing Requirement – Consider the Outcome of Privacy Impact Assessments**

The secure web based hosted system must meet ISO/IEC 27001 or the equivalent. A data sharing agreement with contract holder/individual authorities must be in place. The system must comply with Data Protection legislation.

### **Branding and Marketing**

Where the successful Applicant will be using the Authorities’ names/logos in literature and any other promotional materials, Authority guidance on the use of Authority names/logos and so on must be followed. Where portals are used these must reflect the individual Authority’s format and branding guidelines.

## **Scope and Nature of Possible Modifications or Options**

The Authorities may wish to add additional modules or functionality to the system in order to benefit from advances in technology or changes in legislation.

These may include but not be limited to:

* Automated decision making based on policy;
* Functionality for mobile devices to read registrations;
* The system to be able to issue and process other types of enforcement notice, eg abandoned vehicles, fixed penalty notices;
* Civil Enforcement Officer Mapping in a live environment to provide tracking of the officers to ensure duty of care, which will also display the most recent position of all officers on duty;
* A solution to issue virtual dispensations/waivers;
* Real timeintegration with permit module

## **Contract and Performance Review Requirements**

The successful supplier will be required to attend Contract review meetings at one of the Authority’s local offices quarterly or at a frequency agreed during the first Contract meeting.

## **Further Services Offered**

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

## **Awarding the Contract on Behalf of Other Contracting Authorities**

### The Authority is purchasing on behalf of other contracting authorities: Yes

### The contracting authorities are:

* Mid-Devon District Council
* South Hams District Council
* West Devon Borough Council