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**Durham County Council**

**Soft Market Testing Exercise**

**Interactive Public Transport Map**

**July 2021**

**Introduction**

Durham County Council is looking into a potential procurement exercise to put in place a Commercial off the shelf (COTS) Interactive Public Transport Map which will provide extensive functionality to support the Council’s aim to deliver public transport information to residents, commuters and visiting public.

**County Durham Overview**

County Durham has around 530,100 people living in about 246,380 households. The county covers an area of 223,260 hectares (2230 square kilometres/862 square miles) with 21 settlements with an estimated population of over 5,000 people, these settlement are: Newton Aycliffe, Chester-le-Street, Durham City, Peterlee, Spennymoor, Bishop Auckland, Seaham, Shildon, Crook, Gilesgate, Ferryhill, Newton Hall, Murton, Consett, Horden, Deneside, Stanley, Barnard Castle, Brandon, Sacriston, Willington.

Continued investment and the arrival of a range of new hi-tech businesses including telecommunications, advanced electronics and pharmaceutical and bio-tech companies have helped industry to diversify and grow in the county. Businesses in County Durham are adding to the success of the economy not only within the county but also in the North East of England and the rest of the country.

The county plays an important role in the economic success and stability of the North East. It contains key transport links to Tyne and Wear and Tees Valley, with both the A1(M) motorway and the East Coast main line railway running through it, providing infrastructure vital to local employment and the regional economy.

Around 90% of the population lives in the east of the county, predominantly the former Durham coalfield. The more sparsely populated western Dales form part of the North Pennines Area of Outstanding Natural Beauty, which is also recognised as a European Geopark for its specific geological heritage. County Durham has a distinct local culture and sense of local community, particularly in the smaller settlements, which remain proud of their industrial and coal mining heritage.

As well as 3 Park and Ride Sites, county Durham has 4 bus stations and 4 interchanges. We currently have 4,927 active bus stops in County Durham and 2,651 roadside timetable displays. Two national, 11 local operators and 2 coach services (see below) provide 215 services to passengers in County Durham:

* Arriva
* Central Taxis Gateshead
* Cumbria Classic Coaches
* Ferryhill Village Travel
* GEM Travel
* Go North East
* Hodgsons Coach Operators
* Jim Hughes Coaches
* Megabus
* National Express
* Rural Link
* Scarlet Band
* Stanley Travel
* Upper Wensleydale Community Partnership
* Weardale Motor Services

Durham County Council currently provides an on-line public transport interactive map that is supplied by and hosted by a third-party provider and linked directly from the Council webpage. It offers the public a searchable index of bus service routes, map of bus stops and a matrix pdf timetable of services for each stop. The Council intends to continue providing an interactive public transport map through a procurement process. Please find a link below to the current Interactive Public Transport Map:

<http://www.cartogold.co.uk/durhampt/map.html>

**Overview of Requirements**

* Public web page showing all local bus routes, stops and matrix timetables in a format which conforms to WCAG 2.1 AA accessible standards
* Multi layered mapping with multiple zoom levels (from a county-wide view down to street level)
* Map layer to include street name, bus stop, bus service frequency and place name detail for individual layer level
* Map must allow the user to scroll as well as search for point of interest, place name and bus service
* A list of all registered local bus services in the County should be provided to show routes and timetables as well as destinations served including real-time departures where available
* Bus stops must show timetables for all services calling at that stop
* Scheduled and real time ETAs to be visible for each stop.
* Base map tiles must be maintained to reflect changes in the road network
* Ability to print network maps
* Travel Information Limited journey planning widget to be embedded within the web page
* The ability to import/integrate datasets from the Council’s existing Bus Timetable System and national datasets.

**Market Testing Exercise**

The requirements subject to this Marketing Testing Exercise are outlined below.

**Expected outcomes from this exercise**

The key outcomes intended from this Market Consultation are to:

* Understand market knowledge, trends, capability, capacity and maturity;
* Understand the level of interest in potentially providing such services to the Council;
* Understand the scale and scope of experience currently in the market;
* Gather views from the market on pricing indicators and possible income to the Council;
* Gather innovative ideas and initiatives to influence the design and delivery of service provision in the future;
* Understand how best to specify the system requirements;
* Understand the range of systems and options available in the market; and
* Understand any potential barriers that may discourage the market from engaging with the council

This notice is not an invitation for formal expressions of interest. The Council is issuing this request **for information only**, to assess the reaction of the market and thus make any future procurement process more focused and efficient.

The benefits to your organisation in participating in this process will be to inform the Council of your product, your position in the marketplace and what services you can offer.

Your responses will assist us in creating an opportunity that is well framed, focused, feasible and likely to be of interest to the market.

There is no commercial advantage or disadvantage to your organisation from being involved in this market testing exercise. It involves no element of supplier selection or bid evaluation.

Subject to the Council’s requirements to comply with the provisions of the Freedom of Information Act/Environmental Information Regulations, any commercially sensitive information provided to us as part of this process will be treated in confidence, used only for the purposes of this market testing exercise, and will not be disclosed to any other organisation.

Should you have any queries about the questions in this document, please use the question-and-answer facility on the NEPO Portal to request clarification.

**How to Respond**

All responses should be provided by completing this questionnaire and uploading your response via the NEPO Portal system.

**THE DEADLINE FOR RESPONSES IS 12PM MIDDAY ON THE 23RD JULY 2021.**

**PLEASE ENSURE THAT YOUR RESPONSE IS UPLOADED TO THE NEPO PORTAL BY THIS DATE AND TIME**

**Contact Details**

The Procurement Officer for this Market Testing exercise is **Mackenzie Heath, Procurement Officer.**

Telephone: 03000 264859

E-mail: Mackenzie.heath@durham.gov.uk

Please note that any queries regarding the questionnaire should be raised via the NEPO Portal.

**Soft Market Testing – Questionnaire**

**Section 1 – Contact Details:**

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| **Question number** | **Question** | **Response** |
| 1 | Company Name: |       |
| 2 | Contact Name: |       |
| 3 | Position: |       |
| 4 | Contact Tel No: |       |
| 5 | Email: |       |
| 6 | Address: |       |

**Section 2 – About Your Company/System**

2.1 Please tell us about your company e.g. what products you offer, how long you have been in business for.

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| Response:      |

2.2 Please provide details of your customer base and identify how these fit with the Public Sector, particularly Local Government Market? Please include details of the current contracts you have in place with Local Authorities.

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| Response:      |

2.3 Please provide details of customers comparable to Durham County Council where your system is either currently in use or being implemented for use.

Please provide key contact details for each organisation in case the Council wishes to contact such organisations.

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| Response:      |

2.4 Has your company developed any case studies to illustrate the savings, benefits, and transformation in service delivery (in cost and staff time) by implementing your product? If so, then please provide copies as attachments to be returned with this document.

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| Response:      |

2.5 Please provide a description of the product solution you propose will meet the requirements of the Council.

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| Response:      |

2.6 Is the system a complete solution, or would the Council need to buy further software to meet our requirements? (If additional software products are required, please describe any additional licensing implications).

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| Response:      |

2.7 Is your system, and any associated third-party software required to operate the system, all web based?

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| Response:      |

**Section 3 – System Requirements**

3.1 The scope for digital information delivery is wide and varied. A searchable graphical interface will allow for visual representation of bus service routes and timetables. Please outline your system’s ability to provide information to public transport users.

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| Response:      |

3.2 The Interactive Map must provide a range of mapping functionality including multiple layers to show urban areas and bus stations, zoom feature to street level and alternative layers to show walking and cycling routes.

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| Response:      |

3.3 Users of the map must be able to download and print conventional public transport maps from a cartography snapshot as well as matrix timetables for each bus service. Please outline how your product(s) support this?

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| Response:      |

3.4 Based on your experience and the Councils requirements, can you provide details of how you would support the user experience and navigation of the map?

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| Response:      |

**Section 4 – System Interfaces**

The Council expects that the system will need to interface with several other key systems such as those identified below;

* Trapeze NovusFX – Matrix timetable and shapefile export via open API
* Travel Information Limited – Journey Planning Widget
* Department for Transport – NaPTAN dataset

4.1 Can you provide further information around how your solution would link to these systems in a seamless and automated manner. In particular the Council is looking to use Application Programming Interface (API)’s, does your solution provide the facility to use these and if not, how would you propose data transfer is carried out?

If you do have API’s are they open and transparent (Open API’s) and do they have easily understandable descriptions of the format of data and how they work?

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| Response:      |

4.2 To try and ensure the system used by the members of the public is as accurate as possible, we would like to ensure that the information provided is up to date.

In particular, NaPTAN stop information, shape files for bus routes and matrix timetables from external sources should be updated as soon as possible if not real time.

Please describe how your system will ensure that the information displayed is accurate and up to date.

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| Response:      |

**Section 5 - Technical Specification**

5.1 Please describe the system architecture of your solution covering whether you offer a Cloud based solution with data residing in the UK.

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| Response:      |

5.2 Are you aware of and are you able to comply with the NCSC Cloud Security Principles?

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| Response:      |

5.3 Please outline the requirements for your solution if it were to be hosted on premise by the Council

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| Response:      |

5.4 In the event of any system failure, are there any procedures in place to ensure the service can still be operational e.g., your disaster recovery and back up procedures and the approach you would apply to this situation?

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| Response:      |

5.5 Does the system render on multiple device types such laptops, tablets, desktops, smartphones? If so which O/S are supported?

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| Response:      |

5.6 Does the system work with multiple Web Browsers such as Microsoft Edge and Google Chrome? If so, please detail which.

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| Response:      |

5.7 Can you confirm your system fully complies with WCAG 2.1AA standard in line with accessibility regulations that came into force for public sector bodies on 23 September 2018 and those checks are undertaken on a regular basis to ensure accessibility compliance.

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| Response:      |

5.8 We would like to ensure that any solution purchased is supported and developed as technology progresses. Bearing this in mind, do you have a process or strategy around how you ensure your solutions keep up with new technologies and customer demand?

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| Response:      |

**Section 6 - System Implementation**

6.1 The Council expects the contract to commence early 2022 with live implementation March 2022. What would be the usual implementation period for the proposed solution based on a project of this size and scope?

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| Response:      |

6.2 What resource(s) would be required from the Council during implementation? For example, what types of staff would you expect to be involved?

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| Response:      |

**Section 7 – Pricing and Pricing Model / Flexibility**

7.1 To help is ensure we have the correct budget aligned to the project, could you give us an indicative price based on the size and scope of this requirement (as detailed in this document). Please include indicative implementation and maintenance costs based upon a potential initial 5-year agreement (with the option for the Council to extend beyond any initial term)

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| Response:       |

**Section 8 - Service Level Agreements and Service Credits**

8.1 Please provide an overview of your service level standards and any service credit arrangements you operate.

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| Response:      |

**Section 9 - Training**

9.1 Based on your experience and the Councils requirements, can you provide details of what training would be required to implement this system? This may include a variety of training methods including online / classroom-based training and e-learning software.

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| Response:      |

**Section 10 - Procurement Process**

10.1 If you have recently participated in a procurement of a similar system, please outline the procurement process used any recommendations you would make to improve the process.

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| Response:      |

10.2 There are several procurement procedures available to the Council these are as follows:

Open ITT, Restricted Process, Competitive Dialogue with Negotiation and Competitive Dialogue

Please describe your experiences of each/any of the above procedures and identify the procedure you feel would be most appropriate for this procurement and why.

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| Response:      |

**Section 11 – Individual Meetings**

11.1 Following receipt of responses to this market testing questionnaire the Council reserves the right to hold individual meetings and/or system demonstrations with interested parties where they have indicated a willingness to partake.

Please outline below whether you would wish to attend such a meeting. The sessions will take place online via Teams w/c 16th August 2021 and will be arranged through the NEPO Portal.

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| Response:      |

11.2 In relation to the meetings/demonstrations, do you have any advice as to how these would best be structured and delivered based on any previous experience you may have in order that they provide maximum benefit for you and ourselves?

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| Response:      |

**Section 12 – Anything you would like to tell us.**

12.1 Are there any other features of your system you would like to tell us about which will help deliver a cost effective and efficient service?

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| Response:      |

**End of Questionnaire**