

Part C

Selection and Award

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1 The Evaluation Process

1.1 Preliminary Compliance Stage

The Authority will assess whether all requisite sections of the Applicant's Bid have been completed and all necessary information, schedules and any other Bid requirements have been supplied in accordance with the following:

Section	Topic	Means of evaluation
Part C Selection and Award		
Section 3	Award	Scored
Section 4	Form of Tender	Pass/fail
Section 5	Certificate of Confidentiality	Pass/fail
Section 6	Commercially Sensitive Information	Pass/fail
Part D Pricing		
Section 3	Pricing Schedule Declaration	Pass/fail

The Applicant's response shall be considered to have failed and will be excluded from the procurement where it fails to complete and/or submit any of the required schedules as described above.

1.2 Evaluation of the Selection Questionnaire

Evaluation of the Selection Questionnaire shall be conducted in accordance with the following:

Section	Topic	Means of evaluation
Part C Selection and Award		
Section 2	Selection Questionnaire	
Part 1 Section 1	Potential supplier information	For information only
Part 2 Section 2	Grounds for mandatory exclusion	Pass/fail

Part 2 Section 3	Grounds for discretionary exclusion	Pass/fail – the Authority's discretion
Part 3 Section 4	Economic and financial standing	Pass/fail
Part 3 Section 5	Relationship to parent company	Pass/fail
Part 3 Section 6	Technical and professional ability	Pass/fail – the Authority's discretion
Part 3 Section 7	Modern Slavery Act 2015	Pass/fail
Part 3 Section 8	Additional questions	Pass/fail – the Authority's discretion

1.2.1 Means of evaluation: for information only

Sections and/or questions marked for information will not be evaluated. However, all information requested must be completed by the Applicant.

1.2.2 Means of evaluation: pass/fail

Applicant's responses to sections and/or questions marked pass/fail will be considered to have failed and will be excluded from the procurement process under the following circumstances (where they apply):

- where the Applicant responds with a 'yes' to any of the circumstances listed under Part 2 Section 1 Grounds for mandatory exclusion, whether the Applicant itself (where bidding as the Prime Contractor) or the Applicant or any consortium member (where bidding under a consortium structure);
- where the Applicant's response contravenes any relevant legislation; or
- where the respective section is incomplete.

1.2.3 Means of evaluation: pass/fail – the Authority's discretion

Applicant's responses to sections and/or questions marked pass/fail will be considered to have failed and will be excluded from the procurement process under the following circumstances (where they apply):

- where the Applicant responds with a 'yes' to any of the circumstances listed under Part 2 Section 2 Grounds for discretionary exclusion, whether the Applicant itself (where bidding as the Prime Contractor) or the Applicant or any consortium member (where bidding under a consortium structure);
- where the Applicant's response fails to offer the Authority sufficient assurance that its requirements will be met;

- where the Applicant's technical and professional ability, as explored through previous experience is, in the Authority's view, inappropriate or inadequate to meet the Authority's requirements as set out in the Procurement Documents;
- where the Applicant fails to confirm it already has and/or will acquire the type and level of insurance cover required;
- where the respective section is incomplete.

1.2.4 Means of evaluation: pass/fail (Economic and financial standing)

The Applicant is required to self-declare its ability to provide at least one of a number of different types of information, such as company accounts, statement of turnover or cash flow forecast that demonstrate its financial standing although the Applicant is not required to submit its accounts, etc. as part of its Bid.

Should the Applicant provide no response to this section it will be considered to have failed and will be excluded from the procurement process. Should the Applicant fail to meet the minimum annual threshold as set out in these Procurement Documents it will be considered to have failed and be excluded from the procurement process.

Prior to the award of the Concession Contract the Authority shall undertake to follow up with the successful Applicant to ensure that the documents declared are available and that they demonstrate that the Applicant has an acceptable level of economic and financial standing to perform a Concession Contractor the required size and complexity. This will include an assessment regarding the ability of the Applicant to continue as a going concern, which is intended to identify considerations that would justify moving to not award the Concession Contract on the basis of the likely future performance of the Applicant concerned.

The Authority will be entitled to consider all information contained in the financial information submitted by the Applicant. Prior to any decision not to award the resultant Concession Contract on the basis of the Applicant on this basis, the Authority may seek clarification of the relevant consideration from the Applicant and will take into account any explanation offered by the Applicant.

Initially basic checks will be made on an Applicant's title and any relevant registration details (e.g. registered number at Companies House) by the Authority's Finance team. The Authority will check whether the Applicant is trading or dormant and whether it has a parent company. The status of the accounts will also be determined to check whether accounts submitted are for the last accounting period for which statements have been filed and whether there are later accounts that are overdue.

When considering profitability, the Authority will look at the gross profit margin and operating profit margin. These ratios will indicate the efficiency of the organisation. A loss in the year will be looked at in conjunction with the balance sheet resources available to cover this loss.

When looking at liquidity, the Authority will use the current ratio and the acid test ratio. The current ratio is a measure of financial strength and addresses the question of

whether the Applicant has sufficient current assets to meet the payment schedule of its current debts with a margin of safety for possible losses in current assets. The Acid Test ratio will measure liquidity and excludes stock to include liquid assets only.

The Authority will look at the Applicant's balance sheet and determine the net worth of the organisation and that element that can be mobilised in a financial crisis. The Authority will look at the net assets and also the net tangible worth (excluding intangible assets). The Authority will also look at debt ratio and total debts against total asset.

The Authority will make its evaluation based on the below:

Risk Level	Score	Definition
High Risk	Fail	Unacceptable risk or risks identified
Low Risk	Pass	No risks identified, or some minor risks identified

Any decision to not award the resultant Concession Contract following the application of the financial assessment evaluation methodology will be formally recorded and the Applicant will be notified. Under these circumstances the Authority may decide to award the Concession Contractor the second-placed Applicant, although Applicants are reminded of section 2.34 Acceptance of Offers within Part A Instructions to Applicants.

1.2.5 Means of evaluation: pass/fail – SCC's discretion (Insurances)

The Applicant is required to self-declare its ability to provide the requested insurances and confirm the values required.

Should the Applicant provide no response to this section it will be considered to have failed and will be excluded from the procurement process. Should the Applicant fail to meet the minimum thresholds as set out in these Procurement Documents it will be considered to have failed and be excluded from the procurement process.

Prior to the award of the Concession Contract the Authority shall undertake to follow up with the successful Applicant to ensure that the insurances declared are available and that they demonstrate that the Applicant has an acceptable level of cover as required.

The Authority will be entitled to consider all information contained in the insurances section of the Selection Questionnaire submitted by the Applicant. Prior to any decision not to award the resultant Concession Contractor the Applicant on this basis, the Authority may seek clarification of the relevant consideration from the Applicant and will take into account any explanation offered by the Applicant.

1.3 Evaluation of the Award Questions

1.3.1 Award criteria

The following criteria and weightings will be applied in the evaluation of the questions and/or method statements asked of Applicants within section 4 Award of this Part C Selection and Award.

Evaluation criteria breakdown	Means of evaluation	
	Sub criteria	Main criteria
Quality		30%
3.1 – Service User Experience and Support to include booking parking sessions question	30%	
3.2 – Interface with Parking Enforcement and Back-Officer Systems to include reporting and monitoring question.	10%	
3.3 – Payment Processing	10%	
3.5 - Implementation	10%	
3.6 – Mobile Application Software and Service Delivery. *Please note – A score of three (3) or less being awarded to this question following moderated evaluation may result in the Applicant's submission being disqualified*	40%	
Price		70%
1 - Fee Per Remote and Virtual Parking Charge Accepted.	80%	
2 - Fee Per SMS Confirmation/Reminder/Extended	10%	
3 - Fee Per PUSH Confirmation/Reminder/Extended:	10%	
Total		100%

Applicants are to note that a demonstration of the full functionality of the mobile application software must be provided as part of the response to question 3.6, and must be no more than 1000MB (1GB) submitted in one of the formats accepted by the Electronic Tendering Portal listed below;

txt, rtf, mpp, vsd, dwg, rar, msg, ics, html, gif, jpg, png, jpeg, tiff, tif, zip, pdf, doc, xls, ppt, docx, xlsx, pptx, mp3, mov, m4a, swf, wmv, mpg, mpeg, avi, wav, odt, odp, ods

Applicants are to note that Supplying the Southwest portal will not accept direct uploads of MP4 file(s). If you wish to upload an MP4 file, the portal will only accept MP4 file(s) if they are contained within a zip file.

If a zip file is uploaded that contains an MP4 file, the portal will accept it, and allow the Authority to download the file.

The demonstration must show the full process from Service User registration to confirmation of booking in real time. Demonstration must be provided for both iOS and Android.

To clarify- for question 3.5 ONLY, a video file submitted separately to the Applicant's Word document containing their written response will be accepted and used for evaluation purposes. The content of the video file will be used to confirm the functionality of the app as stated in the Applicant's written response to question 3.5.

The Applicant will be expected to use the video file to demonstrate the entire functionality of the app to the Authority and may be scored down if functionality claims made within the written response are unable to be substantiated within the video file when demonstrating the mobile application solution's functionality.

The video file shall be no longer than 20 minutes in length. Any information within the video file that falls outside of the 20 minutes length shall be disregarded. There will be no further evaluation of the video file other than to corroborate the functionality stated within the Applicant's written response to this question. Failure to submit an video file as requested may result in disqualification from this tender.

It will be on this basis that the Authority will award the Concession Contract to the highest scoring Applicant.

1.3.2 Scoring guidelines

The questions asked of Applicants within section 3 Award of this Part C Selection and Award shall be scored using the marking system described within this section. Applicants must refer to the Authority's minimum requirements, where given, to ensure that they meet or exceed the minimum requirements wherever possible so as to score the highest marks.

The score given by the evaluation panel to each Applicant's responses to the Award questions will be based on, and reflect, the degree to which the Applicant has clearly demonstrated its ability to meet the relevant evaluation criteria for each quality question.

All questions within section 3 Award of this Part C Selection and Award will be evaluated in accordance with the following:

Attention must be given to the scoring guidelines below, with specific reference to an Applicant's response to question 3.5 of this document. Should an Applicant's response to question 3.5 score a 3 or less, the Applicant's bid may be disqualified at the discretion of the Authority.

Score	Scoring guidelines
10	The response has covered <u>all</u> of the requirements of the question
6	The response has addressed <u>the majority</u> of the requirements of the question, however, there is a very small amount of the requirements only partially addressed or not addressed at all
3	<p>The response has addressed <u>some</u> of the requirements of the question, however, more than a few of the requirements are only partially addressed or not addressed at all.</p> <p>In the specific case of an Applicant's response to question 3.5, this score may result in an Applicant's bid being disqualified, at the discretion of the Authority.</p>
1	<p>The response has <u>scarcely</u> addressed any of the requirements of the question with a significant number of the requirements only partially addressed or not addressed at all</p> <p>In the specific case of an Applicant's response to question 3.5, this score may result in an Applicant's bid being disqualified, at the discretion of the Authority</p>
0	<p>The answer <u>has not</u> addressed any of the requirements of the question.</p> <p>In the specific case of an Applicant's response to question 3.5, this score may result in an Applicant's bid being disqualified, at the discretion of the Authority.</p>

1.3.3 Evaluation procedure

The evaluation procedure will consist of two (2) distinct stages: selection and award. Selection will take place first and will be conducted by Officers from within the Authority's Commercial and Procurement Team in conjunction with colleagues from within the Finance team and key stakeholders where appropriate. Applicants' responses to the Selection Questionnaire will be evaluated within the selection stage of the evaluation procedure and evaluation panellists will examine the capacity and capability of Applicants, including previous experience to perform the Concession Contract in accordance with section 1.2 Evaluation of the Selection Questionnaire of this Part C Selection and Award.

The award stage of the evaluation procedure will take place following the selection stage and only where the Applicant has been judged to have passed the selection

stage. The award stage examines how the Applicant proposes to deliver the Concession Contract and will be conducted by a panel of key stakeholders. The size, make up and experience of the evaluation panel will reflect the scale and complexity of the activity to be evaluated, and may include a degree of specialist input consistent with the nature of the procurement. A representative from the Authority's Commercial and Procurement Team will moderate evaluation sessions.

Evaluation panellists will be provided with Applicants' Bids prior to evaluation sessions, encouraged to read the responses prior to the evaluation session and record their own comments and scores outside of the session. During the evaluation session Bids will be evaluated against the published evaluation criteria and scoring guidelines. Bids will not be scored comparative to one another. Evaluation panellists will be encouraged by the moderator to discuss Applicants' Bids, volunteering their previously recorded comments and scores with a view to arriving at a single, agreed, moderated score for each question and/or method statement response. The moderator will record the moderated score and a summary of the evaluator's comments sufficient to justify the score, which will be provided to Applicants alongside any notification of the decision to award the Contract.

2 Selection Questionnaire

Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2.

This standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently, we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example, these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

Alternatively, you can submit the completed Exclusion Grounds of the [EU ESPD](#) (Part III) as a downloaded XML file as an appendix to your Submission.

Supplier Selection Questions: Part 3

If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay, we reserve the right to amend the Concession Contract award decision and award to the next compliant bidder.

Consequences of misrepresentation

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a Concession Contract has been entered into you may be sued for damages and the Concession Contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

Notes for completion

1. The “Authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.

2. “You”/“Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The Authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The Authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the Authority is under a legal or regulatory obligation to make such a disclosure.

Part 1 - Potential Supplier Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 1	Potential Supplier Information	
No.	Question	Response
1.1(a)	Full name of the potential supplier submitting the information	
1.1(b) – (i)	Registered office address (if applicable)	
1.1(b) – (ii)	Registered website address (if applicable)	
1.1(c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	
1.1(d)	Date of registration in country of origin	
1.1(e)	Company registration number (if applicable)	
1.1(f)	Charity registration number (if applicable)	
1.1(g)	Head office DUNS number (if applicable)	
1.1(h)	Registered VAT number	
1.1(i) - (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
1.1(i) - (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	
1.1(j) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.1(j) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	
1.1(k)	Trading name(s) that will be used if successful in this procurement	
1.1(l)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop	

	c) Public service mutual	
1.1(m)	<p>Are you a Small, Medium or Micro Enterprise (SME)?</p> <p>See <i>EU definition of SME</i>: https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
1.1(n)	<p>Details of Persons of Significant Control (PSC), where appropriate: See PSC guidance.</p> <ul style="list-style-type: none"> - Name; - Date of birth; - Nationality; - Country, state or part of the UK where the PSC usually lives; - Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are met; <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. <p><i>UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House.</i></p> <p>(Please enter N/A if not applicable)</p>	
1.1(o)	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	
1.1(p)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) 	

	(Please enter N/A if not applicable)	
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Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

Please provide the following information about your approach to this procurement:

Section 1 Bidding Model		
No.	Question	Response
1.2(a) - (i)	Are you bidding as the lead contact for a group of economic operators?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3. If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.
1.2(a) - (ii)	Name of group of economic operators (if applicable)	
1.2(a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
1.2(b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.2(b) - (ii)	If you responded yes to 1.2(b)-(i) please provide additional details for each sub- contractor in the following table: we may ask them to complete this form as well.	
	Name	
	Registered address	
	Trading status	
	Company registration number	
	Head Office DUNS number (if applicable)	
	Registered VAT number	
	Type of organisation	
	SME (Yes/No)	
	The role each sub-contractor will take in providing the works	

	and/or supplies e.g. key deliverables		
	The approximate % of contractual obligations assigned to each sub-contractor		

Contact details and declaration

I declare that to the best of my knowledge the answers submitted, and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Section 1	Contact details and declaration	
No.	Question	Response
1.3(a)	Contact name	
1.3(b)	Name of organisation	
1.3(c)	Role in organisation	
1.3(d)	Phone number	
1.3(e)	E-mail address	
1.3(f)	Postal address	
1.3(g)	Signature (electronic is acceptable)	
1.3(h)	Date	

Part 2 - Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 2		
Grounds for mandatory exclusion		
No.	Question	Response
2.1(a)	<p>Regulations 57(1) and (2)</p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on this webpage, which should be referred to before completing these questions.</p> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p>	
	Participation in a criminal organisation.	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If Yes please provide details at 2.1(b)</p>
	Corruption.	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If Yes please provide details at 2.1(b)</p>
	Fraud.	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If Yes please provide details at 2.1(b)</p>
	Terrorist offences or offences linked to terrorist activities	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If Yes please provide details at 2.1(b)</p>
	Money laundering or terrorist financing	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If Yes please provide details at 2.1(b)</p>
	Child labour and other forms of trafficking in human beings	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>If Yes please provide details at 2.1(b)</p>
2.1(b)	<p>If you have answered yes to question 2.1(a), please provide further details.</p> <p>Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,</p> <p>Identity of who has been convicted</p> <p>If the relevant documentation is available electronically please provide the web</p>	

	address, issuing authority, precise reference of the documents.	
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.3(a)	Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3	Grounds for discretionary exclusion	
	Question	Response
3.1	Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on this webpage , which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.	
3.1(a)	Breach of environmental obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1 (b)	Breach of social obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/>

		If Yes please provide details at 3.2
3.1 (c)	Breach of labour law obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(e)	Guilty of grave professional misconduct?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(h)	Been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(j)	Please answer the following statements	
3.1(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2

3.1(j) - (ii)	The organisation has withheld such information.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(j) –(iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.1(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes please provide details at 3.2
3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	

Part 3 – Selection Questions

Section 4	Economic & Financial Standing	
	Question	Response
4.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide one of the following: answer with Y/N in the relevant box.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.2	N/A	Yes <input type="checkbox"/> No <input type="checkbox"/>

Section 5	If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:		
Name of organisation			
Relationship to the Supplier completing these questions			
5.1	Are you able to provide parent company accounts if requested to at a later stage?	Yes	<input type="checkbox"/>
		No	<input type="checkbox"/>
5.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes	<input type="checkbox"/>
		No	<input type="checkbox"/>
5.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes	<input type="checkbox"/>
		No	<input type="checkbox"/>

Section 6	Technical and Professional Ability		
6.1	<p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed, or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub- contractor(s) who will deliver the contract.</p> <p>If you cannot provide examples see question 6.3</p>		
	Contract 1	Contract 2	Contract 3
Name of customer organisation			
Point of contact in the organisation			
Position in the organisation			
E-mail address			
Description of the contract			
Contract start date			
Contract completion date			
Estimated contract value			

6.2	Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s) Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)
6.3	If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up, or you have provided services in the past but not under a contract.

Section 7 Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015		
7.1	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Yes <input type="checkbox"/> N/A <input type="checkbox"/>
7.2	If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes <input type="checkbox"/> Please provide the relevant url to view the statement... No <input type="checkbox"/> Please provide an explanation

8 Additional Questions

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contact award stage.

Section 8 Additional Questions		
8.1	Insurance	
a.	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £5,000,000</p> <p>Public Liability Insurance = £5,000,000</p> <p>Professional Indemnity Insurance = £2,000,000</p> <p>Product Liability Insurance = £5,000,000</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>

8.2	<p>Cyber Essentials</p> <p>This section is evaluated as PASS/FAIL.</p> <p>Please confirm whether: Your organisation 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 Your organisation has not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies but is working towards gaining it, and will confirm that it has been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies by the date of the Framework Agreement or a later date when Cyber Essentials Data are received by the Supplier; or Your organisation has not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, but can demonstrate (or, will be able to demonstrate by the date of the Framework Agreement or a later date when Cyber Essentials Data are received by the Supplier) that its organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link: https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf and that the Supplier can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that its organisation demonstrates compliance with Cyber Essentials technical requirements. Your organisation will be exempt from complying with the requirements where a Supplier conforms to the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard, and verified as such and the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies referred to above.</p> <p>To achieve a PASS you must select YES. If you select NO then you will achieve a FAIL and your tender may be excluded from further consideration for the purposes of this procurement.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
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8.3	Data Protection	
	Please answer the following questions in relation to your organisation or any partner organisation:	
	Does your organisation comply with the General Data Protection Regulations?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Please self-certify that your organisation or any partner organisation has a Data Protection policy that complies with current legislative requirements or are willing to comply with Somerset County Council's current policy.	Yes <input type="checkbox"/> No <input type="checkbox"/>

8.4	e-mail Security	
	The Authority currently uses the EGRESS secure e-mail system and Suppliers must confirm that they will agree to implement and use EGRESS (or a similar compatible system) for protection of personal/sensitive e-mail and data.	Yes <input type="checkbox"/> No <input type="checkbox"/>

3 Award

Please use a separate word document to respond to each question. All responses must be clearly titled with the Applicant's company name, along with the number and title of the question they are responding to in each word document.

Applicants must respond using no more words than the allocated word count per question. Please note that, unless otherwise stated within a question, responses to questions must contain text only. With the exception of question 3.5, any information, other than text, within a response will be redacted and will not be evaluated.

Any number of words exceeding the word count for each question will be redacted prior to evaluation and will not be evaluated. The format of redaction shall be as such that any words, pictures, charts, diagrams or information pertaining to the response for a question shall be redacted, once the word count is reached. Redaction shall apply from the word after the word count limit is reached, through to the end of the response to that specific question.

Appendices or any information submitted by the Applicant in addition to the single word document (excluding the video file for question 3.5 only) requested for each response to each question are not permitted and will be disregarded prior to evaluation.

Please do not submit any marketing material or brochures, as this will be disregarded and will not be evaluated.

Please answer each question fully. The Authority is unable to apply information from a response to one question to another question, regardless of whether the Applicant specifically references a response to a question or information found within a response to another question, despite how relevant it may be. The Authority is aware this may result in potential duplication of information between responses to questions, and encourages Applicants to respond as fully as possible to each individual question. The Authority can only evaluate an Applicant based on their written responses to each question, with the exception to question 3.5.

External references or links provided within a response to a question shall be treated as above and not used in any scoring, however will still be included in the word count.

Quality Questions		
No.	Method Statements	Weighting
3.1	<p>Question: Service User Experience and Support</p> <p>Please describe how you will meet the Service User Experience requirements and Service User Support requirements as outlined in Section 2 of Part B – Specification respectively.</p> <p>Please also detail all formats Service Users will have available to them, detailing the entire process a Service User will experience, from taking the decision to pay for parking with your proposed solution (including registration), through to confirmation being sent to the Service User via SMS or Push Notification.</p> <p>As a minimum, your response must include the full process for booking parking via your mobile application software, interactive voice recognition, and mobile web.</p> <p>For any consortium or sub-contracting arrangements, please ensure that ALL organisations that would work on this Concession Contract for, on behalf of, or with your organisation are clearly made reference to in every aspect of your answer to the question.</p> <p>Please note that your answer must be a <u>MAXIMUM</u> of 2500 words. Please use a separate word document to respond to each question. All responses must be clearly titled with the Applicant's company name, along with the number and title of the question they are responding to in each word document. Applicants must respond using no more words than the allocated word count per question. Please note that responses to this question must contain text only. Any information other than text within this response will be redacted and will not be evaluated.</p> <p>Any number of words exceeding the word count for this question will be redacted prior to evaluation and will not be evaluated. The format of redaction shall be as such that any words, pictures, charts, diagrams or information pertaining to the response for this question shall be redacted, once the word count is reached. Redaction shall apply from the word after the word count limit is reached through to the end of the response to this specific question.</p> <p>This question will be scored out of 10 as per the Scoring Matrix, with a weighting of 30% out of 100% applied.</p>	30%

Quality Question 3.1 Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No.	Criteria
1	How different types of Service Users, including corporate or individual Service Users wishing to book and manage multiple vehicles can register with your system and manage their account.
2	Your response clearly demonstrates how charges will apply to Service Users and whether or not this differs for individual sessions over 24 hours duration.
3	<p>Your response clearly describes how a Service User is identified when it becomes evident they are experiencing difficulties booking a session, including the various mediums available.</p> <p>Your response clearly describes and gives detail on;</p> <ul style="list-style-type: none">the assistance provided to Service Users at any point throughout the Contract, including when they are identified as experiencing difficulties with booking parking sessions, when they wish to make a complaint, and what assistance is given out of hours <p>The response shall include information on;</p> <ul style="list-style-type: none">Customer service helpline availability.How the system assists the customer outside these hours.Complaint management and resolution.
4	<p>Your response details all formats Service Users will have available to them, detailing the entire process a Service User will experience, from taking the decision to pay for parking with your proposed solution (including registration), through to confirmation being sent to the Service User via SMS or Push Notification.</p> <p>As a minimum, your response must include the full process for booking parking via your mobile application software, interactive voice recognition, and mobile web.</p>
5	Consortium / Sub-contracting submissions only – the response clearly identifies the roles and

	responsibilities of each organisation in the bidding model to address the above criteria.	
3.2	<p>Question: Back Office Interface, Reporting, and Monitoring Systems.</p> <p>Please describe how you will meet the requirements for interfacing with Parking Enforcement Requirements as outlined in the Specification, along with what back-office systems are in place to support your proposed solution, and the process for user acceptance testing, and training of relevant Authority and Eligible User staff that will occur.</p> <p>Your response will also need to include what management information would be available to the Authority, along with how you will ensure adherence to the KPIs listed within Schedule 7 of this Part C document, and what Service Credits you are proposing, using the table shown in Schedule 7 of this Part C document.</p> <p>For any consortium or sub-contracting arrangements, please ensure that ALL organisations that would work on this Concession Contract for, on behalf of, or with your organisation are clearly made reference to in every aspect of your answer to the question.</p> <p>Please note that your answer must be a MAXIMUM of 2175 words. Please use a separate word document to respond to each question. All responses must be clearly titled with the Applicant's company name, along with the number and title of the question they are responding to in each word document. Applicants must respond using no more words than the allocated word count per question. Please note that responses to this question must contain text only. Any information other than text within this response will be redacted and will not be evaluated.</p> <p>Any number of words exceeding the word count for this question will be redacted prior to evaluation and will not be evaluated. The format of redaction shall be as such that any words, pictures, charts, diagrams or information pertaining to the response for this question shall be redacted, once the word count is reached. Redaction shall apply from the word after the word count limit is reached through to the end of the response to this specific question.</p>	10%

This question will be scored out of 10 as per the Scoring Matrix, with a weighting of 10% out of 100% applied.

Quality Question 3.2 Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No.	Criteria
1	The response details what back-office system(s) will be in place to support the Applicant's proposed solution. The response must also state the expected efficiency of the system in updating parking sessions available to the Civil Enforcement Officer's (CEO) handheld computer, or mobile phone system enabled telephone, in real time. There must also be detail on how the system identifies the details of valid sessions, time remaining and expired session to a CEO, along with how audits can be carried out to verify when a CEO checked a session was in place.
2	The response details how the system adapts to different policy requirements at various locations and session types, including temporary parking arrangements throughout the county.
3	The response details the process for user acceptance testing, and training of relevant Authority and Eligible User staff that will occur.
4	<p>The response clearly details the management information, confirming what formats the information will be provided in, which is available to the Authority throughout the life of the Concession Contract.</p> <p>This must include, as a minimum;</p> <ul style="list-style-type: none"> • Parking transaction information. • Financial reporting. • Auditing capabilities with regards to CEO checks of the system.
5	The response must include how you will ensure adherence to the KPIs listed within Schedule 7 of this Part C document, and what Service Credits you are proposing, including a completed KPI and Service Credits table as shown in Schedule 7 of this Part C document within your response.
6	Consortium / Sub-contracting submissions only – the response clearly identifies role and responsibilities of

	<div data-bbox="316 197 1217 280" style="border: 2px solid red;"> each organisation in the bidding model to addressing the above criteria. </div>	

3.3

Question: Payment Processing

Please describe your ability to meet the Payment Processing requirements as outlined in Section 2 of Part B – Specification. Explain how Service User data is secured to meet data protection requirements and data security requirements.

For any consortium or sub-contracting arrangements, please ensure that ALL organisations that would work on this Concession Contract for, on behalf of, or with your organisation are clearly made reference to in every aspect of your answer to the question.

Please note that your answer must be a **MAXIMUM** of **1000** words. Please use a separate word document to respond to each question. All responses must be clearly titled with the Applicant's company name, along with the number and title of the question they are responding to in each word document. Applicants must respond using no more words than the allocated word count per question. Please note that responses to this question must contain text only. Any information other than text within this response will be redacted and will not be evaluated.

Any number of words exceeding the word count for this question will be redacted prior to evaluation and will not be evaluated. The format of redaction shall be as such that any words, pictures, charts, diagrams or information pertaining to the response for this question shall be redacted, once the word count is reached. Redaction shall apply from the word after the word count limit is reached through to the end of the response to this specific question.

This question will be scored out of 10 as per the Scoring Matrix, with a weighting of 10 out of 100% applied.

Quality Question 3.3 Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No.	Criteria
1	Your response should include confirmation of your PCI-DSS certification (or equivalent) Applicants are to note that a copy of the certification stated must be provided prior to any award of the Concession

10%

	Contract. Failure to do so may result in the potential Concessionaire not being awarded the Concession Contract.
2	Your response should include details of how you will securely and confidentially process the expected volume of transactions, including managing and temporary increases in parking session being booked across all proposed mediums.
3	Please detail the arrangements you will put in place with respect to banking and invoicing arrangements for the Authority and Eligible Users, including how transactions are reconciled.
4	Please clearly describe how you will adhere to the most current Data Protection and security legislation.
5	Consortium / Sub-contracting submissions only – the response clearly identifies role and responsibilities of each organisation in the bidding model to addressing the above criteria.

3.4	<p>Question: Implementation</p> <p>Explain how you will implement, market, advertise, and promote your system in the lead up to the Commencement Date, and throughout the life of the Concession Contract to all Service Users (current and new) in line with the outline provided in the section 2 of Part B – Specification. Please include an implementation plan within your response. Applicants are to note that the required implementation plan will be counted towards the overall word count.</p> <p>For any consortium or sub-contracting arrangements, please ensure that ALL organisations that would work on this contract for, on behalf of, or with your organisation are clearly made reference to in every aspect of your answer to the question.</p> <p>Please note that your answer must be a MAXIMUM of 2000 words. Please use a separate word document to respond to each question. All responses must be clearly titled with the Applicant’s company name, along with the number and title of the question they are responding to in each word document. Applicants must respond using no more words than the allocated word count per question. Please note that responses to this question must contain text only. Any information other than text within this response will be redacted and will not be evaluated.</p> <p>Any number of words exceeding the word count for this question will be redacted prior to evaluation and will not be evaluated. The format of redaction shall be as such that any words, pictures, charts, diagrams or information pertaining to the response for this question shall be redacted, once the word count is reached. Redaction shall apply from the word after the word count limit is reached through to the end of the response to this specific question.</p> <p>This question will be scored out of 10 as per the Scoring Matrix, with a weighting of 10% out of 100% applied.</p> <p><u>Quality Question 3.4 Criteria</u></p> <p>Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:</p> <table><tr><th>No.</th><th>Criteria</th></tr><tr><td>1</td><td>Your response clearly describes how you will implement your system in line with the Commencement Date, and how you will continue to</td></tr></table>	No.	Criteria	1	Your response clearly describes how you will implement your system in line with the Commencement Date, and how you will continue to	10%
No.	Criteria					
1	Your response clearly describes how you will implement your system in line with the Commencement Date, and how you will continue to					

	implement any updates or versions throughout the life of the contract.
2	Your response clearly describes how you will market, advertise, and promote your system throughout the life of the contract.
3	Your response clearly includes a detailed, achievable implementation plan.
4	Consortium / Sub-contracting submissions only – the response clearly identifies role and responsibilities of each organisation in the bidding model to addressing the above criteria.
Question:	

3.5	<p>Question: Mobile Application Software and Service Delivery</p> <p>Please detail the mobile application software (app) solution that is, or will be, in place by the commencement date of the contract, and how the app delivers all requirements stated in section 2, Part B – Specification.</p> <p>Please note that for this question only, visual aids and representations of information contained within your response shall be permitted, but shall be limited to screenshots of the mobile application software. Any other images shall be redacted. Words within permitted images shall not be counted towards the word count.</p> <p>***Applicants are to note that a demonstration of the full functionality of the mobile application software must be provided as part of the response to this question, and must be in video format. The demonstration must show the full process from Service User registration to confirmation of booking in real time. Demonstration must be provided for both iOS and Android.</p> <p>To clarify- for this question ONLY, a video file submitted outside of the Applicant's Word document containing their written response will be accepted and used for evaluation purposes. The video file will be used to confirm the functionality stated in the Applicant's written response to this question. The Applicant may be scored down if functionality claims are made within the written response, but are unable to be substantiated within the video file demonstrating the mobile application solution's functionality. There will be no further evaluation of the video file other than to corroborate the functionality stated within the Applicant's written response to this question. Failure to submit an video file as requested may result in disqualification from this tender***</p> <p>Should a score of 3 or less be awarded to an Applicant's response to this question, the Applicant's bid may be disqualified at the discretion of the Authority.</p> <p>For any consortium or sub-contracting arrangements, please ensure that ALL organisations that would work on this Concession Contract for, on behalf of, or with your organisation are clearly made reference to in every aspect of your answer to the question.</p> <p>Please note that your answer must be a MAXIMUM of 3000 words. Please use a separate word document to respond to</p>	40%
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each question. All responses must be clearly titled with the Applicant's company name, along with the number and title of the question they are responding to in each word document. Applicants must respond using no more words than the allocated word count per question.

Any number of words exceeding the word count for this question will be redacted prior to evaluation and will not be evaluated. The format of redaction shall be as such that any words, pictures, charts, diagrams or information pertaining to the response for this question shall be redacted, once the word count is reached. Redaction shall apply from the word after the word count limit is reached through to the end of the response to that specific question.

This question will be scored out of 10 as per the Scoring Matrix, with a weighting of 40% out of 100% applied.

Quality Question 3.5 Criteria

Your score will reflect the degree to which your organisation has clearly demonstrated that the evaluation criteria below have been met:

No.	Criteria
1	Your response clearly describes the mobile application solution that will be in place throughout the life of the contract, making specific reference to the resources and planning required to ensure the app solution is fully ready to perform the required Services by the Commencement Date.
2	Your response clearly demonstrates the full functionality of the app, and how this adheres to the requirements specified in section 2 of Part B – Specification. You must show all functionality from registration to confirmation of booking for both iOS and Android. Your video demonstration must be in real time.
3	Your response clearly describes the ongoing investment in resources that will ensure the app is kept up to date with software and compatibility updates, and confirms the backward compatibility for previous versions of both iOS and Android operating systems available to Service Users, along with confirmation of the minimum level of data the mobile application software will operate on (i.e. GPRS/E/3G)
4	Consortium / Sub-contracting submissions only – the response clearly identifies role and responsibilities of

	<div><div></div><div>each organisation in the bidding model to addressing the above criteria.</div></div> <div>Question:</div>	

4 Form of Tender

INCORPORATING COLLUSIVE TENDERING CERTIFICATE

To: Somerset County Council, County Hall, Taunton Somerset TA1 4DY

In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

Having examined the Competition Documents for the delivery of the prescribed Goods, Services or Works, we offer to carry out the said Goods, Services or Works in conformity, without qualification, therewith for the commercial arrangement as described in these Competition Documents.

We agree that the insertion by us of any conditions qualifying this Bid or any unauthorised alteration to any of the Competition Documents shall not be incorporated into the Concession Contract and may cause the Bid to be rejected.

We agree that this Bid shall remain open to be accepted or not by Somerset County Council (SCC) and shall not be withdrawn for a period of twelve (12) months from the deadline for the receipt of Bids.

Unless and until a formal Concession Contract is prepared and executed, the Bid together with your written acceptance thereof, shall not constitute a binding Concession Contract between us.

We understand you are not bound to accept the lowest Bid or any Bid you may receive, and you will not pay any expenses incurred by us in connection with the preparation and submission of this Bid.

We certify that this is a bona fide Bid, and that we have not fixed or adjusted the amount of the Bid by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done, and we undertake that we will not do at any time during the procurement process or future, Concession Contract award any of the following acts:

- Communicating to a person (other than the person calling for those Bids) the amount or approximate amount of the proposed Bid, except where the disclosure, in confidence, of the approximate amount of the Bid was necessary to obtain insurance premium quotations required for the preparation of the Bid; or
- Entering into any agreement or arrangement with any other person that he shall refrain from Bidding or as to the amount of any Bid to be submitted; or
- Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Bid or proposed Bid for the said work any act or thing of the sort described above.

- Canvassing or soliciting any Member, Officer or Employee of Somerset County Council in connection with the preparation, submission and evaluation of this Bid or award or proposed award of the Concession Contract and that to the best of our knowledge and belief, no person employed by us or acting on our behalf has done or will do such an act; or

We confirm that no person or persons who is a Councillor, Officer, Servant or Agent of SCC has any direct or indirect interest in, or connection with, us or this Tender.

We confirm that, prior to submitting our Bid, we have:

- carried out a thorough due diligence exercise in relation to the services the subject of these Competition Documents and have asked SCC all the questions we consider to be relevant for the purpose of establishing whether we are able to provide the said services in accordance with the terms of these Competition Documents;
- we have made our own enquiries as to the accuracy and adequacy of any information supplied to it by or on behalf of SCC, including professional advice on the implications of TUPE

We hereby certify that the information and statements provided in the Bid and this Form of Tender are true to the best of our knowledge and belief

Name*			
Signature*			
Position*			
Date			
Email			
Telephone No			

is duly authorised to sign this Bid and give such certificates for and on behalf of:

Organisation Name			
Address			
Town / City		Postcode	
Signature Date			

Please Note: A hard copy of this document with original signatures may be requested from Applicants at a later date.

* If the signatory is not the actual organisation, the capacity in which he/she signs or is employed.

To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule.

5 Certificate of Confidentiality

I _____ of _____ (*add in name of organisation*) hereby agree with the Authority on behalf of the organisation that I/we shall not at any time divulge or allow to be divulged to any person any confidential information, relating to information passed to me/us regarding this project.

We accept that these Competition Documents are supplied to us on condition that it is used in connection with the preparation of Bids and for no other purpose.

We acknowledge that the information contained in the Competition Documents is confidential and we will not without the Authority's prior written consent copy, reproduce, distribute or pass to any other party, other than as strictly required by our organisation in order to obtain appropriate professional advice or for the preparation of our Bid. Where information is disclosed in such circumstances then we shall only disclose it where an undertaking in the same terms, as this certificate regarding confidentiality is first obtained in writing from the receiving party.

Signatory Name	
Role in organisation	
Organisation name	
Signature	
Date	

To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule.

6 Commercially Sensitive Information

I declare that I wish the following information to be designated as Commercially Sensitive.

--

The reason(s) it is considered that this information should be exempt under Freedom of Information Act 2000 is:

--

7 Key Performance Indicators

The Concessionaire's System must be extremely reliable and robust and capable of handling an almost limitless number of transactions at any time. This ensures that users who have become reliant upon the System are not inconvenienced by being unable to use the System to purchase the parking session. It is not considered appropriate to expect users to purchase a pay and display ticket when the System is "down/unavailable".

Therefore, the Concessionaire is required to submit proposed Service Credits in order to ensure accurate, representative figures are contained within the Concession Contract.

KPI – Expectation	KPI – Minimum Threshold %	Service Credit Applicant to propose.	How is it measured
1. Customer telephone call answering response times	95% of calls within 10 seconds 99% of call within 20 seconds		Reported monthly via Performance Log
2. Accuracy of finance statements	100%		Reported monthly via Performance Log
3. Management Reports to be provided monthly by the 10 th of the month for the preceding month's activity	99%		Reported monthly via Performance Log
4. Parking charge receipts / monies. Transfer to the relevant Party for the preceding month's parking sessions, within five working days of the month end	100%		Reported monthly via Performance Log
5. System Downtime	0%		Reported monthly via Performance Log
6. Complaints referred to Authority or Eligible User's Contract Manager and upheld	Number of complaints – Maximum		Reported monthly via Performance Log

	number (1 per 50,000)		
7. PCI-DSS Attestation of Compliance or Report on Compliance signed by QSA	100%		Submitted annually to the Authority to provide assurance of continued PCI-DSS compliance

We hereby certify that the figures stated in this Schedule 7 are proportionate to the Services provided, and sustainable should the performance throughout the Concession Contract fall foul of the require Key Performance Indicators;

Name*	
Signature*	
Position*	
Date	
Email	
Telephone No	

is duly authorised to sign this schedule for and on behalf of:

Organisation Name			
Address			
Town / City		Postcode	
Signature Date			

* If the signatory is not the actual organisation, the capacity in which he/she signs or is employed.

To be completed and returned with Bid submission. Bids may be disqualified if they are not submitted with this completed schedule.