# Specification

The Council is seeking quotations from service providers to provide the following.

1. An enhanced cashless service that allows parking users to pay for parking at any on and off street location shown below using a mobile telephone or smart phone and a debit/credit card with a fully functional service that is accessible 24 hours per day, 7 days per week.
2. A self-serve virtual voucher system that enables customers to apply and pay for parking vouchers online. This will replace the existing resident visitor and hotel guest scratch cards used in CPZs. The voucher system must be capable of offering residents and hoteliers an alternative to the current physical solutions to obtain vouchers. Customers must have the ability to register for a virtual wallet online and top up their account by bank transfer or a payment card.
3. An enforcement system that will work with a GPRS enabled handheld device. The Council’s enforcement officers will require software licences and software installed to 12 devices provided by the Council.
4. A web based back office system.
5. A comprehensive set of management reports which can be drilled down by zone, voucher type, payments, etc.
6. First line support to customers and council staff 24 hours a day.
7. Shepway District Council branded machine stickers, sign overlays and flyers to promote the service.
8. Training on enforcement interface and web based back office.

**Cashless Parking Service.**

The following essential criteria for the must be met

1. Users must have the ability to pay for their parking once registered by

* Phone-User calls a local number (01303) on the sign, enters the location number and pays using a credit/debit card.
* SMS/text- User sends a text message with the location number
* Mobile Web/app
* Internet

1. Additional functionality for motorists

* Text confirmation when their parking starts
* Text reminders before their parking expires
* Email receipts
* Text reminders when their card details have expired

1. The service must be available on each day of the year, 24 hours a day.
2. A 24-hour 7-day technical helpdesk to resolve any queries arising from any aspect of the provision of the service.
3. The service must be provided to end-users with Shepway District Council’s brand identity.
4. An established, secure and reliable method for processing parking revenue that is generated through the service.
5. A back office system that provides information in easily understandable report format and should be capable of being configured to report sales/revenue in respective tariff bands by zone.
6. An enforcement system that will work with GPRS enabled devices with access to details of vouchers valid at the time of enforcement. The system must have an integrated enforcement interface with the council’s software provider, Spur Information Solutions.

**Self-Serve Virtual Parking Voucher Service**

Shepway District Council currently issues over 20,000 resident visitor and hotel guests vouchers annually. The council is seeking to replace the traditional paper voucher system with an online self-serve virtual voucher solution.

The following essential criteria for the must be met:

1. Hoteliers and residents must be able to apply for virtual parking vouchers and set up an account online.
2. Users must have the ability to pay through a secure online service and when their guests park the fee is debited from their account.
3. An established, secure and reliable method for processing parking revenue that is generated through the service.
4. Users must have the ability to top-up their accounts using apps, voice recognition or online.
5. Automatic verification of residents addresses using an online gazetteer/electoral role register.
6. The service must be available on each day of the year, 24 hours a day.
7. A 24 by 7 technical helpdesk to resolve any queries arising from any aspect of the provision of the service.
8. An enforcement system that will work with GPRS enabled devices with access to details of vouchers valid at the time of enforcement. The system must have an integrated enforcement interface with the council’s software provider, Spur Information Solutions.
9. A back office system that provides information in easily understandable report format and should be capable of being configured to report sales/revenue in respective tariff bands.

**Car Park Locations**

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| **Car Park** | **No. of Spaces** | **Address** |
| Lower Sandgate Road West\* | 70 | Lower Sandgate Road, Coastal Park CT20 2JP |
| Foresters Way | 27 | Foresters Way, Folkestone, Kent CT20 1BU |
| Tram Road | 66 | Harbour Street, Folkestone, Kent CT20 1QN |
| Harbourside | 10 | Harbour Street, Folkestone, Kent CT20 1QN |
| Upper Payers | 47 | Payers Park, Folkestone, Kent CT20 1EZ |
| Shellons Street | 64 | St Eanswythe Way, Folkestone, Kent CT20 1BP |
| Pleydell Gardens | 41 | Pleydell Gardens, Folkestone, Kent CT20 2DN |
| Sandgate Road | 176 | Sandgate Road, Folkestone, Kent CT20 2EE |
| Mount Street | 80 | Mount Street, Hythe, Kent CT21 5NT |
| Military Road | 47 | Military Road, Hythe, Kent CT21 5DD |
| The Paddocks | 21 | Prospect Road, Hythe, Kent CT21 5NH |
| Battery Point | 27 | Princes Parade Hythe CT21 5TP |
| Sea Point | 33 | Princes Parade , Sea Point, Hythe CT21 5RL |
| Twiss Fort | 20 | Princes Parade Hythe CT21 6AE |
| Castle Road | 40 | Martello Terrace Sandgate CT20 2AQ |
| West Street | 30 | West Street, New Romney, Kent TN2 8DJ |
| Church Road | 36 | Church Road, New Romney, Kent TN28 8EP |
| Greatstone | 165 | The Parade, Greatstone, Romney Marsh, Kent TN28 |
| Coast Drive\* | 100 | Coast Drive, Greatstone, New Romney, Kent TN28 8NR |
| High Knocke\* | 400 | Off A259, Dymchurch Road, Dymchurch TN29 0QD |
| Martello**\*\*** | 140 | Dymchurch Road, Dymchurch Romney Marsh TN29 0PX |
| Dymchurch Central | 139 | Orgarswick Avenue, Dymchurch, Kent, TN29 0NL |

**On-Street Parking Locations**

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| **Town Centre and The Bayle** | **Seafront and The Stade** |
| **Zone A1 – Folkestone Town Centre**   * Clifton Gardens * Langhorne Gardens * The Leas | **Zone C1 – Seafront**   * Lower Sandgate Road * Marine Parade * Harbour Approach Road * Harbour Street |
| **Zone A2 – The Bayle**   * The Bayle * The Parade * Bayle Street |  |