Response to E1 - Capability Matrix - The Council intends to select three clients at random to verify the information provided

Bidder Name:

Please list UK clients		Total Number of Transactions			Method of booking by each method during 2019/20					Emmision based charging			variable charging in place (e.g. arrivals after 10am or after 3pm different hourly rate or a fixed price.		Number of times system outage occurred in the last 12 months preventing booking via				Number of promotional campaigns carried out during last 12 months	Number of customer complaints during last 12 months
Name of Client/Council	Contact name and email	2019/2020	2018/2019	2017/2018	Website	SMS text	Mobile web	App	IVR	Not currently available at any location	in place (more than 6 months)	recently implemented	In operation	Client does not offer	App	Text	IVR	customer service centre		