APPENDIX A - SPECIFICATION FOR THE SUPPLY OF CASHLESS PARKING PAYMENT SERVICES (MULTI-VENDOR) AND AN EPERMIT SOLUTION

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1. Introduction and Background

1.1. Bournemouth Christchurch and Poole Council (the "Council") are looking for Service Providers to provide the following:

- Lot 1 – A multi-vendor cashless parking payment service, where the Council may award to multiple providers which may include the provision of an alternative cash solution.

- Lot 2 – A provider to supply and manage a cashless E-permit solution.

1.2. The Council intends to appoint up to five providers to the multi - vendor contract (Lot 1).

1.3. The Council will award Lot 2 as a separate evaluation to a single provider who was already successful in being awarded onto Lot 1.

1.4. Suppliers will have evidenced and demonstrated that they have the capability and capacity to manage expected transaction volumes to deliver a customer focussed and reliable service.

1.5. Suppliers applying for Lot 2 will have evidenced and demonstrated that they have a flexible and adaptable E-permit solution and that they are able to meet the future aspirations for the service within the BCP Council area.

1.6. Cashless parking is a familiar option to a proportion of motorists. It is considered that with the increased use of 'Apps' the number of people using this service will continue to grow.

1.7. The Council has seen an increase in the use of the Cashless Parking Service since it was introduced in the Bournemouth, Christchurch and Poole area from 2006 onwards. The Council recognises the benefits of the use of the Cashless Parking Service and wishes to look to the advancement in technology to further improve the service to customers.

1.8. Bournemouth Christchurch and Poole Council is the 12th largest conurbation in the country with a high residential population, many commuters travelling to work in the area and it is also a popular tourist destination. The car parks in the conurbation therefore have a variety of primary use and charges are also made for on street parking.

1.9. The Council is also seeking to become carbon neutral by 2030 and providers will be expected to help the Council achieve this throughout the term of the contract.

1.10. The Council is looking for Service Providers to provide and extend the existing cashless parking service, to pay on exit, pre-book, automatic number plate recognition (ANPR) locations and to deliver E-permit solutions.

1.11. Service providers will also be expected to work with the Council on the development and introduction of a data aggregation app to link to a Travel Planning App. The aggregation of Council parking data will enable data analytics to be automated for management purposes and enable people to plan their travel via links to the Travel Planning App.

1.12. Where this document talks of the Service Provider in the singular this applies equally to all Service Providers appointed to the multi-vendor contract.

2. Scope

2.1. Bournemouth, Christchurch and Poole Council are looking for Service Providers to provide a cashless parking payment service and a Service Provider to provide and manage a cashless E-permit solution.

2.2. The length of the Contract will be an initial term of three years (subject to Council's terms and conditions). There will also be the option to extend the Contract annually for a further two years following the initial three-year term. Therefore, if all extensions were taken, the full length of the Contract would be five years.

2.3. Six months prior to the end of the initial three-year term of the Contract, the Council will confirm whether the option to extend will be used for the first annual extension. Six months prior to the end of the second-year extension, the Council will confirm whether the option to extend will be used for the final second annual extension.

2.4. The anticipated start date of the Contract is 1st April 2021. The supplier will be required to have the system implemented and running before this date.

2.5. The approximate Lot 1 value of a 5-year Contract is £1.3m (excluding VAT) across all estimated transactions. This figure is an estimate and given as guidance only and will not be binding upon the Council. No guarantee is given that this value of business will be generated during the period of the Contract and the Council will have no liability to the Service Provider if the actual value differs from the approximate value given. These figures are based on the current usage of the Cashless Parking Service. Please refer to Appendix B1 for statistics on the use of the current service.

2.6. The below table shows the estimated annual transaction figures:

Area	Estimated Transactions	Parking Gross	Service Provider Gross
Poole	238,355	£ 737,062.29	£ 30,082.57
Christchurch	245,968	£ 674,277.90	£ 79,287.80
Bournemouth	945,434	£4,178,771.76	£157,561.53
BCP Estimate	**1,429,757**	**£5,590,111.95**	**£266,931.90**

2.7. Lot 2 relates to the provision of E-permit facilities, where permits are available, which may include but not be limited to, the facility to enable residents and visitors to apply for permits in

residential parking areas and in car parks, business premises to manage corporate accounts and also staff permit parking. See Appendix B2 for permit details for the financial year April 2019 - March 2020.

2.8. BCP Council is currently in the process of establishing a central office hub and satellite sites from which staff will be able to work and following of the formation of BCP Council and Covid-19 is currently reviewing working practices and the associated management of staff parking. Where this document refers to staff parking it is the intention that when BCP Council wishes to introduce this service it will carry out a further evaluation exercise of the Lot 2 bidders to award this element of the contract to a service provider.

2.9. The Service Provider must be committed to working with the Council to maximise the benefits of innovative parking solutions and be able to demonstrate how these would support longer term policy decisions, support town centre economy, and benefit residents, visitors and businesses.

2.10. The Council continually reviews parking provision and Service Providers should note that parking spaces may be increased or decreased during the term of the Contract.

3. General Requirements

3.1. The Council seeks to reduce cash collection costs through the long-term plan to remove cash payment facilities in car parks and reduce the number of payment machines in on street locations. It is recognised that some customers still prefer to pay by cash and the Council requires a Service Provider to be able to offer an option of an alternative cash solution and be able to demonstrate the coverage of this facility within the Council boundary.

3.2. Future changes to legislation and deployment of ANPR enforcement mean that the Service Provider may be required to work with the Council and other information holders/suppliers (Pay and Display machines, pay on foot machines, permit databases etc) to establish a central database of information to support this activity.

3.3. Service Providers will be required to use a common set of location codes, which are to be agreed post award.

3.4. The Service Provider is required to work with the Council to encourage increased use of the system through minimising the cost to the motorist. The Council may seek to absorb some or the entire Transaction Fee thus making the service more attractive to the motorist to increase use. (The motorist would remain liable for any optional charges associated with confirmation and reminder notifications).

3.5. The Service Provider will be prepared to participate and invest at the commencement and during the life of the contract in promotional campaigns to increase the use of the Cashless Parking Service within the Council’s car parks and on-street parking locations.

3.6. The Service Provider will ensure the service is provided at no cost to the Council except where the Council has stated it wishes to pay a specified cost. The services required to be delivered at no cost to the Council are:

a) all initial set up costs to the Council including as a minimum:

- provision/erection of signs;
- set up of zones;
- configuration and testing of all existing parking tariffs;
- provision of a national telephone number;
- training on the use of the system and any other training that may be required of the Council's staff for the current or future services provided by the Supplier;
- publicity launch campaign;
- integration with Council enforcement systems and handheld enforcement devices, currently Imperial Civil Enforcement Solutions (ICES);
- online reporting, management and enforcement information.

b) on-going costs associated with changing parking tariffs during the term of the contract;

c) costs associated with additional or introduction of variable parking tariffs and emission-based charging tariffs;

d) maintenance and replacement of signs, which will be arranged by the Council and charged to the Service Providers under a multi-vendor arrangement, split equally between each Service Provider;

e) on-going 24/7 helpdesk support;

f) work with the Council on aggregating parking data and the creation, delivery and implementation of a travel app;

g) see also section 4 regarding detailed responsibilities specifically relating to a multi-vendor contract.

4. Multi-Vendor Operation Requirements – Lot 1

4.1. The Council may, in respect of Lot 1, award up to 5 of the best scoring Service Providers to deliver a multi-vendor cashless parking service throughout the BCP Council area.

4.2. The Service Provider must be able to demonstrate for Lot 1 that it has the capacity to support an estimated transaction volume in excess of 1.5 million transactions per year and to enable a swift uptake of the service. The Council anticipates continued growth in the use of the Services during the life of the Contract but is unable to guarantee numbers of transactions due to potential change in consumer behaviour or amendments to Council car parks.

4.3. The Council may choose to absorb the transaction cost if the tendered price is at a level at which the Council feels it is reasonable for it to do so and that in doing so it will encourage use of the service thus delivering savings in other areas.

4.4. The maximum total area available for a machine sticker is an estimated 15cm wide by 50cm high. BCP Council has a mixture of Flowbird, IPS, Metric Sprite, Accent, Aura and Elite pay and display machines. It is proposed to place a single sticker on one side of each machine. In addition, a sign will be placed on a pole as part of the tariff board showing all Service Providers offering the cashless parking service.

4.5. Each supplier to whom a contract is awarded will be advised of the maximum dimensions for their company's information and will be invited to submit a design for incorporation within the sticker.

4.6. The content of the sticker will display the Council logo and zone number and sections for Service Provider information to include:

- Logo
- Telephone number
- Charges, including optional charges the customer will pay to use the service
- Website
- Ways people can use the service
- Payment methods available to customer

4.7. The order in which the supplier's information is displayed on the sign will be ranked based on the descending order of the tender scores with the highest overall scoring supplier being placed at the top.

4.8. The Council will authorise the Service Providers design of each sign. The Council will arrange for the printing and erection of the notices and will invoice Service Providers proportionally (based on the number of Service Providers) for the cost of printing and erection. The Council may choose one of the sign providers used by one of the successful Service Providers to manufacture and supply the required signs.

4.9. The ongoing maintenance of the signs, or printing of new signs for any new location, will be the responsibility of the Council and at the cost of the Service Providers. Following annual inspections, the Council will arrange to print new stickers and the cost of the new stickers will be invoiced equally between the Service Providers.

4.10. Each Service Provider will be permitted to carry out separate marketing and promotional campaigns throughout the contract period with prior agreement of the Council. Any marketing material will require the prior approval of the Council.

4.11. The Council may decide to take up the option of offering period parking or E-permits through the cashless parking service. It is hoped that the allocation of this work will be to a single supplier whose system is flexible and adaptable to be able to meet the terms and conditions of use of the Council's permits (see appendix B2) and delivers a customer focussed application to apply, renew and pay for parking sessions. The Council reserves the right to allocate to a different Service Provider if the main Service Provider is not able to manage all different permit type terms and conditions.

5. Service Outcomes Requirements

5.1. The Service Provider will be responsible for:

a) providing Services that will enable parking users to pay for parking at any on-street and off-street Parking Location using a mobile telephone and a debit/credit card, Apple Pay and

Google Pay. Please note this is to include payment methods by phone, Mobile Apps and Website and any further future developments in payment methods;

b) maintaining fully functional services that are accessible twenty-four (24) hours per day, seven (7) days per week;

c) providing the Services at the off-street and on-street locations listed in Appendix B2 and at any other locations notified to the Service Provider by the Council during the course of the Contract;

d) ensuring that parking tariffs for the Services comply with the tariffs set out in any of the relevant Council Off and On Street Parking Consolidation Orders and any subsequent variations;

e) providing a Customer Service Helpline that is accessible twenty-four (24) hours per day, seven (7) days per week which is capable of registering a parking user's details, establishing parking sessions and taking payment, via an automated or via a personal interface at no cost to the parking user or the Council;

f) providing facilities to register a parking user's details and for parking users to be able to optionally set up an account with the Service Provider at the point of parking, via mobile phone or via an internet-based pre-registration facility which is accessible twenty-four (24) hours per day, seven (7) days per week;

g) providing a Technical Support Team with a dedicated Council support telephone number as part of the Services and to respond to enquiries from the Council within a specified timeframe under the Contract;

h) providing suitably trained employees to staff the Customer Service Helpline and the Technical Support Help Desk and to manage / deliver all aspects of the Contract;

i) dealing with complaints in an agreed timely manner;

j) providing regular performance reports and other information required within a specified timeframe under the Contract;

k) ensuring all parking payments received in respect of BCP Council's parking facilities are paid into the Council's bank or merchant account (as specified by the Council) within twenty-four (24) hours;

l) providing a single ordinary geographic telephone number to cover the whole of the area under the Contract, charged at local rate and on a network demonstrating the most complete coverage of the area;

m) providing the Services for the duration of the Contract, which will be three years (subject to the terms and conditions in the Contract) and for the duration of any extension thereto and for the duration of the Contract.

5.2. The Council's future parking policies may include the requirement to offer cashless parking services at pay on exit car parks, to offer the facility to pre-book, to utilise ANPR and to compliment and/or extend the Mobile Phone Telephone Payment Solution by offering parking users an E-permit facility. In addition, this may involve considering reducing the number of pay and display machines. The Service Provider must be able to demonstrate how it will work with the Council to develop innovative solutions to bring benefits and opportunities to residents, visitors and businesses.

5.3. The Council is keen to use smart city technologies to improve travel planning throughout the conurbation. This will include the aggregating of data from various manufacturers systems (pay and display, pay on foot, cashless parking, permit systems) into a single app for reconciliation, analysis, data intelligence modelling and ultimately a Travel App for journey planning. The Service Provider will work with the Council to help to achieve these aims.

5.4. The Service Provider will deliver the services at no initial or ongoing cost to the Council except where the Council has stated in writing that it wishes to pay a specified cost.

6. Customer Interface Requirements

6.1. Required Outcomes:

6.1.1. The Service Provider will be required to provide:

a) a sufficient number of suitably trained staff, and;

b) a parking payment service to the highest quality standard.

6.1.2. The ability to allow customers to park and pay using the system immediately upon parking via their mobile device (automated or via a mobile phone app) with the option of becoming a registered user of the provider's system.

6.1.3. The system must support all major browsers including Internet Explorer, Google Chrome and Edge.

6.1.4. Telephone support to customers who experience difficulties using the system and access to customers who want to complain about the services received.

6.1.5. Subject to the terms of the Agreement and applicable laws, including but not limited to the General Data Protection Regulation (GDPR) Data Protection Acts, the Freedom of Information Act 2000 and any amendments to those Acts, the complete records of any and all information and data collected by the Service Provider from Customers. The Service Provider will obtain and process such information only in accordance with applicable laws, including the Data Protection Acts, the Freedom of Information Act and any amendments to those Acts, and will not under any circumstances release or otherwise disclose any such information to any third parties other than those expressly approved by the Council.

6.1.6. The Council as required throughout the contract Period, such information as the Council's internal and external auditors may reasonably request regarding compliance by the Service Provider with applicable laws and with its own privacy policy. Any proposed changes to the Service Provider's privacy policy that affect the Service pursuant to the Contract shall be subject to the prior written consent of the Council, such consent not to be unreasonably withheld, conditioned or delayed

6.2. Service Delivery Output:

6.2.1. Registration **-** The Service Provide will be required to ensure that:

a) first time parking users can pay for a parking session by mobile telephone or other mobile device promptly on arrival at a parking space;

b) alternatively, first time parking users can register in advance via Mobile Apps, the internet, using a mobile telephone or using a landline telephone;

c) the system used enables parking users to register the details necessary to use the Services by a variety of methods which are quick and simple to understand, which will be easy to operate and will function correctly using any and all mobile telephone enabled devices;

d) parking users are directed to the Customer Service Helpline if they are experiencing any difficulties with the registration process;

e) the System used enables business accounts to be registered so that organisations can manage employee parking (multiple vehicles) by a single account if desired;

f) unless the parking session is of a type the Council has agreed to pay all or part of the transaction fee, parking users are charged a transaction fee (inclusive of VAT) for a successful booking of a parking session;

g) the System is capable of being used for car clubs, company vehicles, and hire cars;

h) parking users are given the option to receive a reminder text at a maximum cost of 10p (which service charge will be paid in full to the Service Provider monthly in arrears as set out in the Contract);

i) parking users are given the option to receive a free text receipt confirming successful booking of a parking session;

j) parking users are given the option to be informed at least 10 minutes before the expiry of their pre-paid parking session that the period is about to expire by way of text message at a maximum cost of 10p (which service charge will be paid in full to the Service Provider monthly in arrears as set out in the Contract);

k) no increase in charges to the parking user or changes to the option of opting in or out of a service will be applicable without prior written consent of the Council under the Contract;

6.2.2. Parking Transactions - The Service Provide will be required to ensure that:

a) parking users can establish a parking session (in one or more periods of time) for a total period that may be quantified in minutes, hours, days, weeks or months but not more than the Maximum Stay for the location where they wish to park;

b) parking sessions can be established without the need to interact with a ticket machine and without the need to display anything in the vehicle for enforcement purposes;

c) parking sessions can be established by mobile web, App using Apple iOS, Windows or Android technology or by SMS Text Message service, Interactive Voice Response (IVR) system, via any mobile telephone or a landline telephone;

d) parking users are directed to the Customer Service Helpline if they are experiencing any difficulties with the payment process or establishing a parking session;

e) customers cannot purchase time beyond the end of the period of Chargeable Hours during which the Transaction is made;

f) if a customer attempts to pay for parking outside Chargeable Hours, they are informed of the Chargeable period and, if payment is made during this period, that the Parking Session commences at the beginning of that period;

g) parking transactions are charged at the parking tariff specified in the Contract (together with any service charges agreed by the Council) applicable at the time of parking and as notified to the Service Provider by the Council from time to time;

h) where emission-based charging is in place the system applies the current tariff for the emission category of that vehicle by performing a DVLA lookup on the first occasion a session is booked for that vehicle;

i) there will be no service charge for paying by SMS Text message;

j) where a session is extended, the tariff periods shall be aggregated, and the tariff charged will be that applicable as if it had been a single parking session subject to any maximum stay or No-Return Period applicable at that location;

k) if a Parking Session has extended to the maximum period at that parking place a further session cannot be purchased for that Parking Place until the expiry of the No-Return Period. The customer will receive a message explaining this;

l) parking users can register to park an alternative vehicle, change their text settings and other account details using the various methods outlined in 6.2.2c;

m) where a user has changed their vehicle registration number, there must be a full audit trail of any changes available to the Council when required.

6.2.3. Transaction Data - The Service Provider will ensure that the System captures the following information for each parking transaction:

a) Parking Location number
b) Vehicle Registration Number
c) Type of vehicle e.g. car, motorcycle, etc (in the case of specific vehicle type tariffs)
d) Emission classification of vehicle (on first occasion)
e) Colour of vehicle
f) Time transaction confirmed
g) Start time of parking session
h) Duration of parking session
i) End time of parking session
j) Card Security Code
k) Parking charge levied in GBP

l) Service charge(s) levied in GBP
m) Transaction method channel

6.2.4. Extending Parking Time - The Service Provider is required to ensure that the System:

a) provides the option for parking users to extend their current parking session up to the maximum permitted stay for the relevant Parking Location;

b) allows the parking session to be extended as set out in a) at any time during the current parking session by SMS Text Message service or mobile web, App, via a mobile telephone, a landline telephone, an SMS enabled landline and desktop SMS message or use the IVR system;

c) applies the correct charge for the additional parking period in accordance with the Council's parking tariff set out in the Contract applicable at the time and as notified to the Service Provider by the Council from time to time and in accordance with the agreed level of parking charge.

d) allows multiple parking sessions purchased concurrently within a specified period of the previous session ending will be charged as if a single transaction had been purchased as per the tariffs at that parking place;

6.2.5. Customer Reminder - The Service Provider will ensure that the System provides the option for parking users to receive a reminder message by SMS Text Message 10 minutes before the expiry of their current parking session.

6.2.6. Payment Confirmation - The Service Provider will ensure that the System provides the option for parking users to receive payment confirmation by SMS text message. A payment confirmation will be sent automatically free of charge to all parking users making payment via SMS Text Message.

6.2.7. Customer Parking Receipt - The Service Provider will be required to ensure that:

a) where the parking user has provided an email address, its system automatically sends a receipt at the end of the parking session, to the parking user by email providing the following details of the parking transaction:

- The Council's name
- Parking Location
- Vehicle Registration Number
- Start time of parking session
- Duration of parking session
- End time of parking session
- Charge made for parking in GBP
- Charge made for using the service in GBP
- Charge made for any optional services received in GBP
- Total charge in GBP

- VAT details where applicable

b) VAT receipts must be available to parking users via the Service Provider's website and be free of charge to the parking user

7. Interface with Parking Enforcement Requirements

7.1. Required Outcomes

7.1.1. The Service Provider will be required to provide an Enforcement Interface:

a) that is easy to use;

b) that's a proven and reliable interface available on all industry standard enforcement devices including mobile phones, smartphones and tablets.

c) provides complete, accurate and real time data to enable the Council's Civil Enforcement Officers to carry out enforcement and for monitoring purposes;

d) is compliant with current legislative requirements and guidance and that will be amended to comply with future legislative changes and guidance at no cost to the Council;

e) can adapt to the different parking policy requirements of the Council, which may include:

- observation times prior to the issue of a Penalty Charge Notice
- Maximum permitted stay
- Meter Feeding
- No return policy within specified times
- Variable tariffs
- Emission charging

7.2. Service Delivery Output

7.2.1. Record of Parking Transactions - The Service Provider will:

a) maintain and make available a facility, the "Enforcement Interface", that provides a rapid and simple means for Civil Enforcement Officers, using the Council's or Enforcement System Provider's 3g/4g/5g enabled handheld devices, to identify all vehicles (by Parking Location and/or by Vehicle Registration Number) for which there is a current parking session active or has been so at no cost to the Council or Enforcement System Provider;

b) ensure that details of new parking transactions are available for reference on the Enforcement Interface within five (5) seconds of the transaction being confirmed (details will include the Parking Location (which will be the full street/car park name), Vehicle Registration Number, the time the parking transaction started, the time the parking transaction will end and any specific tariff type information);

c) ensure that details of sessions due to expire within 1 hour are clearly identified and expired parking transactions remain listed on the Enforcement Interface, clearly differentiated as expired transactions, for a minimum period of one (1) hour (or other defined period advised by the Council) The details will include the Parking Location, (which will be the full street/car park name) Vehicle Registration Number, the time the parking transaction ended and any specific tariff type information;

d) ensure that when a parking user has requested a tariff specific to a certain vehicle type or a special tariff rate this is clearly shown on the Enforcement Interface;

e) ensure that the Enforcement Interface provides real time data;

f) ensure that the Enforcement Interface can be searched by Parking Location and/or by Vehicle Registration Number;

g) make the information specified in 6.2.3 available via the internet subject to restricted access but such that the information is accessible using a standard web enabled mobile telephone;

h) provide the facility to integrate the Enforcement Interface with any handheld units used to issue Penalty Charge Notices by the Council or a Council Service Provider. The current BCP Council supplier is Imperial Civil Enforcement Solutions (ICES);

i) work with the Council's parking enforcement software provider to integrate the Enforcement Interface with any replacement handheld units introduced by the Council or the Council's contractors to issue Penalty Charge Notices. Integration in this case to be completed and operational within two (2) months of notice being given of the change and provided at no cost to the Council.

j) provide an open Application Programming Interface (API) to the Enforcement Interface, any future Data Aggregation App, Travel Planning App or to enable the use of any Automatic Number Plate Recognition (ANPR) system that may be required in the future.

8. Customer Support Requirements

8.1. Required Outcomes - The Service Provider will ensure the provision of:

a) an accessible customer support facility that is responsive to the needs of parking users;

b) a sufficient number of suitably experienced staff to manage and deliver the services ensuring prompt, courteous and competent provision at all times.

8.2. Service Delivery Output

8.2.1. Customer Service Helpline - The Service Provider will ensure that it provides the first line support and will have sufficient resources to meet this requirement. Parking users who are experiencing difficulties registering or booking a session must be transferred to Customer Service Advisers who are to be provided by the Service Provider at its own cost.

8.2.2. The Service Provider will ensure that:

a) a Customer Service Helpline facility is available twenty-four (24) hours per day, seven (7) days per week either by a personal interface between at a minimum 7am and 6pm or automated interface outside these hours at no cost to the parking user or Council;

b) parking users using the IVR service are transferred to the Customer Service Helpline in circumstances when the System detects that requested data is not being given or the System does not recognise the data that has been given;

c) if a queuing system is to be used, parking users will be kept informed of progress towards the front of the queue;

d) Customer Service Advisers can register parking users' details to enable them to use the Services;

e) Customer Service Advisers can establish a parking session for a parking user if required, including taking payments for parking in compliance with 10.2;

f) Customer Service Advisers can explain how to use the Services, what service options are available and how to manage customer personal details;

g) the Customer Service Helpline facility gives all spoken information and instructions in clear, well defined and easy to understand English language, which is clearly enunciated;

h) Customer Service Helpline facilitates the needs of all customers including those who may be deemed vulnerable through any of the protected characteristics as set out in the Equalities Act 2010 as amended.

9. Payment Processing Requirements

9.1. Required Outcomes - The Service Provider will be required to provide:

a) prompt and efficient payment processing arrangements;

b) a payment processing service that always complies with the financial requirements of BCP Council, its bank and merchant contractor;

c) transfer of funds to BCP Council's bank account daily.

9.2. Service Delivery Output

9.2.1. Parking Transactions - The Service Provider will be required to ensure that:

a) payment for parking can be made using all major debit/credit cards issued in the United Kingdom which are accepted by the Council's merchant contractor;

b) that tariffs are thoroughly checked prior to introduction to ensure that the correct tariff together with applicable service charges are applied in respect of every parking transaction;

c) all payments are pre-authorised and taken at the commencement of the parking session and that a parking session does not commence unless a payment has been taken (only when the gateway or acquirer is unable for some reason to authorise transactions should the System switch from a pre-paid to a post-paid process);

d) the Council is informed immediately of any problems that prevent payments being taken at the commencement of the Parking Session;

e) in the case of every transaction there is a transparent and robust audit trail such that the Council can by reference to management reports and, if necessary, any further information (as detailed in Management Information Section 12) provided by the Service Provider within twenty four (24) hours of being requested, answer complaints made by the public or query from an Ombudsman or defend any appeals placed before the Traffic Penalty Tribunal;

f) debit/credit card numbers captured by the System/Service Provider are held in an encrypted form and are transmitted internally by secure mediums at all times;

g) a parking transaction is not authorised unless the Card Security Code is captured;

h) the capture of data and the process followed always complies with the requirements of the Council's Merchant contractor and all financial industry regulations and codes of practice;

i) the data captured and submitted to the Council's Merchant contractor will be as follows:
    - Merchant ID number/Reference;
    - date of transaction;
    - date of parking; and
    - value of transaction in GBP.

j) if the data capture requirements of the Council's Merchant contractor changes during the Contract term, any changes will be implemented within four (4) weeks of being notified;

k) Refunds in respect of charging errors only of up to £20 are investigated and authorised by the Service Provider with a detailed record, including full reasons for refund, being sent to the Council's Authorised Officer at the time that the refund is agreed and that refunds will be credited within twenty-four (24) hours of request;

l) refunds of £20.01 or more are only made after being authorised by the Council and that refunds will be credited within twenty-four (24) hours of receiving authorisation;

m) refunds of any amount are made to the debit/credit cards used in the relevant Transaction unless it is not possible to do so;

n) the Council is indemnified against any loss of income arising from debit/credit card charge backs (i.e. where the customer seeks reimbursement from their card supplier by claiming they did not authorise the payment);

9.2.2. Accreditation - The Service Provider will:

a) hold Payment Card Industry Data Security Standard ("PCI-DSS") accreditation as it applies in the United Kingdom, and will at all times apply the principles and accompanying requirements of the standard to Level 1, Level 2 or Level 3 standard as befits its scale as a transaction handling organisation. The level of accreditation must be declared; and

b) ensure that any component service which requires a financial transaction using a payment card can be demonstrated to be compliant with the requirements of the Payment Card Industry's Data Security Standard.

9.2.3. Finance

a) payments made by parking users will be paid gross (meaning the full payment made by each parking user without deduction of any costs, expenses or taxes) daily into the Council's nominated bank or merchant account as applicable. Such bank or merchant accounts will be set up in accordance with proposals made by the Service Provider for achieving this and which have been approved by the Council. Any credits to the Council's nominated bank or merchant accounts must be made quoting the Service Provider's name/reference clearly within the details field and must be confirmed by email to specified person(s) within the Council's organisation. Any credits due must be received by the Council on the day they fall due. The Council may choose to use the suppliers Merchant Account provider if this offers better value, but the Council reserves the right to choose which service it may use and expects the supplier to coordinate with the Council around this decision.

b) Invoices must be submitted electronically through the Council's Purchase to Pay system monthly in arrears and be laid out to enable swift reconciliation by reference to reports available as part of the management reporting facility. Any omissions on submitted invoices not brought to the Council's attention within three months of the original invoice being submitted will not be accepted.

c) The Service Provider will be paid on a monthly basis in arrears. Payment will be made by BCP Council within 30 (thirty) days of the date of receipt of the Service Provider's valid and undisputed invoice to the Council. If the Service Provider is registered for VAT, the invoice must be a valid VAT invoice.

d) The Service Provider will ensure that correct processes and procedures are in place to meet with the UK Payment Card Industry requirements regarding the processing of credit and debit card transactions.

e) In respect of debit/credit card payments, the Service Provider will ensure that the system accepts payment from major debit and credit cards and also Apple and Google Pay. The parking user's card and payment details are stored within its own organisation or by a fully managed service from an appropriate authorised sub-contractor. If the latter, the Service Provider must specify the sub-contractor it intends to use, and such use will be subject to the Council's prior approval and consent.

9.2.4. Fraud - The Service Provider's System will provide for the detection, and monitoring, of fraudulent activities carried out on a parking user's records and service systems and inform the Council of such instances.

10. Service Delivery Requirements

10.1. Required Outcomes - The Service Provider will be required to provide:

a) a Mobile Parking Payment Service that is managed professionally to the required standards;

b) a state-of-the-art service and where the Service Provider makes technological or service delivery improvements in the System these will be included in the Services provided to the Council as standard at no extra cost to the Council; and

c) tariff upgrades at no additional cost to the Council and ensures that they apply correctly with the Council's On and Off Street Traffic Regulation Orders. Such upgrades are to be thoroughly checked prior to being implemented and actioned automatically within the Service Provider's system without intervention from the Council.

10.2. Service Delivery Output

10.2.1. Parking Locations - The Service Provider will:

a) in preference be able to offer a variety of methods to enable the customer to register and book sessions;

b) provide Apple iOS, Android and Windows Phone Apps. Preference will be given to Service Providers able to offer a user-friendly App that is available on Apple iOS, Android and Windows Phone operating systems and can demonstrate the resilience and flexibility of the System in the Services it delivers. This recognises customers increasing preference to use this method to register and book sessions; and

c) allocate to each of the Council's car parks and to each street where on-street parking is permitted a unique Parking Location number. Where a street which has parking bays extends inside the boundaries of more than one of the Council's on-street parking zones, a separate unique Parking Location number will be allocated to that street in respect of each of the respective parking zones;

d) provide using current location codes where possible, unique location codes to facilitate a multi-vendor service ensuring that the codes are not already used by other Service Providers.

10.2.2. Mobile Apps - The Service Provider will provide password protected Apple iOS, Android and Windows phone mobile apps which:

a) enable twenty-four (24) hours per day, seven (7) days per week registration to use the Services and to establish parking sessions;

b) enable parking users to register and book in advance;

c) offer the facility to view other locations nearby;

d) carry out searches to find a location;

e) enable the user to access and recall frequently used locations;

f) enable parking users to view and manage their parking session, vehicle details and account settings and change vehicle registration details within allowed parameters;

g) enable corporate customers/businesses to manage parking for multiple vehicles;

h) enable parking users to only access their own transaction information; and

i) offer a secure service which is compliant/exceeds legislation at that time to secure the parking user's personal data.

10.2.3. Website – The Service Provider will be required to ensure that:

a) the Services are supported by a public facing website that is available twenty-four (24) hours per day, seven (7) days per week;

b) parking users can use the website to register in advance to use the Services and subsequently amend their personal details via a password protected customer profile on the website;

c) the website includes a facility for parking users to view details of all of their parking transactions and payments processed using the Services in the last two (2) years;

d) provides printer friendly views of parking transactions and payment details including the ability to generate VAT receipts;

e) parking users will have access only to their own personal information, payment data and parking transaction information in GBP;

f) any transactions with parking users via the internet and access to parking user's personal data is via a secure session, such as Secure Sockets Layer (SSL) version 3 or SSL3/TLS or current equivalents (e.g. TLS 1.2 or higher) employing a minimum of 128-bit encryption;

g) its website contains a full listing of all Parking Locations operated by the Council and their respective location codes (a link will be provided from the Council's website);

h) where the facility exists for a monthly session, there is a facility to change the registration number of the vehicle registered against a monthly permit during the period of the session.

10.2.4. SMS Text Message - The Service Provider will ensure that the SMS Text Message system:

a) is available twenty-four (24) hours per day, seven (7) days per week to establish parking sessions;

b) enables that any SMS Text Message sent by a parking user to the Services would qualify as part of the parking user's inclusive SMS Text Message allowances (subject to assuming the parking user is using a mobile telephone that includes an SMS Text Message allowance in the United Kingdom and subject to the allowance not already having been used);

c) operates in such a way that the parking user can start a parking session simply by sending the location code, parking duration and CVV code;

d) enables the parking user to extend a session simply by responding to the text reminder with the duration and CVV code;

e) enables the parking user to change their vehicle registration number by adding the new vehicle registration number after the CVV code; and

f) recognises when a subsequent text message has been received within thirty (30) minutes or other defined period for a parking session at the same Parking Location and for the same vehicle so that maximum stay in a bay is not exceeded.

10.2.5. Mobile Web - The Service Provider will ensure that the secure mobile web facility:

a) is available twenty-four (24) hours per day, seven (7) days per week to register and if required, establish parking sessions;

b) can work on any smart phone with access to the internet;

c) is available via a secure https web page complying with 10.2.3(f) as far as is practicable;

d) enables parking users to:

- register their VRN and credit or debit card details;
- pay for parking by entering the location code, duration and CVV code;
- receive details confirming their parking transaction;
- change vehicle registration details.

10.2.6. Interactive Voice Response (IVR) - The Service Provider will ensure that the IVR System:

a) is available twenty-four (24) hours per day, seven (7) days per week for registration to use the Services and to establish parking sessions;

b) answers all calls promptly within eighteen (18) seconds or six (6) rings;

c) has an effective speech recognition capability to capture the following information:

- Duration of parking session (length of stay)

- Start of transaction
- Parking Location
- Vehicle registration number
- Type of Vehicle (e.g. coach, car, motorcycle)
- Make and model of vehicle
- Colour of vehicle;

d) gives all spoken information and instructions in clear, well defined and easy to understand English language, which is clearly enunciated;

e) uses plain English, avoiding jargon and abbreviations;

f) is available through a non-premium rate local telephone number;

g) uses a number that is generally included within inclusive minutes of mobile phone contracts, or which is charged at a low rate to “pay as you go” mobile users

h) minimises call durations by automatically detecting the calling line identity of the caller whenever possible;

i) recognises if the parking user has a parking session in progress, promptly notifies the parking user of the time when their current parking session will expire, offers the option to extend the current parking session (subject to applicable time restrictions) and provides options to change personal information or other user defined options from within the IVR;

j) enables the parking user to register to pay to park by cashless means, for a period of time that may be quantified in minutes, hours, day(s), week(s), or month(s);

k) is sufficiently ‘intelligent’ and interactive to allow the majority of parking user interactions for registered parking users to be handled swiftly and without the need to speak to a Customer Service Adviser;

l) checks with the caller at various stages in the call flow, that the data being captured is correct and offers the caller an opportunity to correct data or, where this is not possible, to transfer the caller to a Customer Service Adviser if the parking user indicates that the data captured is incorrect;

m) that parking users using the IVR service are transferred to the Customer Service Helpline in circumstances when the System detects that requested data is not being given or the System does not recognise the data that has been given;

n) that during the call or subsequently by SMS text or other means, notifies the parking user how to access their account details on the internet, when a parking user is calling for the first time.

10.2.7. Tariffs - The Service Provider will ensure that:

a) the System is capable of handling different tariffs for different Parking Locations, different vehicle types and for different times of day/week, etc;

b) payment is not taken for any period when payment is not required, i.e. outside of the charging hours, and that a parking transaction will be offered in respect of the next charging period when payment is required;

c) the Council's parking tariffs are automatically amended in the Service Provider's system on the dates notified by the Council at no cost to the Council.

d) amendments to the notified parking tariffs are amended in the Service Provider's system subject to the Council giving the Service Provider two (2) weeks' notice, at no cost to the Council.

e) any amendments made to any tariff are correct. Any loss of income arising from incorrect tariffs will be at no cost to the Council.

10.2.8. Parking Duration - The Service Provider will ensure that its system is capable of:

a) imposing a maximum period of parking time which can be different for each Parking Location and during which maximum period parking users will not be permitted to extend parking time beyond this maximum period;

b) imposing a minimum purchase in respect of monetary value (which can be different for each Parking Location);

c) imposing a maximum purchase in respect of monetary value which will limit the amount the parking user can spend in respect of one parking transaction (which can be different for each Parking Location);

d) enabling parking users, during any parking transaction that was subject to a maximum purchase, to extend their parking time again subject to any maximum stay restrictions;

e) operating a "no return" function where maximum stay restrictions are in force, such that parking users cannot purchase more time beyond the maximum stay within a given time frame stipulated by the Council; and

f) making the necessary adjustment where the Council exercises its right to suspend parking transactions at any Parking Location and at any time.

g) being sufficiently flexible to be configured to adapt to different policy requirements set out in section 10.2.8 of the Specification; and within the tariff rules sessions may be extended as per section 6.2.4, and in these circumstances will aggregate and charged as described in section 6.2.2i

10.2.9. Period Parking - The Service Provided will ensure that:

a) the Services provided are capable of dealing with period parking for predetermined durations as authorised by the Council e.g. season parking;

b) the Council has access to a means of uploading permit holder details to the Service Provider's system such that the information will be available on the Enforcement Interface;

c) the following information can be uploaded as a minimum:

- Parking Location number
- Vehicle Registration Number
- Permit commencement date
- Permit expiry date
- Permit type.

d) where a Parking Session is for a duration of a month or longer period there is a facility for the parking user to change the vehicle registration number on one occasion to a new vehicle and back again to the original vehicle registration number in the case of a temporary change of vehicle;

e) where a motorist wishes to renew their period parking session, they can do this within 24 hours of expiry.

10.2.10. Help Desk - The Service Provider will:

a) provide a Technical Support Team/Help Desk facility, which will be available to help all relevant Council staff with support and guidance on any matter relating to the Service;

b) ensure that the Help Desk is available between 07:00 - 19:00 hours seven (7) days per week (but subject to the Council reserving the right to request the Service Provider to amend these hours);

c) ensure that the Help Desk is contactable on a free phone number or local rate telephone number;

d) ensure that all advice and information given is recorded and confirmed by email to the Council within forty-eight (48) hours;

e) monitor its own provision of the Services and detect and remedy faults rapidly without the need for the Council to monitor the Services, and will provide evidence of its own monitoring to the Council on demand;

f) provide the name and contact details of the Account Manager appointed by the Service Provider to monitor the Services provided to the Council and of the Account Manager's nominated deputy when the Account Manager is absent.

10.2.11. Operational Resilience - The Service Provider will:

a) ensure that the IVR system and the data systems with which the System integrates are architecturally constructed without any single point of failure;

b) have a separately located and independent secondary call answer/data processing facility which is entirely capable of offering the Services in the case of an outright loss of the primary call answer/data processing site;

c) ensure adequate disaster recovery arrangements are in place throughout the term of the Council Contract, and provide evidence of these arrangements including the turnaround time for the System to be fully operational, and confirmation that its website meets recognised relevant industry standards;

d) monitor the Services such that any faults are detected and rectified (in compliance with 10.2.10.e. without the need for the Council to monitor the Services;

e) not schedule planned outages without prior permission of the Council and will have the facility to provide continuous service at all times regardless of the need for maintenance on any part of the infrastructure however substantial.

10.2.12. Provision of the Service - The Service Provider will ensure that:

a) all time is shown in the twenty-four (24) hour clock format e.g. 13:47:12 and the date is recorded in the following format dd/mm/yy in all areas of the System accessible to BCP Council and parking users;

b) the Council is notified immediately of any fault with the System that prevents parking users from registering to use the Services by any one of the methods listed in Section 6.2.1 above;

c) The Council is notified immediately of any fault with the System that prevents parking users from establishing a parking session by any one of the methods listed in Section 6.2.2 above;

d) any faults are rectified within six (6) hours of the fault being detected or reported;

e) in relation to c) and d) above, The Council is notified of the expected time when the fault will be rectified and subsequently the time when the fault has been rectified;

f) the Services provided to the Council are continually reviewed to maintain continuous improvement and the Council will benefit from all upgrades and improvements made to the Services throughout the term of the Contract;

g) any software upgrades are thoroughly tested before going live to include sufficient load testing to assess impact during peak times;

h) all software fixes, in respect of defects identified during testing, will be re-tested and that software upgrades will not be implemented until all defects identified during testing are rectified and this has been confirmed during re-testing;

i) no changes are made to: the registration process, the content of the IVR, the process for establishing a parking session, the information provided in the Enforcement Interface, the content of the website, stickers or posters attached to a payment machine or within a parking zone, any other part of the Services, without prior written approval from BCP Council.

j) it attends Contract Management meetings with BCP Council representatives, monthly in the first three (3) months of the commencement of the Contract, then quarterly and will, following each meeting, produce a list of actions agreed in the meeting with a timeframe for the delivery of the actions and that such list of actions will be delivered to the Council within seven (7) days of each meeting;

k) it attends any other meetings when reasonably requested by the Council.

10.2.13. Data Protection - The Service Provider will ensure that:

a) parking user details are not used for any purpose other than for performance of a Council Contract and will not be passed on to any other unauthorised organisation or person;

b) all parking user records are maintained, and data collected by the Service Provider in the performance of the Contract will be accessible by the Council and the parking users records and the processes followed by the Service Provider are available for audit at any time by the Council;

c) the storage and supply of such information will be done in full compliance with data protection requirements including General Data Protection Regulations (GDPR) that are current at the time;

d) any personal data that is processed or held overseas is done so in full compliance with all aspects of data protection legislation applicable in England and the Service Provider agrees that it will be liable for any breaches of such legislation by itself or its employees or agents;

e) all personal data is held in an encrypted form using the Advanced Encryption Standard AES-256;

f) the Council is notified immediately of any loss of data or breach of the above requirements;

g) the parking users are not required to send their debit/credit card details, other than the CVV via SMS Text message.

10.2.14. Data Security - The Service Provider will:

a) employ suitable measures to protect the security of data captured and stored in connection with the Contract;

b) ensure that only the Council and the Service Provider have access to the data captured and stored in connection with the Contract, with the exception of access by parking users to their personal data as provided for in 12.2.3;

c) ensure that the use of portable data storing media is avoided so far as is reasonably practicable but, where used, any personal data contained on portable data storage media (including portable computers) is encrypted to a recognised industry standard;

d) ensure that parking users have access only to personal data that applies to them and their own parking transactions;

e) ensure that debit/credit card numbers are stored only for so long as is reasonably required and legally permitted and stored securely such that the debit/credit card number cannot be viewed by anyone (other than the registered parking user) with access to the Service Provider's system, including via the web interface.

10.2.15. Key Personnel – The Service Provide will provide to the Council:

a) at the commencement of the Contract, the following details in respect of its Key Personnel for the purposes of the Contract

- Name
- Direct dial telephone number
- Email address
- Position in organisation
- Role in connection with the Contract

b) updated information in respect of the above Key Personnel as and when there is a change of such details.

10.2.16. Complaints - The Service Provider will ensure that it has a Customer Service Management Team in place to handle disputes and that escalations relating to complaints can be tracked by employee ID of the Adviser handling the complaint at each stage of the dispute. It will ensure that all complaints are answered within the Council's complaints service standard, currently 10 working days.

11. Performance Management Requirements

11.1. Monitoring and Review

a) regular management meetings will be arranged with the Service Provider to monitor and assess compliance with the requirements of the Contract and performance in general. Meetings will usually be held at the offices of the Council.

b) management meetings will be required to assess the progress which will initially run at monthly intervals for the first three months and then will be required at least quarterly for the remainder of the contract.

c) the Service Provider must provide the name and contact details of the Account Manager appointed by the Service Provider to monitor the Services provided to the Council and of the Account Manager's nominated deputy when the Account Manager is absent.

d) the Service Provider must ensure that there is an effective escalation process within their organisation where issues cannot be resolved between the Contract Manager and nominated Account Manager from the Service Provider or their deputy.

e) the Contract will be the subject of monitoring against performance indicators in the table in 11.2 below. Any amendments to these indicators during the term of the Contract will be subject to review and amendment as agreed by both parties. The performance indicators include, although not exhaustively, accuracy of tariffs charged to the customer, customer satisfaction, response time to resolve any faults, time the System is not available, lapse time before sessions available to view by Enforcement Officer and banking and invoicing.

f) notwithstanding the specific agreed conditions within the Contract to which this Specification is appended, where poor/non-performance has resulted in loss of parking income or other financial loss to the Council, the Council may seek to recover the loss from the Service Provider where it is established to the reasonable satisfaction of the Council that the fault lies solely with the Service Provider.

g) where a Default Notice has been issued against one or more performance indicators and during any stated resolution period(s) the issue(s) has/have not been resolved the Council may seek to terminate the Contract.

h) during the Contract an authorised officer of the Council may inspect and examine the provision of services being carried out at any time and without notice. The Service Provider shall provide the Council with such facilities as the Council may require for such inspection and examination at all reasonable times.

i) this specification is subject to review and amendment as agreed by both parties and agreed variations will be subject to a signed variation notice.

11.2. Key Performance Indicators

	Overall expectation	**Cashless parking service to be available via phone, Apps, IVR,SMS and web all day every day**			**Remedial Action required**	**Default Notice**	**Termination of Contract**
Reference	**Description**	**Task**	**Target**				
1	Invoices show correct breakdown of charges	Invoices received monthly in arrears showing correct number of transactions and charges	100%	Per Month	If in any 12-month period two invoices are received showing incorrect transactions or charges	If in any 12-month period three or more invoices are received showing incorrect transactions or charges	Action is not taken following the Default Notice and invoices continue to be submitted that are incorrect
2	Refunds to customers following council approval completed within 24 hours	On confirmation from the Council that refund is due to customers card within 24 hours.	100%	Per Month	If during any 6-month period refunds are not made to the customer's account within 24 hours without a genuine reason for the delay	If consistently during a 12-month period and despite requests for remedial action refunds continue not to be processed in 24 hours without a genuine reason for the delay	There is no improvement following the issue of a Default Notice

3	Banking Payments	All transactions to be paid in full to the Council's merchant account on daily basis	100%	Daily	If transactions are not paid daily into the Council's merchant account	If the reason is within the Service Providers control and more than 5 days banking in any 12-month period is not banked daily	If consistently and despite requests for remedial action or the issue of a Default Notice banking is not made each day without a genuine reason for the delay
4	Chargebacks	Request for chargeback(s) not successful.	100%	Monthly	If KPI drops below 95%	If a during a 6-month period more than 2 charge backs are not successfully defended	If following the issue of a Remedy Notice or Default Notice charge back requests continue to be successful
5	Average length of time of each call	New account registration to be kept to less than 3:30 minutes, parking sessions booked within 45 seconds.	100%	Monthly	If KPI drops below 95%	If the Council receives regular complaints from customers which are not a result of customer error or the System messages informing the customer are consistently unclear and not improved	If the issue has not been remedied or not improved following the issue of a Default Notice and the Council continues to receive complaints concerning registration or session booking from customers

6	Website/Apps	Available 24/7	100%	month	If KPI drops below 95%	If the availability drops below 95% for 2 consecutive months without improvement	If following the issue of a Remedy Notice the website/App remains unavailable
7	Customer Complaint	Number of complaints received by Council. Customer Parking and Operations to maintain issues log	<1	Per month	If customer complaints received is more than 3 per month	If in any 3-month period customer complaints establish a pattern and the nature of the complaint has not been addressed or improvements made	If following the issue of a Remedy Notice complaints continue to be received on a particular or a similar issue without any sign of improvement
8	Customer Complaint process	Complaint logged. Customer contacted within 24 hours and complaint resolved within 10 working days. Service Provider to provider stats.	24 hours/ 10 days	days	Records show customer's complaints are not being dealt with or in the process of being resolved if a complex issue within the specified time period	Evidence shows that customer complaints are not being taken seriously and issues addressed following request for remedial action	If despite requests for remedial action and the issue of a Remedy Notice we continue to receive complaints on a particular element of the service, and this has not been resolved

9	Tariffs charged correctly	Any changes to tariffs are correctly programme	100%	At each change of tariff	Where there has been an error it is rectified within 24 hours of notification	If it is found that any incorrect tariff programming within has resulted in loss of income to the Council,the Council will seek to recover the loss of income resulting from this error	If errors continue to occur even following a Default Notice the Council
10	Fault rectification/Service not available	In normal circumstances all faults to be rectified and service reinstated within 20 mins. Council to be kept informed of progress to resolution if expected to be greater than 20 mins. Service Provider to provide statistics	<20 mins per month	month	Faults result in downtime of more than 30 minutes in a single month	Persistent faults of short durations totally exceeding an hour in any single month	Persistent faults of short or longer durations continue despite remedy or Default Notice
11	Problems passed to technical team	The majority of all problems to be resolved within 1 day	99%	month	if KPI drops below 95%	Problems passed to the technical team during a period of 6 months are consistently not	If following a Remedy Notice technical problems continue to not be

						remedied within 1 day	resolved within 1 day
12	Technical Team issues	Where the issue requires development to resolve and passed to technical experts weekly update to be provided on progress to target resolution date	100%	Weekly	If progress to resolve the issue has not been made nor the Council updated on progress with an agreed resolution time	If the issue is of a nature that prevents enforcement and / or otherwise has not been resolved to the satisfaction of the Council within the agreed resolution time	Where during a period of 6 months technical issues have not been resolved within the agreed resolution time and the issue has a negative impact on customers and/or enforcement capabilities
13	Council bespoke system request	Technical experts to update the Council on a weekly basis on progress to meet agreed delivery time.	100%	as agreed	If weekly updates are not received in any single month	If the Service Provider does not demonstrate a willingness to work with the Council to deliver the request	where the Service Provider, following the issue of the Default Notice, does not work with the Council to deliver the improvement requested and does not show a desire for continual service development

14	Management Reports	Service Provider to provide the Council with pre-defined reports at intervals to be agreed by the Authorities and the Service Provider	100%	Monthly	If in any 12-month period two reports are not received within agreed timescale	If in any 12-month period three or more reports are not received within agreed timescale	Action is not taken following the Default Notice and reports continue to be submitted outside of agreed timescale.

12. Contract Management Requirements

12.1. Required Outcomes - The Service Provider will provide BCP Council with:

a) comprehensive and accessible management information;

b) timely reports as required;

c) data applicable to the Council's Parking Locations and transactions;

d) a system able to provide a fully auditable trail of transactions including when the customer performed any changes to their account including any changes to vehicle registration numbers;

e) the ability to check when the Enforcement Officer accessed the System to check parking sessions prior to issuing a Penalty Charge Notice.

12.2. Service Delivery Output

12.2.1. Parking Transaction Records - The Service Provider will:

a) Ensure that all parking user transaction records in connection with the Contract will be kept by the Service Provider and made accessible to the Council for a period of at least 2 years from the expiry or earlier termination of the Contract or for a longer period as may be agreed by the Council and the Service Provider (this requirement will be deemed to be satisfied if the Council can access the required information directly at the Service Provider's office);

b) store information, and make this information available to the Council, showing precise key presses and/or responses using IVR system and the content of all SMS Text Messages, for a period of at least two (2) year from the expiry or earlier termination of the Contract;

c) provide the information detailed above free of charge and within twenty-four (24) hours of the request.

12.2.2. Reports - The Service Provider will:

a) through an open API make non-personal transaction data available to a Data Aggregation App and Travel App as may be developed by the Council or provided by a Service Provider to facilitate the sharing of data for the purposes of data analytics and travel planning;

b) provide the Council with pre-defined reports at intervals to be agreed by the Council and the Service Provider (such reports will be in a format to be agreed between the Council and the Service Provider);

c) provide the Council with monthly reports giving details as follows:

- provide the number and booking method of transactions each month for the duration of the Contract, comparing said number of transactions to the same months in the previous year;

- provide the number of individuals and businesses that have registered to use the Services for each month, comparing said number to the same months in the previous year;

- provide a list of periods when the Service Provider's system has not been fully functional giving the dates and time periods during which it was not fully functional and the reasons;

- provide reports to enable financial reconciliation of income paid to the Council;

- provide a list of complaints received, and action taken to address those complaints;

- report on income generated by the Service Provider;

- provide a report showing comparative monthly transaction volumes and income for the current year compared with the same period the previous year.

This list is not a defined list of reports required and the supplier will be expected to work with the Council to develop and refine reports during the length of the contract.

The above information can be combined into a single report.

12.2.3. Current and Historic Data – The Service Provider will:

a) make accessible to the Council in a format that is compatible with Microsoft Excel, all current and historic data in relation to the Contract to enable the Council to compile ad hoc reports as required (e.g. average duration of stay) down to individual parking user transaction level. This requirement shall be deemed to be satisfied if the Council can access the required information directly at its office;

b) provide the Council with details of all parking transactions for the previous month within five days of the end of that month. This data must be in a format compatible with Microsoft Excel and must include the following information for each parking transaction (this needs to be available under the Council accessible reporting facility):

    - Parking User account number
    - Parking Location number
    - Vehicle Registration Number
    - Date parking session commenced
    - Time parking session commenced
    - Date parking session ended
    - Time parking session ended
    - Duration of parking session

- Parking charge (excluding VAT where applicable) in GBP
- VAT applicable to parking charge
- Service charge(s) (excluding VAT where applicable) in GBP
- VAT applicable to the service charge
- Transaction ID
- Booking Method
- Any Optional Charges in GBP
- VAT applicable to any Optional Charges in GBP

12.2.4. Data on Website - The Service Provider will provide secure access via the internet for the Council to the following data (to include all data listed in 12.2.3 b):

a) current parking transactions by Parking Location, Vehicle Registration Number or parking user account number;

b) recently expired parking transactions (in the previous hour) by Parking Location, Vehicle Registration Number or parking user account number;

c) all parking transactions by date;

d) all parking transactions by Parking Location (and refined by date, by days of the week and by time if required);

e) all parking transactions by Vehicle Registration Number (and refined by date if required);

f) all parking transactions by parking user account number (and refined by date if required);

g) historical data to enable compare one year with another and identify trends;

h) an added benefit would be the ability to view within the Service Provider's system graphical representations of report data.

13. Training Requirements

13.1. The Service Provider will provide relevant training for the staff of the Council including reasonable refresher training as and when required at no cost to the Council. This training will involve Civil Enforcement Officers, management and back office personnel. Training to back office personnel will be fully inclusive of all areas of the service, to include the enforcement system, website and parking user booking service, to enable them to be able to deal and resolve the majority of any customer enquiries at the first point of contact.

14. Implementation Requirements

14.1. Required Outcomes - The Service Provider will:

a) provide a full Mobile Telephone Parking Payment Service to the Council from the Contract Commencement Date;

b) complete all testing and design and manufacture of signs one week prior to the service commencing. The designs must be presented to the Council prior to them being produced to ensure that they meet the Council's requirements. The Council reserves the right to request any amendments to sign designs and quality of signs produced where appropriate;

c) provide appropriate assistance and support to BCP Council to ensure an efficient and effective transition from the Council's current service to the Service Provider's Services;

d) facilitate and assist existing customers moving to a new provider, during the first three months of a new contract, by continuing to provide the service enabling the customer to book with them.

14.2. Service Delivery Output

14.2.1. Operational Information - The Service Provider will, at least one (1) month in advance of the Contract Commencement Date, provide to the Council:

a) the name and contact details of the Project Manager who will drive User Acceptance Testing (UAT) and prove readiness for the service;

b) the telephone numbers that will be designated for using the IVR service and the SMS Text Message service;

c) the telephone number that will be used by parking users to contact the Customer Service Helpline;

d) a list of the allocated Parking Location numbers for all the Council's car parks and on-street parking areas;

e) the names and contact details of the Service Provider's Key Personnel in respect of the Contract together with details of how to contact the Service Provider's Technical Support Team and the Help Desk Facility.

14.3. Promotion and Publicity - The Service Provider will:

a) at one (1) month prior to the Commencement Date, provide the Council with proposals for promoting and publicising the Mobile Telephone Parking Payment Service to include the expansion of the Services to any additional car parks and on-street parking areas;

b) implement promotional and/or publicity activities agreed by the Council in advance of the Commencement Date and be prepared to work with the Council to promote the service to encourage use throughout the contract term.

14.4. Information Signs and Public Notices for Machines and Tariff Boards – The Service Provider will:

a) Ensure all signs and notices will comply with the Council's corporate branding and advise where additional charges apply for the use of the service and refer the Service User to the provider's web site for full details. The order in which signs are displayed during the multi-vendor contract will be determined by the bidder ranked highest to lowest with the highest scoring Service Provider being able to place their notice at the top/first part of any sign. The signs in all parking places will be subject to an annual review;

b) provide the Council with examples of suggested signs and public notices that it recommends should be used to inform motorists that the Services are available and how to use the Services;

c) will agree with the Council the format and style of the signs but where the contract is awarded to a single provider the Service Provider will be responsible for all arrangement and pay for the design and manufacture of the tariff board segment and stickers on pay and display machines initially and throughout the contract period;

d) will pay for maintenance and replacement, at no cost to the Council of such signs and notices as required;

e) will also pay for the replacement of any sign or notice where the Council's terms and conditions have changed;

f) will provide copies of all necessary artwork and designs so that replacement signage can be produced as such signs and notices may become the property of the organisation operating that parking location and the Service Provider.;

g) not place any signs or notices within any location without prior authority and consent of the Council;

h) provide other promotional materials at their own cost but only with the authorisation of the Council.

15. E-Permit System Requirements – Lot 2

15.1. Following the formation of BCP Council it is intended to carry out a full review of permits issued by the previous three councils (Bournemouth, Christchurch and Poole) and to rationalise the types and prices of permit. This will include making these permits virtual and choosing a single Service Provider to facilitate the application, verification and renewal of permits. These permits types may include but not limited to car park season tickets, staff parking permits, resident permits, visitor permits, and various dispensation permits. The system should be able to fully integrate with the Council's notice processing system (currently Imperial 3Sixty) to enable real time lookups to be performed by a Civil Enforcement Officer to check the validity of any permit session for enforcement purposes.

15.2. Service Outline

a) The Council reserves the option to appoint more than one Service Provider for different types of permit but only one Service Provider for each type of permit where a single provider's system is unable to be configured to manage that permit.

b) The system must integrate with the notice processing system, to enable enforcement of permit zones/locations and management and control of issuing, renewal, replacement and cancellation of all types of permit issued by the Council.

15.3. Service Delivery Output

c) The software will need to be flexible to enable the following configuration:

- A dynamic check, where GDPR regulations allow, that the applicant for a parking permit is a Bona Fide resident e.g. integrate with other Council systems e.g. Electoral Registration, Council Tax. differential charging based on the number of permits per household.

- Accommodate different charging regimes including those based on time periods, differences across zones and, differential pricing based on the different types of customer.

- Accommodate permit schemes where permits are valid for more than one vehicle (e.g. more than one Vehicle Registration Number (VRN) is held against the permit) and permits are not specific (i.e. they are issued to a company or residential property).

- Manage staff parking where different prices may apply at different locations and differ depending on the type of staff and reason or the journey. For example, parking at the member of staff's main workplace and parking when on business journeys.

- Manage Car club and hire car parking.

- The I.T. parking system must allow the creation and maintenance of parking permit schemes and allow a range of prices to be configured for any new schemes. This function must also be available to authorised Council officers.

d) When an application is received for a permit, the I.T. parking system must check whether that vehicle or permit holder has outstanding PCNs and issue a warning to the user reviewing the application.

e) Permits may be replaced, duplicated, renewed and cancelled at any time. The I.T. parking system must process these transactions and calculate any fees and/or any refunds due, based on the configuration parameters supplied by the Council. The system must be able to overwrite this function.

f) The system must be able to identify when a customer may have inadvertently made a duplicate application/payment to avoid a customer paying twice for a single permit.

g) The ability to send communications to individuals or groups of recipients via emails, SMS text messaging i.e. reminders about permit renewals. The supplier must send a receipt for all transactions made for Permits without charge.

h) The system must enable transmission of permit details to CEO's handheld devices in real-time to enable enforcement of permits and therefore allow by contract start the provision of perpetual or virtual permits.

i) The webpage will have the appearance of a BCP Council web page.

j) The Supplier is to fully and electronically integrate the parking application software with the Councils' financial management system.

k) The Council requires from the commencement of the contract that the Supplier has a proven and working system of virtual permits. The Supplier's system is to interface in real time with the enforcement module, financial system, the Council's Client index (or similar database) and other agencies as required by the Client and/or operation. The Supplier shall ensure that the interfaces are developed and maintained throughout the life of the contract.

16. Future Development and Community Value Requirements

16.1. The Service Provider will be committed to working with the Council to maximise the benefits of innovative parking solutions and be able to demonstrate how these would support longer term policy decisions, support town centre economies, and benefit residents, visitors and business.

16.2. The Council's future parking policies include a requirement to compliment and/or extend the Mobile Phone Telephone Payment solution by offering Parking Users an E-permit facility. This may include but not be limited to the provision of:

a) resident and visitor parking permits to enable residents in a resident parking zone to book parking sessions in durations of minutes, hours, weeks, months with reference to any individual parking limits/conditions set within an individual resident parking zone;

b) BCP Council Staff parking sessions at variable rates see section 15; (see 2.8)

c) corporate accounts for business clients to manage their staff, customer parking;

d) car club parking;

e) and hire vehicle parking.

16.3. In addition, future parking development plans may involve reducing the number of pay and display machines and offering an alternative cash payment service for those unable to pay by phone or use credit/debit cards.

16.4. Service Providers must be able to demonstrate how they would deliver potential longer-term policy decisions. Service Providers should consider any wider benefits their cash alternative solution may bring to support town centre economies.

16.5. As part of a continual review of parking systems and rationalisation of how data is managed and reported, the Service Provider should be prepared and demonstrate its ability to work with the Council and other Service Providers delivering services to Parking Services to develop joined up services and functionality including associated reporting and management information. This may include considering how statistical management information can be made available from a single source to include all payment methods.

16.6. Following the combining of Bournemouth, Christchurch and Poole Councils, parking data for the new BCP Council is currently contained within different Service Provider databases. This includes pay and display machine transactions, pay on foot machines transactions, cashless parking transactions and permit transactions. The Council requires the Service Provider to assist in the development of data aggregation, to automate processes enabling the Council to carry out data analytic and statistical management functions. The Service Provider's system must enable the export of data in an industry standard format to enable data aggregation as and when the Council is ready to.

16.7. It is intended that ultimately this data will be used in the creation of a BCP Council wide Travel App used to plan services, project demand and activity and manage costs. (See 'Appendix D - IT Technical Strategy and Standards').

16.8. The Council seeks to be carbon neutral by 2030 and the Service Provider will be expected to work with the Council to help to achieve this.

16.9. This Specification details overall aspirations together with the specific Service Delivery output; however, a Service Provider should also demonstrate how its services could bring efficiencies to service provision, enforcement operations and travel planning and management functions.

17. Ownership and Financial Risk

17.1. If, in respect of its most recently completed financial year of trading or at any time during the term of the Contract, the Service Provider's accounts show an operational loss, the Service Provider must immediately and without further request provide evidence to demonstrate to the Council that it holds cash reserves of not less than the total amount of that loss.

17.2. The Service Provider must have outright ownership of or obtain and maintain throughout the term of the Contract, any necessary consents or licences required to use the core software that underpins the System for provision of the Services in all circumstances.