TENDER RESPONSE – PART D – QUALITY EVALUATION FOR SUPPLY OF CASHLESS PARKING PAYMENT SERVICES (MULTI-VENDOR) AND AN EPERMIT SOLUTION (LOT 1)

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Evaluation Criteria Questions to be Scored

This document sets out the questions asked as part of the Quality Evaluation of the procurement exercise. Bidders should therefore ensure that have read and fully understood the contents of the ITT and the evaluation approach taken to assess responses to these questions as set out in Section 5 of the Invitation to Tender.

The following Quality questions cover the specific services required by the Council. Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible.

Bidders must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible. Where a Bidder fails to provide a response for a question(s) the Council will automatically award a score of “0” in respect of that question(s) and the Council reserves the right to reject that Bidder and not to consider that Bid further.

Bidders are encouraged to provide sufficient detail when responding to each question.

In providing responses to the questions set out in this document, Bidders should not assume that the Council has any prior knowledge of the Bidder, its practice, reputation or its involvement in existing services, projects or procurements. In evaluating responses to these questions the Council will only consider information provided in response to these questions.

Page Limits Per Question

Responses should not exceed the page limits indicated within each question.

The page limit is based on a single side of the size of the paper indicated for each criteria in the table below. The page limit is inclusive of text, drawings, diagrams, screen prints, flow charts or any other form of presenting a response. All text should be Arial font size 11.

Responses to each question should be completed on separate documents, clearly identified as being a response to each question. Once the response has been completed, it should be saved in the naming format indicated below for that question. Please ensure when you upload your response to ProContract, that you attach your document for each of the questions below.

Question Weightings

The quality questions will be evaluated, scored and the weightings applied to each evaluation criteria question outlined in the Section 5 of the Invitation to Tender.

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Criteria Number	Evaluation Criteria
E1	**Bidders approach to using their experience to meet the Multi-Vendor Operation Requirements – Lot 1 as outlined in the Specification** Please provide details of your experience of delivering cashless parking solutions and how you will use this experience to ensure an effective approach to meeting the Multi-Vendor Operation Requirements – Lot 1 as outlined in the Specification. In particular please provide details of: • your experience of delivering cashless parking solutions and how this demonstrates your ability to meet the transaction volumes required to deliver the service; • your experience of delivering cashless parking solutions in a similar way as is outlined in the Specification.
	Please complete your responses to this question as two separate documents. The first document should be the completed document 'Response to E1 – Capability Matrix'. Within this document Bidders should indicate and provide details for their existing experience of delivering cashless parking solutions and will be used to evidence your technical capabilities to deliver variable tariffs, emission based charging, reliability and resilience of systems and promotional campaigns. Bidders should provide a list of all your contracts within this document. The Council intends to select three clients from the completed document at random to verify the information provided. Once you have finished your response, please save the document as 'Response to E1 – Capability Matrix - *Bidder Name*' and upload as part of your tender submission. The second document in response to this question should be a statement providing detail as to how you will use your experience to ensure an effective approach to meeting the Multi-Vendor Operation Requirements – Lot 1 as outlined in section 4 of the Specification. Once you have finished your response, please save the document as 'Response to E1 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
E2	**Bidders approach to meeting the Interface with Parking Enforcement Requirement as outlined in the Specification** Please provide details of your approach to meeting the Interface with Parking Enforcement Requirements in section 7 of the Specification. In particular please provide details of your approach to meeting the Record of Parking Transactions requirements. In the event, of a break in the link between imperial and your system, please explain how the CEO will be able to verify valid parking sessions.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E2 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.

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E3	**Bidders approach to meeting the Customer Support Requirements as outlined in the Specification** Please provide details of your approach to meeting the Customer Support Requirements in section 8 of the Specification. In particular please provide details of your approach to meeting the Customer Service Helpline requirements in the following areas: • Assisting customers when it becomes evident that they are having difficulties booking a parking session • Handling customer complaints and resolution as detailed in section 8 relating to Key Performance Indicators (KPI) KPI 7 and KPI 8. • Maintaining a robust audit trail including referencing available reports thus assisting the Council to defend TPT appeals in section 9.2.1e. Provide screenshots of reports available to the Council run to use as evidence
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as '*Response to E3 - Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.
E4	**Bidders approach to meeting the Operational Resilience as outlined in the Specification** Please provide details of your approach to meeting the Operational Resilience Requirements in section 10.2.11 of the Specification. In particular please provide details of your approach to meeting the requirements for: • how your company is alerted to system outages and the actions taken to resolve the problem; • in the event of loss of primary call answer/data processing service and action taken to resolve the problem; • efficiently resolving any downtime of the system including examples of how your company has managed these instances in the past and details of your company's Disaster Recovery process; • evidence of actions taken following a systems failure to ensure that the risk is minimised in the future; • managing peaks in demand for events such as the Bournemouth Air Show. • how your company's systems ensures compliance with Data Protection and Security requirements as laid out in the specification. • how your system support browsers including Internet Explorer, Google Chrome and Edge • explain how your system aligns to BCP Council's IT Strategy (see Appendix D) Please explain any area where this is not so.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as '*Response to E4 - Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 8 A4 pages.
E5	**Bidder's approach to meeting the requirements concerning Tariffs as outlined in the Specification**

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	Describe the process followed to meet the requirements in the Specification section 10.2.7 concerning: • tariff durations; • any rules associated with those tariffs; • actions your company takes and those you require your clients to follow when tariffs are changed as part of a new Traffic/Parking Regulation Order; • managing seasonal and variable tariffs. • how the system is sufficiently flexible to be configured to adapt to different policy requirements set out in 10.2.8, within the tariff rules sessions may be extended, 6.2.4, and in these circumstances will aggregated and charged as described in 6.2.2j
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E5 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
E6	**Bidders approach to meeting the Performance Management and Contract Management Requirements as outlined in the Specification** Please provide details of your approach to meeting the Performance Management in section 11 and the Contract Management Requirements in section 12 of the Specification. In particular please provide details of your approach to: • meeting the Key Performance Indications (KPIs) requirements to ensure successful Contract Management. • how you will provide Management Information as per the Specification requirements, namely: - Parking Transaction Records - Reports - Current & Historic Data - Data on Website Provide an example Invoice and Reconciliation report.
	Please complete your responses to this question as two separate documents. The first document is your response to the question. Once you have completed your response, please save the document as 'Response to E6 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this document of 5 A4 pages. The second document in response to this question should be an example of an Invoice and Reconciliation report. Once you have finished your response, please save the document as 'Response to E6 – Example Invoice and Reconciliation Report - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this document of 2 A4 pages.
E7	**Bidders approach to meeting the Implementation Requirements as outlined in the Specification**

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	Please provide details of your approach to meeting the Implementation Requirements in section 14 of the Specification. In particular please provide details of your approach to meeting the requirements for: • Operation Information • Promotion and Publicity • Information Signs and Public Notices for Machines and Tariff Boards
	Please complete your responses to this question as two separate documents. The first document should be the completed document 'Response to E7 - *Bidder Name*' which should contain your response to the questions above please upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages. The second document in response to this question should be a copy of your Implementation Plan in Project Chart form. Once you have finished your response, please save the document as 'Response to E7 – Implementation Plan - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A3 pages.
E8	**Bidders approach to meeting the Future Development and Community Value Requirements as outlined in the Specification** Please provide details of your approach to meeting the Future Development and Community Value requirements in section 16 of the Specification. In particular please provide details of your approach to: • wider benefits that your cash alternative solution may bring to support town centre economies; • system capability to provide parking data aggregation; • helping the Council to become carbon neutral by 2030; • how your service brings efficiencies to the service provision, enforcement operations, travel planning and management functions. • evidence of introduction of emission based charging projects, explain the different charging options supported and how these projects were planned and introduced; • how was success measured; • how your environmental strategy culminates in initiatives and the products available to clients.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E8 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.

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