TENDER RESPONSE – PART D – QUALITY EVALUATION FOR SUPPLY OF CASHLESS PARKING PAYMENT SERVICES (MULTI-VENDOR) AND AN EPERMIT SOLUTION (LOT 2)

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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
E9	**Bidders approach to the Implementation of their E-Permit System Solutions Requirements – Lot 2 as outlined in the Specification** Please provide details of your approach to meeting the implementation requirements of the E-Permit System Solutions as outlined in section 15 of the Specification. In particular your intended approach to the implementation of an ePermit system. Within your response please include details of: • Key activities for the implementation • Actions required by the Council for the implementation • Actions required by the enforcement system provider for the implementation • Key milestone dates Please provide a copy of your company's intended implementation plan.
	Please complete your responses to this question as two separate documents. The first document should be the completed 'Response to E9 - *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 2 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 E9 – 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.
E10	**Bidders approach to the Functionality of their E-Permit System Solutions Requirements – Lot 2 as outlined in the Specification** Please provide details of your approach to meeting functionality requirements of the E-Permit System Solution as outlined in section 15 of the Specification. Within your response, please include details of: • the functionality of your virtual permits system, explaining all the different permit types your system can support, how it accommodates different charging regimes including those based on vehicle emissions, time periods, differences across zones and differential charging based on the number of permits per household; • how it operates where permits are valid for more than one vehicle (e.g. more than one VRM is held against the permit) and permits are not specific (i.e. they are issued to a company or residential property); • how it enables a range of prices to be configured for any new schemes. • how it accommodates permit schemes where permits are only available to certain properties within certain roads, with the facility to exclude specific properties if required.

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	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E10 – *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 5 A4 pages.
E11	**Bidders approach to the Management of their E-Permit System Solutions Requirements – Lot 2 as outlined in the Specification** Please provide details of your approach to meeting management requirements of the E-Permit System Solution as outlined in section 15 of the Specification. Within your response, please include details of: • the day to day management of the system including what elements access/activities are permitted to Council Officers; • how new permit types are set up, supporting evidence is managed, how applications, renewals, replacements and cancellations are managed and how payments and refunds are processed; • the processes that are in place to minimise that payments made are not duplicated
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E11 – *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.
E12	**Bidders approach to meeting the Accounting Processes of the E-Permit System Solutions Requirements – Lot 2 as outlined in the Specification** Please provide details of your approach to the accounting processes of the E-Permit System Solution. Within your response, please include details of: • How payments are taken • How refunds are undertaken • Banking processes • Reconciliation processes
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E12 – *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 A4 pages.
E13	**Bidders approach to meeting the Operational Resilience of the E-Permit System Solutions Requirements – Lot 2 as outlined in the Specification**

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	Please provide details of your approach to the Operational Resilience of the E-Permit System. Within your response, please include details of: • how you become aware of problems and action taken to resolve. • how your system remains operative if a part of the system fails (disaster/system failure recovering process). • how you will ensure maintaining the operational requirements as laid out in the Specification, when any part of the service was not available to customers or your clients. • how your system manages peaks in demand, evidencing the capacity of transaction volumes your system is able to process. • 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.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E13 – *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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