

Part B

General Information and Specification

Concession Contract for the Provision of Cashless Parking Services

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Introduction and Background Information

1.1 Procurement Procedure

The Authority is inviting expressions of interest and Bids from Applicants in response to the published advertisement in line with the Authority's Contract Procedure Rules and Standing Orders and means that all Applicants that submit a Bid shall be evaluated in accordance with the criteria and process outlined within Part C Selection and Award of these Competition Documents and the information contained within it shall be used by the Authority as the means to make a Contract award decision. The value of this contract is expected to fall below the threshold set out in the Concession Contract Regulations 2016 and as such is not subject to the provisions of this legislation. The Authority is running this process in line with the principals of Regulation 25 of the Public Contract Regulations with regard to equal treatment, non-discrimination and transparency.

The Authority seeks a fully costed, fixed and transparent price. Applicants must ensure that pricing contained within the schedules is complete. The submission must contain all transaction fees making up the Service Charge which shall be the maximum amount to be levied against the Service User.

All costs to be incurred by the Concessionaire throughout the Term of the Concession Contract must be covered by the Concessionaire or via the Service Charge (if charged). The Authority will not be providing any additional funding for any reason.

Where charged, the Concessionaire's Service Charge will be collected from the registered payment method confirmed by the Service User and retained by the Concessionaire prior to the remaining value being paid by the Concessionaire to the Authority, District or Borough Council, as appropriate.

The Concessionaire will have an open book accounting policy regarding all transactions, implementation, and ongoing costs associated with this Concession Contract at the request of the Authority.

All bids will be evaluated on the basis of 70% Cost (to Service Users) and 30% Quality in order to determine the Most Economically Advantageous Tender (MEAT). Bids are to be submitted on the basis of being a concession, with the revenue or the majority of the revenue (Service Charge (s) only) realised in the operation of this Concession Contract being retained by the Concessionaire. The Authority will not consider bids where there is a cost to the Authority, either as part of the implementation of the Agreement or through any part of the life of the Agreement.

At the conclusion of the Award stage, the intention is to award the Concession Contract to a single Applicant. Where there is more than one (1) Applicant in **1st** place the Authority will award the Concession Contract to the Applicant who offers the lowest cost to members of the public in the use of the provisions (for example the lowest Service Charge). Following such an eventuality resulting in one or more tied bids that remain tied following review of the Service Charge the award will then be made to the

Applicant who included, as part of the Bid, the largest revenue provision (based on the volume information provided in these tender documents) to the Authority in the delivery of the Services.

Worked Examples:

Table 1 – all weighted scores for price listed below are for the total price element score prior to application of the 70% price weighting being applied.

Applicant	Weighted Score %
A	85
B	80

In the example put forth in Table 1 Applicant A would be awarded the Concession Contract.

Table 2

Applicant	Weighted Score %
A	80
B	80

In the example put forth in Table 2 the bids are tied. In this case the Authority will look at the subsection of the commercial offering from both Applicants with regard to the cost of any Service Charge additionally incurred by the Public:

Table 2a

Applicant	Service Charge stated for Item 1 in Table A1.
A	£0.18
B	£0.14

In the examples put forth in Table 2 and Table 2a Applicant B would be awarded the Concession Contract as the Bids in 1st place are tied but Applicant B's offer has a lower cost to the Public.

Table 3

Applicant	Weighted Score %
A	80
B	80

In the example put forth in Table 3 the bids are tied. In this case the Authority will look at the subsection of the commercial offering from both Applicants with regard to the cost of any Service Charge additionally incurred by the Public:

Table 3a

Applicant	Service Charge stated for Item 1 in Table A1.
A	£0.14
B	£0.14

In the examples put forth in Table 3 and Table 3a the bids remain tied. Therefore, the Authority will determine the winning Applicant by looking at the amount of the Service Charge that is to be paid as revenue to the Authority and apportioning this over a contract year. For the avoidance of doubt, the highest amount of revenue proposed to be paid to the Authority in the Service Charge stated by the Concessionaire in Item 1, Table A1 will be used to determine the winning bid, which may result in a different outcome than looking at the highest proportion of the Service Charge to be paid to the Authority.

The Service Charge is made up of the following components, with the example given being for illustrative purposes only:

Table 3b

Concessionaire Revenue Proportion	£0.10
The Authority's Revenue Proportion	£0.04
Service Charge (Total)	£0.14

The formula that will be used is as follows:

The Authority's Revenue Proportion x 600,000 (total number of transactions in 2016/17)

Table 3c

Applicant	The Authority's Revenue Proportion	Annual Revenue to the Authority
A	£0.03	£18,000
B	£0.05	£30,000

In the examples put forth in Tables 3, 3a, 3b & 3c Applicant B would be awarded the Concession Contract as the Bids in 1st place were tied following evaluation and in reviewing the Service Charge, but Applicant B's offer provides greater revenue to the Authority.

Should it remain the case that after evaluating the price and quality of the bid, the Service Charge and then the Authority Revenue Proportion that there remains a tied bid situation the Authority reserves the right to ask only those tied bidders a further quality question or questions for evaluation using the evaluation criteria disclosed

herein. This will continue until there is a winning Applicant and in all cases the Authority's decision will be final.

1.2 Concession Contract Period

The Concession Contract being offered is due to commence on:

04/02/2019. The initial Term shall end on 03/02/2024.

with the option to extend for: two periods of up to twelve months in duration, to be instructed separately in line with the provisions of this Agreement.

For avoidance of doubt, the maximum duration of this Concession Contract, including permitted extensions will be until 03/02/2026.

1.3 Eligible Users of the Concession Contract

This Concession Contract is being procured by Somerset County Council. The following Eligible Users, will make use of the subsequent Concession Contract through separate arrangements that will be established between the Eligible Users and the Authority.

- Sedgemoor District Council,
- Taunton Deane Borough Council,
- West Somerset District Council,
- Mendip District Council and
- South Somerset District Council

1.4 Procurement Timetable

The key dates for this procurement process are currently anticipated to be as follows:

Procurement Stage	Applicable to	Dates
Procurement documents distributed to Applicants	All	05/10/2018
Clarification questions to be submitted by	All	05/11/2018
Clarification responses to be issued by	All	07/11/2018
Bid Deadline	All	13/11/2018 at 12:00pm (midday)
Evaluation	All	19/11/2018 – 23/11/2018
Intention to award	All	26/11/2018 - 30/11/2018
Standstill period	All EU	03/12/2018 - midnight on 13/12/2018
Award Concession Contract	All	14/12/2018
Mobilisation Period.	All	14/12/2018 – 03/02/2019
Concession Contract Start Date	All	04/02/2019

Please note that the above timescales are indicative; the Authority reserves the right to change the above timetable at any time, taking in to account the complexity of the Concession Contract and the time for drawing up Competition Documents, subject always to the minimum timescales in the Regulations. In particular the Authority may in its absolute discretion extend the deadline for the receipt of Bids and in such circumstances the Authority will notify all Applicants of any change.

1.5 Authority Representatives

No person in the Authority's employ or other agent, except as so authorised by the Authority Authorised Officer or Procurement Representative, has any authority to make any representation or explanation to Applicants as to the meaning of the Concession Contract or any other document or as to anything to be done or not to be done by Applicants or the successful Applicant or as to these instructions or as to any other matter or thing so as to bind the Authority.

Authority Authorised Representative contact details:	Procurement Representative contact details:	Contract Manager Contact details:
Name: Barry Lee Address: Parking Services C6 Somerset County Council County Hall Taunton e-mail: bilee@somerset.gov.uk	Name: Bill Warden Address: Commercial & Procurement, B2E Somerset County Council County Hall Taunton e-mail: bwarden@somerset.gov.uk	Name: Steve Deakin. Address: Parking Services C6 Somerset County Council County Hall Taunton e-mail: scdeakin@somerset.gov.uk

Applicants are reminded to route all communications via the e-tendering portal throughout the procurement process. No direct contact must be made with the above named representatives.

1.6 Transfer of Undertaking of Employment (TUPE)

The Authority believes that the Transfer of Undertakings (Protection of Employment Regulations 2006 (TUPE) and/or the Acquired Rights Directive (ARD) may apply to this Concession Contract. In brief this means that these affected employees, as defined by the incumbent Concessionaire, must be offered the opportunity to transfer to the successful Concessionaire, on the same employment terms and conditions, liabilities and with full continuity of employment. The Applicant's attention is drawn to the requirements of the Pensions Act 2004 regarding pension protection when there is a TUPE transfer.

Applicants are advised to seek independent professional advice on the applicability of TUPE and/or ARD. Applicants are to form their own view as to whether TUPE and/or ARD apply before submitting Bids and must do so on the basis of the view they take.

the Authority has received certain information from the incumbent Concessionaire/s (TUPE information) which may assist Applicants in drawing up their Bids. Details of the incumbent Concessionaire/s are provided in Part B General Information and Specification of these Competition Documents for your reference and it is the Applicants' responsibility to obtain information regarding TUPE implications from the incumbent Concessionaire/s. However, the Authority offers no warranty as to the completeness or accuracy of the TUPE information and Applicants must carry out their own enquiries.

In order to receive this confidential TUPE information the Applicant must complete, sign and return Section 5 of Part C (Certificate of Confidentiality) of the Competition Documents to the address provided for the Procurement Representative. On receipt of the signed and completed form (which must be received prior to the deadline for the receipt of the Bid), the Applicant will be sent the relevant TUPE information via the e-Tendering portal.

Specification

2.1 Introduction

The Authority is currently inviting tenders for the provision of a fully-managed car park and on street parking pay by phone service following a very successful 4-year initial service provision that has seen income rising year on year to approximately £2m by use of a mobile payment System.

The County of Somerset comprises five districts (Mendip, Taunton Deane, Sedgemoor, South Somerset and West Somerset).

The Authority currently undertakes enforcement and associated services across all on street locations within Somerset as the Highway Authority. It also undertakes enforcement services on behalf of Taunton Deane Borough Council, Sedgemoor District Council, West Somerset District Council and Mendip District Council. These services include the provision of a pay by mobile phone service in the relevant District car parks.

The County covers an area of 1,610 square miles (3,513 sq. km). It is bordered by North Somerset and Bath & North East Somerset to the north, Wiltshire to the east, Dorset to the south-east and Devon to the south-west. To the north and west it is partly bounded by the Bristol Channel and the River Severn estuary. Somerset's County town is Taunton.

As a primarily rural County, agriculture is a major business, with the largest alternative employment sectors being retail, manufacturing, tourism and

health and social care. Unemployment is lower than the national average. There are several major towns in the County, many of which benefit from tourism, with influxes of visitors during the summer months

To complement the demography and make-up of the county this Concession Contract is to provide a cashless payment service for Parking in Somerset on behalf of the Authority. The Service Provider will provide and administer a System as defined in this Specification and provide suitable management information reporting facilities to allow the Authority and its Authorised Representatives, including Eligible Users to monitor all aspects of the process as it relates to each organisation.

Remuneration for the Service will take the form of the Service Charge as this opportunity is being offered as a Concession. It is intended that the Service Charge be added to the parking fee that the customer pays or be included in the parking fee. There shall be no other charges to the Authority or the Customer for delivery of service or mobilisation of the Concession Contract, unless agreed through the Change Control Clause in the Concession Contract Terms and Conditions. Transfers of cleared funds are to be received by each Authority no later than five working days following the end of the month by direct bank transfer. Supporting data to be provided with each transfer to evidence the number of transactions for each car park, location, fees collected, and VAT.

This section gives Applicants an introduction to the Authority and explains the purpose of the specification. Things to include are:

- an introduction to the Authority if this has not already been provided elsewhere in the documents;
- an introduction to the specification: its purpose, its main aims and objectives, the specification type (i.e. outcomes-based); and
- any disclaimers, caveats, etc.

2.2 Scope

The Authority invites offers for the operation of a Concession Contract from suitably experienced organisations to provide a cashless payment service for Parking in Somerset (“the Services”) on behalf of the Authority, and all potential Eligible Users listed in section 1.3 of this document. The Authority is responsible for all on-street pay parking in Somerset and a number of car parks, (as shown in Appendix 1). Applicants are to note that, at any point throughout the Concession Contract, the number of in-scope car parks may increase or decrease. This shall apply to both the Authority’s and Eligible User’s car parks.

In addition to pay and display and meter parking this includes the provision of various Virtual Permits associated with on street residents parking schemes in Somerset. The outcome of this procurement exercise is to award a Concession Contract for the provision and management of an effective, efficient and high quality 24 hour, 365-days (366 days in the case of a leap year) per year pay-by-phone cashless parking service. Applicants are to note that the car parks and tariffs included within Appendix 2 – South

Somerset will not form part of the scope of this Concession Contract at the outset of the Term, however it is likely that the car parks listed will form part of the scope at some stage post-award.

The Eligible Users have indicated that they would be interested in being party to this joint service to provide remote and virtual payment facilities for their car parks. The Authority will be responsible for appointing the Concessionaire with Eligible Users opting in or out of the Agreement. The Concessionaire must be able to provide a cashless parking service which enables Service Users to pay using a mobile telephone and with a debit or credit card. There may be a requirement throughout the life of the Agreement to include alternative payment methods as agreed between the Parties.

The value of this Concession Contract is below the threshold of monetary value put forth in the Concession Contract Regulations 2016 so is not subject to the provisions of this legislation. However, the Authority has looked to these regulations for guidance in shaping the articulation of the requirement and how Applicants are required to put forth offers.

This suite of documents describes the Authorities requirements for the Services, the tendering process that will be operated, the terms and conditions under which any Agreement will be enforced and the commercial model that the Applicants are to present their offer to the Authority. The Authority is electing to let the Agreement for an Initial Term of 5 years in length. The Authority has the option to extend the Agreement for further period(s) of up to 12 months in length up to a maximum of 24 months in increments not greater than 12 months at a time. Any extension will be at the sole discretion of the Authority and will be communicated to the Concessionaire no later than 3 months before the expiry of the Initial Term and no later than 3 months before the expiry of any Extended Term.

The Authority wishes to make the best use of the available technology and services in order to deliver the best possible experience to Service Users therefore all elements of the Specification must be included in offers.

The Specification provides detailed information as to the provision of the Services. The Services are summarised as follows:

- Minimise the cost of using the service to both the public and the Authority, in order to maximise engagement and usage.
- Increase the number of customers using the pay by phone service.
- Increase the level of income derived from the pay by phone service.
- Avoid service costs paid by the Authority. The Concessionaire will provide a solution that is at no cost to the Authority. All Concessionaire costs shall be included in the Service Charges submitted within Part D.
- Real time data being available for the enforcement of parking regulations.
- A service allowing any member of the public to pay for parking by phone, SMS or via an application interface available on all platforms and devices that include the functionality for app-based software.

- A service that includes the option for multiple parking sessions at the same time, enabling a vehicle to be moved from car park A to car park B and then return to car park A where the original booked session remains.
- A service allowing payment for multiple spaces within a car park
- Provide a System that will enable local businesses to book parking sessions on behalf of their own customers, and to be charged by the Authority accordingly, following the issue of an invoice; including booked session information which will have been generated using the System's back-office reporting function.
- Provide parking session data from the pay by phone System to enable the Authority to operate an effective enforcement service in all locations by providing data to the Authority enforcement IT System currently provided by Chipside Limited.
- On demand access to reports on average and actual remote and virtual pay parking sessions which will be suitable for informed parking (and financial) management.

The Concessionaire shall provide publicity for the service. This will include, but not be limited to, an optimised on-line presence and the provision and maintenance of signs advertising the Services on relevant parking machines and on-street furniture, as necessary, to ensure that customers are aware of the different payment options available.

The Service must be operational 24 hours a day for every day of the year, subject to the individual requirements of each car park such as Sunday and evening charging. The Service must allow Service Users to initially register and then subsequently book a parking session in the same continuous session. Service Users must be able to have access to their accounts on the System in all formats (telephone, web, application-based software) with their user information saved and stored securely to ensure that Parking Sessions are able to commence quickly, and this may be associated with the mobile phone number being used, or log in credentials where access is internet-based. All card details must be stored in compliance with PCI/DSS (Payment Card Industry/Data Security Standards).

Following initial registration the Service User must be able to be identified by the mobile phone number or user name and password combination (passcode, facial recognition and/or finger print scanning would also be suitable) when accessing the System and must be able to book their Parking Session by stating the appropriate location code (or by confirming the selection if the System is able to utilise Location Services via the mobile phone operating System) by stating the required duration of the stay from the available options at each location.

2.3 Background to the requirement

The current pay by phone service is provided under contract by Creative Car Park Ltd, trading as Bemrose Mobile.

There are currently around 600,000 annual transactions from registered users of the phone and pay system, whose parking sessions have generated around £2m of

income to the local authorities within Somerset over the past 12 months (excluding South Somerset District Council).

It is estimated that the current service provider will have sent around one million reminder/confirmation texts to registered users during the previous 12 months, at a cost of 10p per reminder/confirmation text, which is currently paid for by the service user.

The current service provider charges a 14p service charge, which is currently paid by the Service User. The Authority currently receives a share of each initial Service Charge, which can be disregarded to reduce and or eliminate the initial cost to the user.

All transactions are currently handled by the Concession Contractor's merchant account, at their cost. The Concessionaire will be required to handle all merchant services through their own bank at their cost, with income derived from parking sessions being transferred to the relevant bank account (namely the Authority or Eligible Users' banking accounts) within 5 days of the month end.

Subject to the initial service cost per transaction specified by the Concessionaire (if proposed), it is expected that the service will continue to be provided at nil cost to the Authority with the service user paying for the parking tariff, plus any reminder/confirmation texts that may have been requested.

2.4 The Requirement

2.4.1 Pay and Display and Meter Parking

2.4.1.1 It is anticipated that most of the types of cash pay and display machines and meters used at the various locations in Somerset will remain as an alternative to virtual payment for the foreseeable future and throughout the life of this Concession Contract.

2.4.1.2 Facilities for virtual payment shall include all the options for parking periods available through pay and display or meter parking as advertised at each location, plus the facility to extend the parking period without returning to the vehicle, where permitted.

2.4.1.3 The Concessionaire shall offer reminders at an agreed period before virtual parking sessions expire, by mail, text, e-mail or push notification as preferred/requested by the individual customer. SMS messages and push notifications are to be capped at £0.10 each.

2.4.1.3 Tourism is important to Somerset and the Concessionaire's Services and System will be advertised extensively in pay and display car parks. As a service to hotels and local businesses, it is further envisaged that they will be able to pay for their customers parking at the point of registration, or in store. It is preferred that the Applicant will already be successfully operating such a corporate booking System to allow registered Service Users to access their web-

based operating System to book parking without the need for the Service User to make a call from their mobile phone.

2.4.2 Provision of Online (web), Telephone and Mobile Application (App) Accounts

2.4.2.1 The Concessionaire shall provide facilities for online set up and servicing of accounts to purchase parking sessions. This will operate 24 hours a day, 7 days a week (including bank holidays).

2.4.2.2 The Concessionaire shall provide facilities for telephone, set-up servicing of virtual parking ticket accounts using mobile phones, mobile application software (apps) and land lines which allows full functionality by the customer throughout the hours of operation of parking schemes. The telephone number shall be a Taunton Exchange number (01823).

2.4.2.3 All virtual parking ticket and voucher holders will have the option of receiving a reminder (either by email, text message or push notification) when their session is due to expire. Reasonable Service Charges for a reminder must be clearly stated to Service Users and may be passed on to the Service User who will be able to opt in or out of receiving these reminders at their discretion. Vehicle details will be accepted as declared by the Service User – no trace of keeper will be required.

2.4.2.4 The Concessionaire shall provide an online facility for the Authority (and Eligible Users as required) and their agents to issue virtual parking sessions to those in need of additional help with this function, which will be charged to the Service User in the same way as if it had been successfully booked using by phone, online or the app.

2.4.2.6 The Concessionaire shall use its expertise and technological processes to recognise, prevent, and minimise abuse and report offending to the Authority. If the Concessionaire has good reason to believe there is fraudulent activity they must report such matters to the Authority as soon as possible and in any event within 24 hours. If the Authority has good reason to believe a virtual parking session should not have been issued it shall instruct the Concessionaire to cancel the virtual parking session with immediate effect or by asking the Concessionaire to give notice to the customer.

2.4.3 Payments and Transfer of Payments

2.4.3.1 The Concessionaire shall accept payments from credit and debit cards, without applying additional charges to the customer or the Authority other than the advertised Service Charge for parking payments.

2.4.3.2 Where applicable, the Concessionaire shall hold all payments owed to the Authority, and any of the Eligible Users listed in section 1.3 of this document, in a separate escrow bank account for the Authority (which will be available for inspection by the Authority and the Eligible Users, at any time).

2.4.3.3 Where applicable, the Concessionaire shall be required to pay the Authority and Eligible Users on a monthly basis with 5 working days of the month end, the net value of all payments received and held on behalf of that party. The Authority shall be provided with a detailed statement, broken down to show the transactions for the Authority and Eligible Users as agreed with the Authority's Contract Manager for all services provided over the same period.

2.4.3.4 The Concessionaire shall also provide monthly management information reports showing all Service Charges applied direct to each Service User using the Service.

2.4.3.5 Should a refund become due to a Service User whilst the Concessionaire is still holding the Parking Payment, for example if a Service User has booked a parking session at an incorrect location and wishes to change the location (if permitted by the parking provider) then the Concessionaire shall be responsible for issuing the refund and for keeping full records of the transaction.

2.4.3.6 Should a refund become due to a Service User after the Concessionaire has passed the parking payment to the Authority or Eligible User, for example a refund on a parking ticket (if permitted by the parking provider), the Concessionaire shall pass all the details to either the Authority or Eligible User, who will issue the refund.

2.4.3.7 All Parking Charges, Service Charges and Service Credits will be reconciled, and any monies owed to the Authority or Eligible User by the Service Provider will be paid each month to the appropriate party.

2.4.3.8 Reporting shall be provided once a month in a Microsoft Excel spreadsheet format, or other standard spreadsheet format as specified by the Contract Manager, according to a template to be produced by the Authority. This will include, details of customer access and equalities monitoring. All data collection requirements will be agreed between the Concessionaire and the Authority. Reports for all Eligible Users will be sent to the relevant Eligible Users and to the Authority.

2.4.4 Customer Complaints and Queries

2.4.4.1 The Concessionaire shall provide a manned telephone service with a Taunton exchange number (01823) for enquiries from Service Users and other members of the public about the Service for a minimum of 9am to 5pm Monday to Friday. An automated service with the ability to access recorded information and to leave a message shall be available at all other times.

2.4.4.2 The Concessionaire shall be responsible in the first instance for resolving any complaints or queries and for feeding back compliments to the Authority. Where the answer to an enquiry is not covered by information provided to the Concessionaire by the Authority, the customer shall be signposted to the appropriate council or to the Parking Enforcement Service Provider.

2.4.4.3 Complaints or enquiries about the issue of Penalty Charge Notices shall be passed to parking@somerset.gov.uk, along with all associated information relating

to the complaint or enquiry to enable the Authority to make a decision without requesting further information from the Concessionaire.

The Concessionaire shall notify the Authority of any complaints received within 2 working days of becoming aware of the complaint to the email address contained within this 2.4.4.3. Detailed reports of complaints and their resolution shall be provided to the Authority at regular intervals to be agreed by the Contract Manager.

2.4.4.4 The Concessionaire's Representative and the Contract Manager shall agree a protocol for dealing with complaints that might involve criticism of the Concessionaire, the Parking Enforcement Service Provider and/ or the Authority or one of the Borough and District Councils, so that a joint response can be provided where appropriate.

2.4.5 Promotion and Publicity

2.4.5.1 The Concessionaire is encouraged to actively promote the Services in agreement with the Authority's Contract Manager. It is a requirement in all published media containing information about the provision covered by this Contract the Concessionaire must acknowledge their relationship with the Authority by including relevant graphic identities. All published media and materials must be submitted for approval and agreed in advance with the Contract Manager.

2.4.5.2 The Concessionaire shall provide and maintain adequate signing in good condition at each of the sites where the service is offered to ensure that customers are aware of the payment options. Designs for all signs and sign locations shall be submitted for approval in accordance with this Specification

2.4.6 System Requirements

2.4.6.1 The Concessionaire shall ensure that the System is in place and fully operational prior to the starting date. This will require the Concessionaire to install and comprehensively test the System to ensure compliance, during the mobilisation period to ensure that all functionality is available from the Commencement Date.

2.4.6.2 The Concessionaire agrees to pay all reasonable costs incurred by the Authority in the event that the System fails to be fully operational on the starting date. For the avoidance of doubt these costs include without limitation, the relevant administrative expenses and an appropriate sum in respect of general staff costs and overheads.

2.4.6.3 General - The Concessionaire will ensure that the System:

- provides facilities for Service Users to make enquiries about and purchase all items described in Appendix 1 using an Online, App or telephone account set up by each Service User;
- confirms that payment and/or where appropriate authorisation has been received before issuing a virtual parking session;
- contains provisions to validate data input by the Service User against information provided by the Authority or the Eligible Users;

- provides live access to all data by the Authority and the Eligible Users as described;
- Service Users receive parking transaction receipt via email/web/app (free of charge)
- Complete the transaction to extend the original parking time, limited to the maximum stay of the car park
- Complete transactions on behalf of others, in the case of hotels and business booking sessions for their own Service Users
- Service Users must have the option for multiple sessions at the same time. This enables the vehicle to be moved from car park A to car park B and then return to car park A where the original booked session remains
- Pay for multiple spaces within a car park (up to a maximum of 4) enabling a single larger vehicle and / or car and associated trailer to park over multiple spaces.
- Receive a Service User parking confirmation reminder either via SMS or push notification – capped at a rate of £0.10
- Receive a Service User parking expiry time reminder either via SMS or push notification – capped at a rate of £0.10
- Service Users must have the ability to “opt into” any optional services such as reminders e.g. text reminders/confirmations. Service Users must not be opted in by default
- A VAT receipt for each parking session booked must be available to Service User
- maintains separate discreet records of transactions for the Authority and the District and Borough Councils;
- provides such equipment and supply such data as may be necessary for the Authority and Eligible Users or their Authorised Representatives to undertake enforcement action through the Parking Enforcement Teams as required;
- allows for integration with the Authority and the Eligible User’s back office Systems as required;
- is capable of updating ticket charges according to data lists supplied for each location by the Authority or Eligible Users;
- provides live secure access at any computer connected to the internet to all data by the Authority and the Eligible Users and their Authorised Representatives as described;
- restricts access to personal information by the Eligible Users and their Authorised Representatives to that personal information relevant to the transactions carried out by that organisation;
- provides information security and data protection in accordance with the ISO/IEC 27000 series of standards;
- includes contingency plans for maintaining the Service in the event of partial or complete System failure, or any other major incident.

2.4.6.4 Enforcement requirements. -The Concessionaire’s System for the provision of the Services requires an interface that will provide complete, accurate and timely information that complies with the TMA 2004 legislation and will be adaptable to comply with any future legislative requirements. Equipment and associated functionality should encompass and include/record the following:

- ensure that existing hand-held equipment owned by the Authority or Eligible Users or their Authorised Representatives, or new hand-held equipment, will be able to identify whether a vehicle has a valid virtual parking ticket, for a particular location;
- update the hand-held units within an agreed timeframe, 30 seconds or less, following purchase of a virtual parking session.
- provide enforcement officers with details of current virtual transactions for a particular vehicle including location, expiry time, vehicle make model and colour from a VRM input;
- be fully auditable and be accessible to the Authority or Eligible Users or their Authorised Representatives at all times.
- Search facility to provide information on valid session per location per VRM
- Access to Concessionaire's back-office website, as an alternative method of locating valid session information.
- Parking transaction information record, showing at the very least:
 - Duration of parking session (time of arrival/length of stay)
 - Parking Location
 - VRN
 - Type of vehicle (e.g. motorcycle, car, coach)
 - Make and Colour of Vehicle
 - Number of spaces booked
- Timeframe for records
- Expired sessions to remain visible to the Civil Enforcement Officer for the agreed grace periods.

2.4.6.5 Reporting requirements. - The Concessionaire's System for the provision of the Services will include a full and comprehensive reporting module which will provide:

- search facilities allowing the Authority or Eligible Users or their Authorised Representatives to search by VRM; by zone; by ticket length; by location; by district; by town; by ticket price; by date; for a period; by start time; and by end time or by any other configuration specified by the Contract Manager;
- the ability to present a full breakdown or summary of the above, for the transactions relevant to each council or Authorised Representative;
- the ability to download a breakdown, either of all data, or of any of the above reports into a workable Microsoft Excel spreadsheet;
- a graphical representational report of excerpts of the above data as agreed.
- Reports as required to monitor the key performance indicators in Schedule 7 of Part C.
- failed and attempted transactions by mobile number, VRM etc.

2.4.6.6 Administration requirements. - The Concessionaire's System for the provision of the Services will:

- have a facility to allow administrative accounts to be set up defining permissions to view or to edit the various transactions limited to the locations relevant to each council or Authorised Representative;
- keep a record of the date, time and identity of the person viewing or editing each transaction in a form suitable for audit purposes;
- have a facility to allow an authorised person (employed by the Authority or Eligible Users or their Authorised Representative) to create a virtual Parking Session of any type - for example this might be in person at a front desk following a cash or cheque transaction. This facility must be made available in premises owned or operated by the Authorised Representative or the Authority or Eligible Users;
- maintain an accurate record of all issued virtual Parking Sessions
- provide data in such form as may be necessary to facilitate the efficient transfer to a new System at the end of the Concession Contract;
- provide facilities for the discontinuation of any parking ticket offered by the Authority, including calculation and issue of any refund.

2.4.7 System Integration Requirements

2.4.7.1 All on-street enforcement in Somerset is carried out by the Authority's Parking Enforcement Service Provider (currently NSL Limited). Enforcement of car parks within Mendip District Council, Sedgemoor District Council, Taunton Deane Borough Council and West Somerset District Council are included in the Parking Enforcement Contract. The Enforcement System is currently provided and hosted by Chipside Limited.

2.4.7.2 The Enforcement System is not co-terminus with this Concession Contract and as such is subject to change from time to time. The Concessionaire is required to ensure compatibility between the current Enforcement System and any future replacement Enforcement System and the Concessionaire's System.

2.4.8 System Testing and Training Requirements

2.4.8.1 Prior to launching each element of the Service, the Concessionaire shall test the functionality and demonstrate it to the satisfaction of the Authority with sufficient time to allow for an effective and effective implementation.

2.4.8.2 Testing the whole System will require joint working with the Concessionaire, the Authority, other service providers and councils to test integration and data transfer in real time. The Concessionaire shall cooperate fully with the other service providers and project-manage the testing and demonstration.

2.4.8.3 Should any functionality of the mobile application software System fall below the standards set in the Bidder's response to question 3.8 of Part C – Selection and Award post-demonstration, it is the Concessionaire's responsibility to develop, with immediate effect, a recovery plan addressing the unsatisfactory areas and present it to the Authority for approval. The Concessionaire shall be responsible for

delivering the actions with immediate effect in the approved recovery plan, repeating the testing and demonstration to the satisfaction of the Authority.

2.4.8.4 At any time during the Concession Contract, the Authority may require repeat System testing for audit purposes. The Concessionaire shall provide access for the auditor as required and repeat the testing in accordance with paragraphs 2.5.10.2 and 2.5.10.3 above.

2.4.8.5 Full training on use of the System must be provided to relevant Authority, Eligible User, and parking enforcement staff prior to the Commencement Date. All staff undertaking training prior to the Commencement Date must be deemed competent in usage of the System by their relevant organisation prior to the Commencement Date.

2.4.9 Service User Support

2.4.9.2 The Concessionaire shall provide a Service User support facility that includes the following provisions;

- A fully staffed Service User service telephone helpline with queuing functionality (i.e. not automated only), operating during the hours of 9am – 5pm Monday – Friday, as per section 2.4.6.1 of this document. The as a minimum.
- Accessible Service User telephone helpline using a Taunton exchange code (01823)
- Fully trained Service User advisors
- An Interactive Voice Response (IVR) service linked to the Service User telephone helpline, for the benefit of Service Users who are experiencing difficulties with booking a parking session.
- The ability for Service Users to pre-book parking sessions via a Service User advisor. Any pre-booking will not guarantee a parking space on arrival, which must be communicated to the Service User at the time of booking.
- An optional SMS text message reminder/confirmation service – capped at a rate of £0.10.
- An optional push notification reminder/confirmation service – capped at a rate of £0.10.
- A mobile Web /app facility with email support
- A public facing website enabling:
 - Service Users to pre-register for the service
 - Secure, password protected personalised web pages containing details of parking event payment histories, ability to change variable associated with their account (including debit / credit card details, address and VRN)
 - Service Users to view a full list of all locations in the UK at which the Concessionaire's service can be similarly used
- An escalation procedure for complaints
- Support for non-English speaking Service Users on the Concessionaire's website, in the form of translation for all common languages.

2.5 Performance requirements & Key Performance Indicators

The Concessionaire's System must be extremely reliable and robust and capable of handling an almost limitless number of transactions at any time.

This ensures that users who have become reliant upon the System are not inconvenienced by being unable to use the System to purchase the parking session. It is not considered appropriate to expect users to purchase a pay and display ticket when the System is "down/unavailable".

A robust and reliable System is required to reduce inconvenience to users, ensure payment for parking is made in respect of all sessions and penalty charge notices are not served unnecessarily due to users being unable to use the System through no fault of their own.

Applicants must complete the returnable Schedule 7 of Part C – Selection and Award as part of their Bid. It is also expected that this will form part of the response to question 3.2 of Part C – Selection and Award.

2.6 Other requirements

2.6.1 Parking Places Information

2.6.1.1 The Authority, District or Borough Councils may exclude certain locations from this Concession Contract or may choose to add further locations throughout the life of the Concession Contract at any time.

2.6.1.2 The Concessionaire is required to update the System to reflect changes in car parks, on-street parking places and parking charges as and when instructed by the Authority, and at no cost to the Authority. The Authority will notify the Concessionaire of any changes to be made no less than four weeks prior to the required date of change. It is envisaged that no more than 2 full tariff changes will occur per annum. However, changes of individual tariffs may be required due to the provision of free parking. The Concessionaire must validate all parking tariffs across all platforms, with confirmation being received by the Authority within 24 hours of any change.

2.6.1.3 Prior to the Commencement Date, and as required in line with this clause 2.6, the Concessionaire shall provide adequate and clear signage at each location to ensure that Service Users are fully aware of the Service and each of the options available to them with regard to how to use the Service.

2.6.2 Data Sharing

2.6.2.1 Following award of this Concession Contract, Applicants will be required to complete the Data Sharing Agreement found within Appendix 3 of this of Part B.

2.7 Concession Contract/service management requirements

2.7.1 Inspection and Monitoring

2.7.1.1 The Concessionaire shall appoint and inform the Authority of an appropriately empowered Authorised Representative to act as the first point of contact for the Authority's Contract Manager on all matters relating to the Concession Contract. The Concessionaire's Authorised Representative shall be familiar with the Concession Contract and experienced in their position, attending progress meetings and reporting progress and issues relating to the Service as required by the Contract Manager. The Concessionaire's Authorised Representative shall have delegated authority to make all decisions relating to the Concession Contract on behalf of the Concessionaire. The Concessionaire's Authorised Representative or a nominated deputy shall be available 24 hours a day, every day, throughout the duration of the Concession Contract.

2.7.1.2 The Concessionaire shall provide the authorised users of the Authority with secure access to their website, which must have the ability to allow officers to generate pre-defined spread-sheet reports in Excel format with the functionality to search by VRM, Service User telephone number, location, session start and finish times. The reports must show;

- Fee Paid
- Current Sessions
- Daily Sessions
- Monthly Sessions
- Location List
- CEO session checking prior to enforcement
- Daily / Weekly financial takings by car park
- Daily session sales
- Weekly session sales
- Monthly session sales
- Yearly session sales
- Monthly banking reconciliations
- Refunds

2.7.1.3 The Concessionaire shall co-operate with the Authority's procedures in relation to the following:

- the inspection and monitoring of the quality of the Services using the below reports supplied by the Concessionaire;
 - Parking transaction report/records
 - - retention periods in line with relevant legislation
 - Interactive Voice Response (IVR) and SMS text message records and retention periods
 - System downtime reporting

- Demonstrate how the System payment service could integrate with the pay and display service for audit management and tariff data purposes and could be viewed in the Concessionaire's software.
 - All pay and display session data will be provided in XML format, including car park, date, purchase and expiry times, fee paid and registration number.
 - Management information to be restricted to agreed audit levels, I.e. Taunton Deane officers to have access to Taunton Deane data only. Somerset County Council staff to have access to all data.
- investigations by the Authority or independent bodies contracted by the Authority;
 - financial audits.

2.7.1.4 In complying with its obligations the Concessionaire shall (without limitation):

- allow the Authority or its Authorised Representatives access to any of its Staff, personnel and records relating to the Concession Contract;
- permit access at all reasonable times for the Authority's Authorised Representatives (for example, auditors) to inspect and copy where necessary all data, accounting records and reports in the instance of a financial audit, documents, records (whether human or machine-readable form) and supporting information relating to the provision of the Service in any audit;
- at the request of the Authority provide copies of all information relating to the Service and/or its staff and their servants' agents' employees and contractors including those relating to financial management and governance;
- immediately inform the Authority of any circumstances that occur that have a material and adverse effect on its ability to fulfil the objectives set out in the Specification or its standing in the community (for example the probity of its Staff or directors/managers being called into question);
- immediately provide the Authority with explanations for any queries arising from audit activity;
- immediately inform the Authority should any regulatory body direct an enquiry into or make an order of any kind in relation to the Concessionaire's affairs as a result of any misconduct or mismanagement on the part of the Concessionaire;
- immediately inform the Authority should any registration, which the Concessionaire must maintain in order to provide the Services, is withdrawn or cancelled or is threatened to be withdrawn or cancelled.
- The Contract Manager and the Concessionaire's Authorised Representative shall meet not less frequently than once every three months during the Initial Term for the purpose of reviewing the performance of the Concessionaire in the provision of the Services. Such meeting to be held at the Authority's premises or other location as agreed and at more frequent intervals should the Contract Manager so determine. Should the Contract Manager and Concessionaire Authorised

Representative decide it is more efficient, video calling services, such as Skype, may be utilised.

2.7.1.5 The Concessionaire shall, not later than three (3) Working Days before each such meeting, provide the Authority with a written service level report in respect of the Services detailing the following:

- the results of satisfaction surveys (if any) carried out by the Concessionaire during the preceding three months to determine the satisfaction of Service Users with the Services;
- a record of any complaints made by Service Users to the Concessionaire in relation to the Services during the preceding three months;
- a statistical record of Service usage during the preceding three months broken down to include types and number of virtual parking tickets issued for each site, summarised for each Authority; and
- any other information reasonably requested by the Contract Manager from time to time.

2.7.2 Rollout of Services

2.7.2.1 The Concessionaire shall project manage the roll out of the Services and provide the Contract Manager with detailed programmes in advance for approval. The Concessionaire shall introduce the services within the timescales agreed with the Contract Manager prior to the Commencement Date. The Concessionaire shall monitor progress during the roll out and report any delays or proposed alterations to the approved programme to the Contract Manager for further approval.

2.7.3 Business Continuity Plan

2.7.3.1 The Concessionaire shall prepare a Business Continuity Plan to be submitted to the Contract Manager for approval during the mobilisation period at least 14 days prior to the Commencement Date. As a minimum the Business Continuity Plan shall describe:

- Security of personal and financial data in the event of System failure;
- Back-up Systems to be used in the event of System failure;
- Arrangements for alternative accommodation should the Service Provider's accommodation become unusable;
- An assessment of various scenarios where the System might fail, the affect that failure might have on the Authority and Service Users, and measures in place to control that risk.

2.8 Appendices

Appendix 1 details all locations throughout the county where the Concessionaire will deliver the Services.

The Authority's commitment to working with Eligible Users may lead to the number of pay and display car parks that are operated by the Authority either increasing or decreasing during the life of the Concession Contract.

The list of locations, charging hours, and tariffs stated within in Appendix 1 is subject to change throughout the life of the Concession Contract, to include additional or reduced in-scope car parks throughout the life of the Concession Contract from either the Authority, or Eligible Users.

Appendix 2 details the car park locations throughout South Somerset. Although not in-scope at the outset of the Concession Contract, it is envisaged that the locations detailed within Appendix 2 shall be in-scope post award. As per Appendix 1, the list of charging hours, and tariffs within Appendix 2 is subject to change throughout the life of the Concession Contract.

Appendix 1 – In Scope Car Parks and Tariffs.

Applicants are to note that, at any point throughout the Concession Contract, the number of in-scope car parks may increase or decrease. This shall apply to both the Authority's and Eligible User's car parks.

Mendip

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
2440	Badcox	Frome	22	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	Up to 30 minutes: £0.60 Up to 1 hour £1.20 Up to 2 hours £2.40 Maximum stay for all vehicles 2 hours. No return within 2 hours
2441	Cattle Market	Frome	360	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £3.40 Over 4 hours £5.60 HGV overnight parking £10.00 Maximum stay 24 hours HGV maximum stay 15 hours No return within 2 hours
2442	Cork Street	Frome	70	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	Up to 30 minutes: £0.60 Up to 1 hour £1.00 Up to 2 hours £1.40 Maximum stay 2 hours. No return within 2 hours
2443	Merchants Barton	Frome	71	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £2.50 Over 4 hours £3.60

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Maximum stay 24 hours. No return within 2 hours
2444	North Parade	Frome	89	Mon – Sat 09:00 – 16:30, inc. Bank Holidays	Up to 4 hours £1.80 Over 4 hours £2.90 Maximum stay 24 hours. No return within 2 hours
2445	South Parade	Frome	34	Mon – Sat 09:00 – 18:00	Up to 30 minutes: £0.60 Up to 1 hour £1.20 Up to 2 hours £2.30 Up to 4 hours £4.50 Over 4 hours £5.60 Mon – Sat 09:00 – 18:00, inc. Bank Holidays (Permit holders only outside these times) No return within 2 hours
2446	Vicarage Street	Frome	18	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	Up to 30 minutes: £0.60 Up to 1 hour £1.20 Up to 2 hours £2.40 Maximum stay 2 hours. No return within 2 hours
2447	Cranhill Road	Street	316	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £0.40 Up to 2 hours £0.70 Up to 4 hours £1.30 Over 4 hours £2.40 Maximum stay 24 hours No return within 2 hours
2448	Greenbank Pool	Street	22	09:00 – 18:00 daily, inc. Bank Holidays	Summer Tariff (May – Mid-September) Up to 2 hours £3.00 Up to 6 hours £6.00 Over 6 hours £9.00 Maximum stay 24 hours No return within 2 hours Winter Tariffs (Mid-September – April) Up to 1 hour £0.70 Up to 2 hours £1.50 Up to 4 hours £3.00

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Up to 6 hours £4.00 Over 6 hours £5.00 Maximum stay 24 hours No return within 2 hours
2449	Southside	Street	106	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £0.40 Up to 5 hours £3.00 Over 5 hours £5.00 Saturdays and Sundays only Maximum stay 24 hours No return within 2 hours
2450	Grange 1	Street	368	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 5 hours £3.00 Over 5 hours £5.00 Maximum stay 24 hours No return within 2 hours
2451	Grange 2	Street	441	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 5 hours £3.00 Over 5 hours £5.00 Saturdays and Sundays only Maximum stay 24 hours No return within 2 hours
2452	Southleaze	Street	272	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 5 hours £3.00 Over 5 hours £5.00 Maximum stay 24 hours No return within 2 hours
2453	Northside	Street	245	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 5 hours £3.00 Over 5 hours £5.00 Maximum stay 24 hours No return within 2 hours
2454	Mendip Clarks Village	Street	16	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 5 hours £3.00 Over 5 hours £5.00 Maximum stay 24 hours No return within 2 hours

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
2455	Strode Road	Street	31	09:00 – 18:00 daily, including Bank Holidays	Up to 4 hours £1.30 Over 4 hours £2.40 Maximum stay 24 hours No return within 2 hours
2456	Wilfrid Road	Street	46	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £0.70 Up to 2 hours £1.50 Up to 3 hours £3.40 Up to 4 hours £4.50 Up to 6 hours £5.60 Over 6 hours £6.70 Maximum stay 24 hours No return within 2 hours
2457	Butt Close	Glastonbury	54	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £2.50 Over 4 hours £3.60 Maximum stay 24 hours No return within 2 hours
2458	Norbins Road	Glastonbury	54	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £2.50 Over 4 hours £3.60 Maximum stay 24 hours No return within 2 hours
2459	Northload Street	Glastonbury	41	09:00 – 18:00 daily, including Bank Holidays	Car Parking - Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £2.50 Over 4 hours £3.60 Maximum stay 24 hours No return within 2 hours

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
2460	St Johns	Glastonbury	142	09:00 – 18:00 daily, including Bank Holidays	Up to 30 minutes £0.50 Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £3.40 Over 4 hours £5.60 Maximum stay 24 hours No return within 2 hours
2461	Silver Street	Glastonbury	56	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £2.50 Over 4 hours £3.60 Maximum stay 24 hours No return within 2 hours
2462	Commercial Road	Shepton Mallet	131	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £2.50 Over 4 hours £3.60 HGV overnight parking £10.00 Maximum stay 24 hours HGV maximum stay 15 hours No return within 2 hours
2463	Great Ostry	Shepton Mallet	78	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £3.40 Over 4 hours £5.60 Maximum stay 24 hours No return within 2 hours
2464	Regal Road	Shepton Mallet	17	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	Up to 30 minutes £0.60 Up to 1 hour £1.20 Up to 2 hours £2.40 Up to 3 hours £2.90 Over 3 hours £4.50

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Maximum stay 24 hours No return within 2 hours
2465	Market Place	Wells	21	09:00 – 18:00 (excluding Wednesdays & Saturdays), inc. Bank Holidays	Up to 30 minutes: £0.70 Up to 1 hour £1.40 the car park is closed every Wednesday and Saturday due to the Wells Market Maximum stay 1 hour No return within 2 hours
2466	Princes Road	Wells	69	09:00 – 18:00 daily, including Bank Holidays	Car Parking - Up to 1 hour £1.00 Up to 2 hours £1.50 Up to 3 hours £2.10 Up to 4 hours £4.50 Up to 6 hours £5.60 Over 4 hours £6.70 Maximum stay 24 hours No return within 2 hours
2467	South Street	Wells	40	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.50 Up to 3 hours £2.10 Maximum stay 3 hours No return within 2 hours
2468	Tucker Street	Wells	71	09:00 – 18:00 daily, including Bank Holidays	Up to 4 hours £1.80 Over 4 hours £2.90 Maximum stay 24 hours No return within 2 hours
2469	Union Street	Wells	167	09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.50 Up to 3 hours £2.40 Maximum stay 3 hours No return within 2 hours
2470	Northload Street West Coach/HGV	Glastonbury		09:00 – 18:00 daily, including Bank Holidays	Up to 2 hours £3.00 Up to 4 hours £6.00 Over 4 hours £10.00 HGV overnight parking £10.00 Maximum stay for coaches 24 hours

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					HGV maximum stay 15 hours No return within 2 hours
2471	Commercial Road HGV	Shepton Mallet		09:00 – 18:00 daily, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £2.50 Over 4 hours £3.60 HGV overnight parking £10.00 HGV maximum stay 15 hours No return within 2 hours
2472	Princes Road Coaches / HGV	Wells	8	09:00 – 18:00 daily, including Bank Holidays	Up to 2 hours £3.00 Up to 4 hours £6.00 Over 4 hours £10.00 HGV overnight parking £10.00 Maximum stay for coaches and HGVs 15 hours No return within 2 hours
2473	Cattle Market HGV	Frome			Up to 1 hour £1.00 Up to 2 hours £1.40 Up to 3 hours £1.90 Up to 4 hours £3.40 Over 4 hours £5.60 HGV overnight parking £10.00 HGV maximum stay 15 hours No return within 2 hours

Sedgemoor

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
3900	Eastover Shoppers (Barclay St)	Bridgwater	63	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	Up to 30 minutes £0.40 Up to 1 hour £0.70 Up to 2 hours £1.40 Up to 4 hours £2.50 9:00am to 6.00pm £4.00 No limit
3901	Mount Street East	Bridgwater	115	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	Up to 1 hour £0.80 Up to 2 hours £1.60 Up to 4 hours £3.00 9:00am to 6.00pm £5.00 No limit
3902	Mount Street West	Bridgwater	93	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	Up to 4 hours £3.00 9:00am to 6.00pm £5.00 No limit
3903	Northgate	Bridgwater	162	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	Up to 1 hour £0.80 Up to 2 hours £1.60 Up to 4 hours £3.00 9:00am to 6.00pm £5.00 No limit
3904	Market Street	Bridgwater	29	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £4.00 9:00am to 6.00pm £6.00 No limit
3905	Dampiet Street	Bridgwater	49	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	Up to 1 hour £1.00 Up to 2 hours £2.00 2 hours maximum, no return within 2 hours
3906	Eastover Short Stay (coach station)	Bridgwater	26	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	Up to 30 minutes £0.40 Up to 1 hour £0.80 Up to 2 hours £1.60 2 hours maximum, no return within 2 hours
3907	Coach Station	Bridgwater	5	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	9:00am to 6.00pm £0.60 No Limit

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
3908	High Street (Lynton Road)	Burnham-on-Sea	112	All days, 09:00 to 18:00	Up to 30 minutes £0.40 Up to 1 hour £0.80 Up to 2 hours £1.60 Up to 4 hours £3.50 9:00am to 6.00pm £5.50 No limit
3909	Oxford Street	Burnham-on-Sea	103	All days, 09:00 to 18:00	Up to 30 minutes £0.40 Up to 1 hour £0.80 Up to 2 hours £1.60 Up to 4 hours £3.00 9:00am to 6.00pm £5.00 No limit
3910	Pier Street East	Burnham-on-Sea	58	All days, 09:00 to 18:00	Up to 30 minutes £0.40 Up to 1 hour £0.80 Up to 2 hours £1.60 Up to 4 hours £3.50 9:00am to 6.00pm £5.50 No limit
3911	Pier Street South	Burnham-on-Sea	186	All days, 09:00 to 18:00	Up to 30 minutes £0.40 Up to 1 hour £0.80 Up to 2 hours £1.60 Up to 4 hours £3.50 9:00am to 6.00pm £5.50 No limit
3912	Discount (Berrow Road)	Burnham-on-Sea	73	All days, 09:00 to 18:00	Up to 1 hour £0.70 Up to 2 hours £1.40 Up to 4 hours £2.50 9:00am to 6.00pm £4.00 No limit
3913	Pier Street West	Burnham-on-Sea	130	All days, 09:00 to 18:00	Up to 30 minutes £0.40 Up to 1 hour £0.80 Up to 2 hours £1.60 2 hours maximum, no return within 2 hours
3915	Bank Street	Highbridge	109	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	Up to 30 minutes £0.40 Up to 1 hour £0.70 Up to 2 hours £1.40

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Up to 4 hours £2.50 9:00am to 6.00pm £4.00 No limit
3916	Church Street	Cheddar	64	All days, 09:00 to 18:00	Up to 1 hour £0.70 Up to 2 hours £1.40 Up to 4 hours £2.50 9:00am to 6.00pm £4.00 No limit
3917	Cliff Street	Cheddar	129	All days, 09:00 to 18:00	Up to 1 hour £0.80 Up to 2 hours £1.60 Up to 4 hours £3.50 9:00am to 6.00pm £5.50 No limit
3918	Moorland Street	Axbridge	20	Mon-Sat 09:00 to 18:00 (excluding Bank Holidays)	4 hours maximum, no return within 2 hours
3920	Pier Street East Boat Trailers	Burnham-on-Sea			Up to 3 hours £4.50 Over 3 hours £6.50 No limit

Taunton Deane

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
2122	The Crescent CP	Taunton	238	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.20 Up to 2 hours £2.40 Up to 3 Hours £3.60 Up to 4 hours £4.80 4 hours maximum stay, no return within 1 hour
2123	Whirligig Lane CP	Taunton	37	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.60 Up to 2 hours £3.00 2 hours maximum stay, no return within 1 hour
2126	Coal Orchard CP	Taunton	118	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.20 Up to 2 hours £2.40 Up to 3 Hours £3.60 Up to 4 hours £4.80 Up to 5 hours £6.00 Up to 6 hours £7.20 Up to 7 hours £8.40 Up to 10 hours £9.60 No limit
2131	Belvedere Road CP	Taunton	110 (283 Sat.)	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 3 Hours £3.00 Up to 4 hours £4.00 Up to 5 hours £5.00 Up to 6 hours £6.00 Up to 7 hours £7.00 Up to 10 hours £8.00 No limit
2134	Victoria Gate CP	Taunton	72	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 3 Hours £3.00 Up to 4 hours £4.00 Up to 5 hours £4.50 Up to 6 hours £5.00 Up to 7 hours £5.50

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Up to 10 hours £6.00 No limit
2136	Kilkenny CP	Taunton	259	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 3 Hours £3.00 Up to 4 hours £4.00 Up to 5 hours £4.50 Up to 6 hours £5.00 Up to 7 hours £5.50 Up to 10 hours £6.00 No limit
2137	Elms Parade CP	Taunton	28	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 3 Hours £3.00 Up to 4 hours £4.00 Up to 5 hours £5.00 Up to 6 hours £6.00 Up to 7 hours £7.00 Up to 10 hours £8.00 No limit
2138	Duke Street CP	Taunton	58	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 3 Hours £3.00 Up to 4 hours £4.00 Up to 5 hours £5.00 Up to 6 hours £6.00 Up to 7 hours £7.00 Up to 10 hours £8.00 No limit
2144	Ash Meadows CP	Taunton	40	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 3 Hours £3.00 Maximum stay 3 hours, no return within 1 hour
2141	South Street CP	Wellington	89	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £0.70 Up to 2 hours £1.00 Up to 3 Hours £1.50

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Up to 4 hours £2.00 Up to 10 hours £2.50 No limit
2142	North Street CP	Wellington	107	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 2 hours £1.00 Up to 3 Hours £1.50 Up to 4 hours £2.00 Up to 10 hours £2.50 No limit
2143	Longforth Road CP	Wellington	167	08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 2 hours £1.00 Up to 3 Hours £1.50 Up to 4 hours £2.00 Up to 10 hours £2.50 No limit
2145	Firepool CP	Taunton		08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 3 Hours £3.00 Up to 4 hours £4.00 Up to 5 hours £4.50 Up to 6 hours £5.00 Up to 7 hours £5.50 Up to 10 hours £6.00 No limit
2146	Fons George CP	Taunton		08:00 to 18:00 Mon - Sat, including Bank Holidays	Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 3 Hours £3.00 Up to 4 hours £4.00 Up to 5 hours £5.00 Up to 6 hours £6.00 Maximum stay 6 hours, no return within 1 hour

West Somerset

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
3922	Quay West	Minehead	32	09:00 to 18:00 daily including Bank Holidays	<p>Summer charges (between 1st March and 31st October)-</p> <p>Up to 1 hour £1.50</p> <p>Up to 2 hours £3.00</p> <p>Up to 4 hours £4.50</p> <p>All day £6.00</p> <p>Winter Charges (between 1 November and 28/29 February)</p> <p>Up to 1 hour £1.50</p> <p>Up to 2 hours £2.60</p> <p>Up to 4 hours £4.20</p> <p>All day £5.70</p>
3924	Clanville	Minehead	40	09:00 to 18:00 daily including Bank Holidays	<p>Summer charges (between 1st March and 31st October)-</p> <p>Up to 2 hours £2.50</p> <p>All day £5.00</p> <p>Winter Charges (between 1 November and 28/29 February)</p> <p>Up to 2 hours £1.60</p> <p>All day £4.20</p>
3925	Alexandra Road	Minehead	102	09:00 to 18:00 daily including Bank Holidays	<p>Summer charges (between 1st March and 31st October)-</p> <p>Up to 1 hour £1.00</p> <p>Up to 2 hours £2.50</p> <p>Up to 4 hours £3.00</p> <p>All day £5.00</p> <p>Winter Charges (between 1 November and 28/29 February)</p> <p>Up to 1 hour £0.80</p> <p>Up to 2 hours £1.50</p>

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Up to 4 hours £2.50 All day £4.70
3926	Summerland Road 1 & 2	Minehead	91	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 2 hours £2.50 Maximum stay 2 hours, no return within 1 hour Winter Charges (between 1 November and 28/29 February) Up to 2 hours £1.60 Maximum stay 2 hours, no return within 1 hour
3927	North Road	Minehead	58	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.50 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and 28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50 Up to 4 hours £2.50 All day £4.70
3928	Central	Porlock	71	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and 28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Up to 4 hours £2.50 All day £4.70
3929	Doverhay	Porlock	36	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Maximum stay 2 hours, no return within 1 hour Winter Charges (between 1 November and 28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50 Maximum stay 2 hours, no return within 1 hour
3930	Steep 1 and 2	Dunster	109	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 2 hours £2.00 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and 28/29 February) Up to 2 hours £1.50 Up to 4 hours £2.50 All day £4.70
3931	Park Street	Dunster	17	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and 28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					Up to 4 hours £2.50 All day £4.70
3932	West Pier	Watchet	16	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and 28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50 Up to 4 hours £2.50 All day £4.70
3933	Anchor Street	Watchet	31	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and 28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50 Up to 4 hours £2.50 All day £4.70
3934	Market Street	Watchet	53	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50 Up to 4 hours £2.50 All day £4.70
3935	Swain Street 1 & 2	Watchet	41	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and 28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50 Up to 4 hours £2.50 All day £4.70
3936	Harbour Road	Watchet	40	09:00 to 08:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £3.00 All day £5.00 Winter Charges (between 1 November and 28/29 February) Up to 1 hour £0.80 Up to 2 hours £1.50 Up to 4 hours £2.50 All day £4.70
3937	Central 1 & 2	Williton	102	09:00 to 18:00 daily including Bank Holidays	Summer charges (between 1 st March and 31 st October)- Up to 1 hour £1.00 Up to 2 hours £2.00 Up to 4 hours £3.00

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					<div>All day £5.00</div> <div>Winter Charges (between 1 November and 28/29 February)</div> <div>Up to 1 hour £0.80</div> <div>Up to 2 hours £1.50</div> <div>Up to 4 hours £2.50</div> <div>All day £4.70</div>

Somerset County Council

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
3940	East Street	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Maximum stay 30 minutes, no return within 30 minutes
3941	Billet Street	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Maximum stay 30 minutes, no return within 30 minutes
3942	The Crescent	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 1 hour £1.50 Up to 2 hours £2.00 Up to 3 Hours £3.00 Up to 4 hours £4.00 Maximum stay 4 hours, no return within 1 hour
3943	Corporation Street	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Up to 1 hour £2.00 Maximum stay 1 hour, no return within 1 hour
3944	St James Street	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Up to 1 hour £2.00 Maximum stay 1 hour, no return within 1 hour
3945	Duke Street	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Up to 1 hour £2.00 Maximum stay 1 hour, no return within 1 hour
3946	Church Square	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Maximum stay 30 minutes, no return within 30 minutes
3947	Magdalene Street	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Maximum stay 30 minutes, no return within 30 minutes
3948	The Mount	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Up to 1 hour £2.00 Maximum stay 1 hour, no return within 1 hour
3952	Penn Hill	Yeovil		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Mon – Fri all day £3.00 Saturday all day £2.50

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
3953	Salthouse Lane	Yeovil		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Mon – Fri all day £3.00 Saturday all day £2.50
3954	Billet St (St George's Church)	Taunton	3	Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Up to 30 minutes £1.00 Maximum stay 30 minutes, no return within 30 minutes
2129	Shire Hall CP	Taunton	69	Saturday 08:00 – 18:00	Up to 1 hour £1.10 Up to 2 hours £1.80 Up to 3 Hours £2.10 Up to 4 hours £2.60 Up to 5 hours £3.70 Up to 6 hours £4.40 Up to 7 hours £5.20 Up to 10 hours £5.90 Saturdays only
2130	County Hall CP	Taunton	80	Saturday 08:00 – 18:00	Up to 1 hour £1.10 Up to 2 hours £1.80 Up to 3 Hours £2.10 Up to 4 hours £2.60 Up to 5 hours £3.70 Up to 6 hours £4.40 Up to 7 hours £5.20 Up to 10 hours £5.90 Saturdays only
3949	Victoria Gate	Taunton		Monday to Saturday 08:00 – 20:00 (including Bank Holidays)	Per day £4.50
3950	Wilton Orchard	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Per day £4.50
3951	Holway Avenue	Taunton		Monday to Saturday 08:00 – 18:00 (including Bank Holidays)	Per day £4.50
3919	Esplanade	Burnham-on-Sea		Daily 09:00 – 18:00 (including Bank Holidays)	Up to 1 hour £0.70 Up to 2 hours £1.40 Up to 3 Hours £2.10

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
				1 April – 30 September only	Up to 4 hours £3.20 Maximum stay 4 hours, no return within 4 hours
3938	Quay West, Quay St, Esplanade, Warren Rd	Minehead	32	Daily 10:00 – 18:00 (including Bank Holidays)	Up to 1 hour £1.50 Up to 2 hours £2.80 Up to 4 hours £4.40 All day £5.90
3939	WSR Station Car Park (1&2)	Minehead	104	09:00 to 18:00 daily including Bank Holidays	Up to 1 hour £1.50 Up to 2 hours £2.90 Up to 4 hours £4.40 All day £5.90

Appendix 2 – South Somerset District Car Parks and Tariffs.

Applicants are to note that the car parks located within the district of South Somerset do not currently form part of the scope of this Concession Contract, however they are likely to form part of the scope post-award, and remain throughout the life of the Concession Contract.

South Somerset

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
2408	Box Factory	Yeovil	155	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.60 for 2 hours £2.20 for 3 hours £1.40 each subsequent hour SSDC issued Residents Permits only
2415	Brunswick Street	Yeovil	62	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£3.00 all days £2.50 on Saturdays
2406	Court Ash	Yeovil	105	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.60 for 2 hours £2.20 for 3 hours £1.40 each subsequent hour SSDC issued Residents Permits only
2414	Earle Street	Yeovil	76	08:00 – 18:00 daily, including Bank Holidays	£1.60 for 2 hours £2.20 for 3 hours £2.80 for 4 hours £4.00 all day
2416	Fairfield	Yeovil	93	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£3.00 all days £2.50 on Saturdays
2418	Goldcroft	Yeovil	108	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£3.00 all days £2.50 on Saturdays
2411	Goldenstones	Yeovil	147	Mon – Sat 08:00 – 18:00	£0.70 for 1 hour £1.40 for 2 hours £2.00 for 3 hours 3 hours max stay £3.00 all day

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					£2.50 on Saturdays
2419	Huish	Yeovil	221	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.00 for 1 hour £1.80 for 2 hours £3.00 all day £2.50 on Saturdays
2402	Market	Yeovil	46	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£0.60 for 30 mins £1.20 per hour One hour maximum stay
2412	Market Street	Yeovil	28	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£3.00 all days £2.50 on Saturdays
2412	Middle Street (Disabled only)	Yeovil	21	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£0.80p for 1 hour £1.60 for 2 hours £2.20 for 3 hours 3 hours max stay
2405	Newton Road	Yeovil	17	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.20` for one hour £2.20 for two hours Two hours max stay
2410	North Lane	Yeovil	53	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.60 for 2 hours £2.20 for 3 hours 3 hours max stay
2404	Park Street	Yeovil	15	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£0.60 for 30 mins £1.20 per hour One hour maximum stay
2401	Peter Street	Yeovil	20	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£0.60 for 30 mins £1.20 per hour One hour maximum stay
2407	Petters Way	Yeovil	211	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.60 for 2 hours £2.20 for 3 hours £1.40 each subsequent hour SSDC issued Residents Permits only
2403	South Street	Yeovil	27	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£0.60 for 30 mins £1.20 per hour One hour maximum stay
2413	Stars Lane	Yeovil	202	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.60 for 2 hours £2.20 for 3 hours

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					£2.80 for 4 hours £4.00 all day
2409	West Hendford	Yeovil	170	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.60 for 2 hours £2.20 for 3 hours 3 hours max stay
2431	Abbey Street	Crewkerne	53	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour 80p for 2 hours £2.00 all day
2428	South Street 1	Crewkerne	83	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour 80p for 2 hours £1.20 for 3 hours £2.20 for 4 hours
2429	South Street 2	Crewkerne	83	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour 80p for 2 hours £1.20 for 3 hours £2.20 for 4 hours
2432	West Street	Crewkerne	73	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour 80p for 2 hours £2.00 all day
2430	Henhayes	Crewkerne	36	Mon – Fri 08:00 – 18:00, inc. Bank Holidays Saturdays 08:00 – 13:00	40p for 1 hour 70p for 2 hours £2.00 all day
2421	Bath Street	Chard	122	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour £1.10 for 2 hours £1.40 for 3 hours £2.60 for 4 hours
2423	Boden Street	Chard	66	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour £1.10 for 2 hours £1.40 for 3 hours £2.50 all day
2425	Coombe Street	Chard	29	Mon – Sat 09:00 – 18:00, inc. Bank Holidays	£1.00 for 2 hours £2.50 all day
2427	Crowshute	Chard	79	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour 80p for 2 hours £1.60 all day

Location number	Location name	Area	Spaces	Charging Hours	Tariffs
					£2.00 all day for PSV's
2422	Essex Close	Chard	91	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour £1.10 for 2 hours £1.40 for 3 hours £2.60 for 4 hours
2424	Marketfield	Chard	74	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.00 for 2 hours £2.50 all day
2426	The Minnows	Chard	43	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	£1.00 for 2 hours £2.50 all day
2436	Orchard Vale	Ilminster	64	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour 80p for 2 hours £1.60 all day
2437	Shudrick Lane	Ilminster	44	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour 80p for 2 hours £1.20 for 4 hours £1.60 all day
2435	West Street	Ilminster	41	Mon – Sat 08:00 – 18:00, inc. Bank Holidays	60p for 1 hour 80p for 2 hours £1.60 all day

Appendix 3 – Data Sharing Agreement Template

Somerset County Council Information Sharing Agreement



This form is to be used with the accompanying guidance notes when the Authority needs to share information with another organisation, acting on a third party such as data subjects.

Contact details of both parties

1.

2.

The purpose of sharing this information

Responsibility of both parties

Scope

--

Legislation

--

Consent

--

Ownership and Updating

--

Confidentiality

--

Disclosure and Publication

--

Security

--

How to handle the information

Retention and Disposal

Audit

DSAR (Data Subject Access Request)

Data Breaches

Further Data Sharing

Disputes

--

Termination / Variation / Updating

--

Data handling at termination of ISA
--

--