



Part 2 Specification

Contract Reference

TBS0819

Contract Title

Cashless Parking Payment Service

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1. Overall Scope & Nature of Requirement

- 1.1 Torbay Council are leading a collaborative procurement alongside nine other Authorities in the county of Devon, to implement and operate a cashless parking payment service (the “Service”) across the majority of the county.
- 1.2 The Authorities are looking for a Service Provider that is able to offer the Service to all collaborative Authorities and is able to demonstrate the coverage of the system used (the “System”) across the Authorities’ areas.
- 1.3 With this collaborative approach, the majority of parking within Devon will be covered under this procurement to ensure customers are not required to register with several different providers as they travel between Authorities throughout Devon.
- 1.4 Devon reaches from the Bristol Channel in the north to the English Channel in the south, bounded by Cornwall to the west, Somerset to the north east, and Dorset to the east. Devon's area is 6,707 km² (2,590 square miles) and its population is about 1.1 million. The north and south coasts of Devon contain seaside resorts, fishing towns, and ports whereas the inland terrain is rural and generally hilly. Therefore the Authorities involved in this procurement are located across rural and urban areas.
- 1.5 The Authorities included in this collaborative procurement are:
 - (a) Torbay Council;
 - (b) Devon County Council;
 - (c) East Devon District Council;
 - (d) Exeter City Council;
 - (e) Mid Devon District Council;
 - (f) North Devon District Council;
 - (g) South Hams District Council;
 - (h) Teignbridge District Council;
 - (i) Torridge District Council; and
 - (j) West Devon Borough Council.
- 1.6 The desire to provide a cashless alternative facility is part of all the Authorities ongoing rationalisation of machines. The Authorities also recognise the benefits of the use of cashless parking solutions and wish to look to the advancement of technology to further improve the Service to customers.
- 1.7 Cashless parking is a familiar option to a proportion of motorists. Users include a large number of commuters travelling to work, day visitors to tourist attractions / destinations and holiday-makers who stay in Devon for short breaks and holidays.

- 1.8 In some Authorities there is a larger visitor uptake than other Authorities. It is anticipated with the increase in the use of smart phones, application (app) usage may increase. Residents in all areas use cashless parking facilities rather than cash. Cashless transactions data for each Authority is found at Appendix B – Cashless Parking Data
- 1.9 Each Authority within this collaboration is responsible for:
- (a) local authority car parks; or
 - (b) on street parking places; or
 - (c) both local authority car parks and on street parking places.
- 1.10 At the present time, one Authority also offers a Park and Ride scheme during the summer months and cashless payment is required for this site and any future Park and Ride sites across the Authorities.
- 1.11 The Authorities have used cashless parking for differing lengths of time, with the Authorities currently using various Service Providers and either the pre-pay method for parking with the option to extend a parking session if there is no time limit on the car park or bay, or start/stop systems. Current contract end dates also differ but are all due for renewal within the next 6 month period.
- 1.12 The successful Service Provider needs to offer to each Authority the option to choose the pre-paid method for parking with the option to extend a parking session, the start/stop system or the option (if required) to implement both methods of payment across their Authority. During the life of the contract the Service Provider will need to be able to offer the Authorities the option to change method of cashless parking if required.
- 1.13 The Authorities are looking to appoint a service provider to supply the Service on an individual Contract basis, with the options if required to:
- (a) expand cashless parking facilities;
 - (b) include an e-permit facility including, but not limited to, the ability to enable residents and visitors to apply for three day, weekly and monthly permits in residential parking areas; and
 - (c) provide alternative cash solutions.
- 1.14 The Authorities would welcome new and innovative ways of supporting the customer and local businesses.
- 1.15 The System must have the capacity to support an estimated transaction volume in excess of 2,500,000 transactions per year. The Authorities anticipates growth in the use of the Service during the life of the Contract but is unable to guarantee the numbers of transactions due to potential change in consumer behaviour or amendments to each Authorities car parking arrangements.

2. Mandatory Requirements

This section sets out the Authority's mandatory requirements for this Contract

In order to achieve any threshold set in relation to award evaluation criteria Applicants are required to establish within the relevant responses how they will meet these requirements.

The Service Provider must:

- 2.1 Have a current and valid Cyber Essentials certificate, which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months; or are working towards gaining a current and valid Cyber Essentials certificate and can confirm that it will have been awarded by the planned Contract commencement date; or can demonstrate that the organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link:
<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>
and can provide evidence of verification within the most recent 12 months by a technically competent and independent third party that the organisation demonstrates compliance with Cyber Essentials technical requirements; or the organisation is exempt from complying with the requirements as it conforms to the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard, and verified as such by a certification body approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies referred to above.
- 2.2 Provide a current Payment Card Industry Data Security Standard (PCI DSS) certificate in order to prove compliance where this functionality is an integral part of the system, or the PCI DSS certificate of the third party payment gateway where such a service is being used.
- 2.3 At all times apply the PCI DSS principles and accompanying requirements to Level 1, Level 2, Level 3 or Level 4 standard as befits the scale of the transaction handling organisation. The level of accreditation must be declared.
- 2.4 Ensure that any component service that requires a financial transaction using a payment card can be demonstrated to be compliant (or can evidence that the necessary steps are being taken to become compliant) with the requirements of Strong Customer Authentication (SCA) as part of the Second European Payment Services Directive (PSD2) for online payments, coming into effect from September 2019.
- 2.5 Integrate the System with each Authority's current enforcement system, notice processing provider and subsequent hand held enforcement devices, details of which can be found in Appendix C – Enforcement Systems, on Contract implementation.
- 2.6 Deliver the Service to the Authorities at no initial or on-going cost unless otherwise instructed by an individual Authority prior to that Authority's Contract signing.

2.7 Provide websites and digital experiences that meet Web Content Accessibility Guidelines (WCAG) to a AA standard and can provide proof of an accessibility audit by a recognised organisation if required.

3. Service Requirements

3.1 General

- 3.1.1 The Service Provider will deliver the Service to enable parking users to pay for parking at any on-street, off-street parking and/or Park and Ride locations using a mobile enabled device and a cashless payment method.
- 3.1.2 The Service Provider will deliver a fully functional Service that is accessible twenty four hours per day, seven days per week.
- 3.1.3 If an Authority / parking location does not charge twenty four hours per day, seven days per week, sessions should not be available to purchase. Alternatively, a payment made outside of chargeable periods will purchase a parking session that commences when the next charging period begins.
- 3.1.4 No changes are to be made to the following elements of the Service without prior written approval from Authorities under the Contract:
 - (a) the registration process,
 - (b) the content of the IVR;
 - (c) the process for establishing a parking session,
 - (d) the information provided in the Enforcement Interface,
 - (e) the content of the website,
 - (f) stickers/posters attached to a payment machine or within a parking zone; and
 - (g) any other part of the Service.
- 3.1.5 All time must be shown in the twenty four hour clock format (e.g. 13:47:12) and the date is recorded in the dd/mm/yy format in all areas of the System accessible to Authorities and parking users.
- 3.1.6 The Service Provider must be able to facilitate the full and/or partial subsidising of end-user transaction charges by an Authority. This may be a level set across the Authority or may vary depending on the parking location.

3.2 Costs / Charges

- 3.2.1 Service elements to be provided in line with 2.6 are:
 - (a) All initial set up costs for, but not limited to:
 - i.) the provision and installation of signs and stickers;
 - ii.) the setting-up of existing parking zones;
 - iii.) the configuration of all existing parking tariffs, including permits;
 - iv.) the provision of a free / local telephone number and/or the migration of existing phone numbers from a previous service;
 - v.) a publicity launch campaign;
 - vi.) the integration of the System with each Authority's enforcement system and subsequent hand held enforcement devices, and
 - vii.) the setting-up of on-line reporting, management and enforcement information/reports.

- (b) All on-going costs for, but not limited to:
 - i.) amendments to parking tariffs and ensuring they comply with the authorities Traffic Regulation Orders;
 - ii.) the addition of new tariffs or the introduction of variable parking tariffs / permits;
 - iii.) the maintenance and replacement of signs and stickers;
 - iv.) on-going support for customers who require assistance, accessible twenty four hours per day, seven days per week; and
 - v.) creation of new parking zones either on or off-street, to include all set up costs as detailed in 3.2.1 (a);
- (c) A full Enforcement Interface with the Authorities current notice processing provider, along with any further systems in the future. The Provider will bear all the costs if there is a change in enforcement system during the term of the contract.

3.2.2 There will be no increase in charges to the parking user or changes to the option of opting in/out of a service without prior written consent of the Authorities under the Contract.

3.3 **Parking Locations & Tariffs**

The Service Provider will ensure that:

- 3.3.1 A unique parking location number is allocated to each of the Authorities car parks and to each street where on-street parking is permitted. Where a street which has parking bays extends across the boundaries of more than one of the Authorities on-street parking zones, a separate unique Parking Location number will be allocated to that street in respect of each of the respective parking zones.
- 3.3.2 Parking tariffs for the Service comply with the tariffs set out in the relevant Authorities Off-Street Parking Order and On Street Parking Consolidation Order and any subsequent variations.
- 3.3.3 The System is capable of handling different tariffs for different parking locations, different vehicle types and for different times of day/week, etc.
- 3.3.4 Payment is not taken for any period when payment is not required (i.e. outside of the charging hours) and that a parking transaction will be offered in respect of the next charging period when payment is required.
- 3.3.5 The Authorities' parking tariffs are amended in the Service Provider's system on dates notified by the Authorities (subject to the Authorities giving the Service Provider two weeks' notice) at no cost to the Authorities.
- 3.3.6 Tariff upgrades are at no additional cost to the Authorities to ensure they comply with the authorities Traffic Regulation Orders.
- 3.3.7 The start/stop System calculates the cheapest option between an overnight tariff and hourly tariffs when both could apply.

- 3.3.8 A unique 'roaming' code is provided to each Authority that allows the transfer of sessions across multiple locations. This code will enable the Authority to check all daily, weekly and monthly open sessions as well as individual parking locations.
- 3.3.9 The System has the facility to offer three day, weekly and monthly e-permits to residents, visitors and businesses.

3.4 **Revenue Share**

- 3.4.1 At the time of awarding individual Contracts, the Supplier and the Local Authority might agree to share revenue.
- 3.4.2 Where the contracting Authority and the Supplier agree to share revenue from the charges for text messaging service, transaction charges or any other service charges, the Supplier shall pay the Authority the net value of the payment due to the Authority every month, unless otherwise agreed with the Authority.
- 3.4.3 Where the contracting Authority and the Supplier agree to share revenue from the transaction charges, the Authority might wish the Supplier to increase the transaction charge that the Supplier would charge the End User in usual circumstances. The difference between the Supplier's minimum charge per transaction and the Authority's requested increased transaction charge that the Authority wishes to pass on to the End User will be retained by the Authority as an additional revenue stream. Such agreement will be made between the Supplier and the Authority at Contract commencement.
- 3.4.4 The Supplier shall provide the Authority with a detailed statement of the payments received for the month and the amount due to the Authority.

3.5 **System Resilience & Continuity**

The Service Provider will ensure that:

- 3.5.1 Adequate disaster recovery arrangements are in place throughout the term of each Authority's Contract, with evidence of these arrangements being available to each Authority on request.
- 3.5.2 The Interactive Voice Response (IVR) system and the data systems with which the System integrates are architecturally constructed without any single point of failure.
- 3.5.3 A separately located and independent secondary call answer / data processing facility is always available, which is entirely capable of offering the Service in the case of an outright loss of the primary call answer / data processing site.
- 3.5.4 The Service is constantly monitored such that any faults are detected and rectified without the need for Authorities to monitor the Service.
- 3.5.5 Customers attempting to purchase parking sessions are informed in clear, plain English that there is a fault with the Service, which prevents them from registering to use the Service and/or establishing a parking session.

- 3.5.6 Authorities are notified immediately of any fault with the Service, which prevents parking users from registering to use the Service and/or establishing a parking session.
- 3.5.7 Any faults with the Service are rectified within eight hours of the fault being detected or reported.
- 3.5.8 Authorities are notified of the expected time when the fault will be rectified and subsequently the time when the fault has been rectified.
- 3.5.9 Scheduled outages will not be planned without prior permission of each Authority, regardless of the need for urgent maintenance on any part of the infrastructure however substantial.
- 3.5.10 Any software upgrades are thoroughly tested before going live, to include sufficient load testing, to assess impact of upgrades during peak times.
- 3.5.11 All software fixes, in respect of defects identified during testing, will be re-tested and software upgrades will not be implemented until all defects identified during testing are rectified and this has been confirmed during re-testing.
- 3.5.12 The System will provide for the detection and monitoring of fraudulent activities carried out on a parking user's records and service systems and must inform the Authorities of such instances.
- 3.5.13 The Services provided to Authorities are continually reviewed in order to maintain continuous improvement and the Authorities will benefit from all upgrades and improvements made to Services throughout the term of the Authorities Contract.

4. Implementation

4.1 **Operational Information**

4.1.1 The Service Provider will provide to the Authorities:

- (a) the turnaround time for the System to be fully operational, and confirmation that its website meets recognised relevant industry standards;
- (b) a list of the allocated Parking Location numbers for all the Authorities car parks and on-street parking areas;
- (c) the telephone numbers that will be designated for using the IVR service and the SMS Text Message service;
- (d) the telephone number that will be used by parking users to contact the Customer Service Helpline;
- (e) the names and contact details of the Service Provider's Key Personnel in respect of the Contract together with details of how to contact the Service Provider's Technical Support Team and the Help Desk Facility;
- (f) appropriate assistance and support to Authorities to ensure an efficient and effective transition from the Authorities current service to the Service Provider's Services; and
- (g) suitably trained employees to staff the Customer Service Helpline and the Technical Support Help Desk.

4.1.2 The supplier will be required to have the System implemented, tested and running before the commencement of the live service.

4.1.3 The 'go live' date will potentially be different for each of the Authorities and these dates will be agreed at Contract Award meetings with each Authority.

4.2 **Key Personnel**

The Service Provider will provide to each Authority:

4.2.1 A named Contract Manager with overall responsibility for:

- (a) managing the implementation;
- (b) monitoring and reporting progress against an agreed implementation plan;
- (c) driving User Acceptance Testing (UAT); and
- (d) proving readiness for service.

- 4.2.2 Details of Key Personnel for the purposes of the Contract, including the following:
- (a) Name;
 - (b) Direct dial telephone number;
 - (c) Email address;
 - (d) Position in organisation; and
 - (e) Role in connection with the Contract.
- 4.2.3 Updated information in respect of the above Key Personnel as and when there is a change of such details.

4.3 **Promotion and Publicity**

The Service Provider will:

- 4.3.1 Provide the Authorities with proposals for promoting and publicising the Service to include the expansion of the Service to any additional car parks and on-street parking areas. This must be at most one month prior to the Commencement Date, or as otherwise agreed.
- 4.3.2 Provide the Authorities with examples of suggested signs and public notices that it recommends should be used to inform motorists that the Service is available and how to use the Service. The Authorities reserve the right to request any amendments to sign designs and quality of signs produced where appropriate.
- 4.3.3 Complete all testing, design and manufacture of signs six weeks prior to the service commencing. The designs must be presented to the Authorities for approval prior to production.
- 4.3.4 Put in place signs and notices in all parking places and maintain and replace, at no cost to the Authorities, such signs and notices as and when required, ensuring that details of the Services and consequences of parking user breach are clearly communicated to the public. Such signs and notices must be in accordance with all relevant legislation and good practice.
- 4.3.5 Not place within any location signs or notices without prior authority and consent of the Authorities.
- 4.3.6 Facilitate and assist existing customers moving to a new provider, during the first three months of a new contract, by continuing to provide the service enabling the customer to book with them.
- 4.3.7 Implement promotional and/or publicity activities agreed by the Authorities in advance of the Commencement Date and be prepared to work with the Authorities to promote the service to encourage use throughout the contract term.
- 4.3.8 Provide the Authority with all necessary artwork and designs for signs and notices in order that the Authority may produce replacement signage if needed.

4.4 **Training**

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

5. Service Delivery (Customer)

5.1 **Registration**

The Service Provider will ensure that:

- 5.1.1 The System enables first time parking users to register the details necessary to use the Services, 24 hours a day 7 days a week.
- 5.1.2 All methods will be quick and simple to understand, will be easy to operate and will function correctly using any and all mobile telephone enabled devices.
- 5.1.3 Registration will be by the following methods:
 - (a) mobile application on Apple iOS, Android and Windows operating systems;
 - (b) the internet;
 - (c) Interactive Voice Response (IVR) system, via any mobile or landline telephone.
- 5.1.4 First time parking users are directed to the Customer Service Helpline if they are experiencing any difficulties with the registration process.
- 5.1.5 The System enables business accounts to be registered so that organisations can manage employee parking (multiple vehicles) by a single account if desired.
- 5.1.6 The System is capable of being used for car clubs, company vehicles & hire cars.
- 5.1.7 First time parking users are given the option at the point of registration to receive a text message or email confirmation each time a parking session has been successfully booked.
- 5.1.8 Where the pre-paid system is in use, first time parking users are given the option at the point of registration to be informed at least 10 minutes before the expiry of each pre-paid parking session that the period is about to expire. This will be done by way of text message. This service charge is to be retained by the Service Provider but a monthly report must be produced to show the amount of fees generated for the Service Provider.
- 5.1.9 First time parking users are given the option at the point of registration to receive a text message or email confirmation each time a parking session has expired, or in the case of start/stop systems, that a session has been terminated.
- 5.1.10 The customer is required to “opt-in” to text and email reminders.

5.2 **Account Management**

The Service Provider will ensure that:

- 5.2.1 Parking users are able to:
 - (a) register to park an alternative vehicle;
 - (b) change their notification setting; and
 - (c) amend other account details.

- 5.2.2 Parking users are able to perform the tasks stated in 5.2.1 using the System by the following methods:
- (a) mobile application on Apple iOS, Android and Windows operating systems;
 - (b) the internet; and
 - (c) Interactive Voice Response (IVR) system, via any mobile or landline telephone.
- 5.2.3 Where a parking user has changed their vehicle registration number there must be a full audit trail of any changes available to the Authorities when required.

5.3 **Parking Transactions**

The Service Provider will ensure that:

- 5.3.1 Where the start/stop system is in use, parking users are given the option to commence a session and end this on their return to the vehicle.
- 5.3.2 Parking users are able to establish a parking session for periods of time that may be quantified in minutes, hours, days, weeks or months as determined by the location and the Authority.
- 5.3.3 Parking sessions can be established without the need to interact with a ticket machine and without the need to display anything in the vehicle for enforcement purposes.
- 5.3.4 Parking sessions can be established by the following methods:
- (a) mobile application on Apple iOS, Android and Windows operating systems;
 - (b) the internet;
 - (c) SMS text message; and
 - (d) Interactive Voice Response (IVR) system, via any mobile or landline telephone.
- 5.3.5 Parking users are directed to the Customer Service Helpline if they are experiencing any difficulties with the payment process or establishing a parking session.
- 5.3.6 Parking transactions are charged at the parking tariff specified in the Contract (together with any service charges agreed by the Authorities) applicable at the time of parking and as notified to the Service Provider by the Authorities from time to time. There will be no additional service charge for paying by SMS Text message.
- 5.3.7 Unless the parking session is of a type the Authority has agreed to pay the transaction fee, parking users are charged a transaction fee (inclusive of VAT) for a successful booking of a parking session.

5.4 **Transaction Data**

The Service Provider will ensure that the System captures the following information for each parking transaction:

- (a) Parking Location number;
- (b) Vehicle Registration Number;
- (c) Type of vehicle e.g. car, motorcycle, etc. (in the case of specific vehicle type tariffs);
- (d) Colour of vehicle;
- (e) Time transaction confirmed;
- (f) Start time of parking session;
- (g) Duration of parking session;
- (h) End time of parking session;
- (i) Parking user's telephone number;
- (j) Parking charge levied in GBP;
- (k) Service charge(s) levied in GBP;
- (l) Transaction method channel; and
- (m) Card Security Code;

5.5 **Extending Parking Time**

The Service Provider will ensure that:

- 5.5.1 The pre-pay System provides the option for parking users to extend their current parking session up to the maximum permitted stay for the relevant Parking Location.
- 5.5.2 The pre-pay System allows the parking session to be extended as set out in 5.5.1 at any time during the current parking session using the methods stated in 5.3.4.
- 5.5.3 The pre-pay System applies the correct charge for the additional parking period in accordance with the Authorities parking tariff set out in the Contract applicable at the time and as notified to the Service Provider by the Authorities from time to time and in accordance with the agreed level of parking charge.
- 5.5.4 The start/stop System will only allow the parking session to be in place for the maximum amount of stay relevant for the location and to advise the customer of this.

5.6 **Notifications**

The Service Provider will ensure that:

- 5.6.1 The System provides the option for parking users to receive a reminder message by SMS Text Message or email before the expiry of their current parking session.
- 5.6.2 The System provides the option for parking users to receive a reminder by SMS text message or email after a stipulated period of time that a parking session is still active and at any other suitable timescales.
- 5.6.3 The System provides the option for parking users to receive payment confirmation by SMS text message or email.
- 5.6.4 A payment confirmation will be sent automatically free of charge to all parking users making payment via SMS Text Message.
- 5.6.5 If the parking user has provided an email address, the System automatically sends a receipt at the end of the parking session, to the parking user by email providing the following details of the parking transaction:
 - (a) The Authorities name;
 - (b) Parking Location;
 - (c) Vehicle Registration Number;
 - (d) Start time of parking session;
 - (e) Duration of parking session;
 - (f) End time of parking session;
 - (g) Charge made for parking in GBP;
 - (h) Charge made for using the service in GBP;
 - (i) Charge made for any optional services received in GBP;
 - (j) Total charge in GBP;
 - (k) VAT details where applicable.
- 5.6.6 VAT receipts must be available to parking users via the Service Provider's website and be free of charge to the parking user.

5.7 **Period Parking**

The Service Provider will ensure that:

- 5.7.1 The Services provided are capable of dealing with period parking for predetermined durations as authorised by the Authorities e.g. season parking.
- 5.7.2 The Authorities have access to a means of uploading permit holder details to the Service Provider's system such that the information will be available on the Enforcement Interface.

5.7.3 the following information can be uploaded as a minimum:

- (a) Parking Location number;
- (b) Vehicle Registration Number;
- (c) Permit commencement date;
- (d) Permit expiry date; and
- (e) Permit type.

5.8 **Parking Duration**

The Service Provider will ensure that the System is capable of:

- 5.8.1 Imposing a maximum period of parking time which can be different for each Parking Location and during which maximum period parking users will not be permitted to extend parking time beyond this maximum period.
- 5.8.2 Imposing a minimum purchase in respect of monetary value (which can be different for each Parking Location).
- 5.8.3 Imposing a maximum purchase in respect of monetary value which will limit the amount the parking user can spend in respect of one parking transaction (which can be different for each Parking Location).
- 5.8.4 Enabling parking users, during any parking transaction that was subject to a maximum purchase, to extend their parking time again subject to any maximum stay restrictions.
- 5.8.5 Where maximum stay restrictions are in force, operating a “no return” function such that parking users cannot purchase more time beyond the maximum stay within a given time frame stipulated by the Authorities.
- 5.8.6 The necessary adjustment where the Authorities exercises its right to suspend parking transactions at any Parking Location and at any time.

5.9 **Payment**

The Service Provider will ensure that:

- 5.9.1 Payment for parking can be made using all major debit/credit cards issued in the United Kingdom.
- 5.9.2 The correct tariff together with applicable service charges are applied in respect of every parking transaction.
- 5.9.3 Debit/credit card numbers captured by the System / Service Provider are held in an encrypted form and are transmitted internally by secure mediums at all times and conform with PCI-DDS guidance.
- 5.9.4 A parking session does not commence unless a payment is authorised.
- 5.9.5 A parking transaction is not authorised unless the Card Security Code is captured.

- 5.9.6 Confirmation that parking sessions have commenced are not supplied to the customer unless all transactions are appropriately authorised.
- 5.9.7 The capture of data and the process followed complies at all times with the requirements of the Authorities Merchant contractor.
- 5.9.8 The data captured and submitted to the Authorities Merchant contractor will be as follows:
- (a) Merchant ID number / Reference;
 - (b) Date of transaction;
 - (c) Date of parking; and
 - (d) Value of transaction in GBP.
- 5.9.9 If the data capture requirements of the Authorities Merchant contractor changes during the Contract term, any changes will be implemented within four weeks of being notified.
- 5.9.10 Only refunds authorised by the Authorities which are either pre-agreed at the outset of the contract or on an individual basis are refunded to the customer's debit/credit cards and that refunds will be credited within twenty four hours of receiving authorisation.

5.10 **Complaints**

- 5.10.1 The Service Provider will ensure that it has a Customer Service Management Team in place to handle disputes and that escalations relating to complaints can be tracked by employee ID of the Adviser handling the complaint at each stage of the dispute.
- 5.10.2 Complaints procedures to be followed and response times to complaints will be in line with each Authorities KPIs.

6. User Interfaces

6.1 **Mobile Applications**

- 6.1.1 The Service Provider will provide password protected Apple iOS, Android and Windows phone mobile applications, which are available twenty four hours per day, seven days per week.
- 6.1.2 The mobile applications must:
- (a) Enable new parking users to register for the service;
 - (b) Enable parking users to commence, finish and extend parking sessions;
 - (c) Offer the facility to view other locations nearby;
 - (d) Carry out searches to find a location;
 - (e) Enable the user to access and recall frequently used locations;
 - (f) Enable parking users to view and manage their parking session, vehicle details and account settings and change vehicle registration details within allowed parameters;
 - (g) Enable corporate customers / businesses to manage parking for multiple vehicles;
 - (h) Enable parking users to only access their own transaction information; and
 - (i) Offer a secure service which is compliant / exceeds legislation at that time to secure the parking user's personal data.

6.2 **Website**

- 6.2.1 The Service Provider will provide a public facing web site, which is available twenty four hours per day, seven days per week.
- 6.2.2 The web site must be mobile device compatible.
- 6.2.3 The website must:
- (a) Enable new parking users to register for the service; and
 - (b) Contain a full listing of all Parking Locations operated by each Authority and their respective location codes (a link will be provided from the Authorities' websites).
- 6.2.4 User accounts must be accessed via a password protected secure session, using Secure Sockets Layer (SSL) version 3 or SSL3/TLS or equivalent (e.g. TLS 1.2 or higher), employing a minimum of 128-bit encryption.
- 6.2.5 Within the secure area of the website, parking users must be able to
- (a) View and amend their own personal details;
 - (b) View, add and remove vehicle registration details;
 - (c) View, add and remove payment details;
-

- (d) Commence, finish and extend parking sessions, receiving “live” details confirming their parking transaction;
- (e) Pay for parking by entering the location code, duration and CVV code;
- (f) View details of all of their own parking transactions and payments processed using the Services over the last two years, in GBP;
- (g) View printer friendly versions of parking transactions and payments processed using the Services over the last two years, in GBP;
- (h) Generate VAT receipts showing values in GBP; and
- (i) Where the facility exists for a monthly session, the website must provide the facility to change the details of the vehicle registered against a monthly permit during the period of the session.

6.3 **SMS Text Message**

6.3.1 The Service Provider should provide a SMS Text Message system, which is available twenty four hours per day, seven days per week.

6.3.2 The SMS Text Message system should:

- (a) Enable parking users to start a parking session;
- (b) Enable parking users to end a start/stop parking session;
- (c) Enable parking users to extend a pre-pay session;
- (d) Enables parking users to change their vehicle registration number;
- (e) Recognise when multiple text messages have been received for a parking session at the same Parking Location for the same vehicle.

6.3.3 SMS Text Messages sent by parking users to the Service would qualify as part of the parking user’s inclusive SMS Text Message allowance with their network operator (assuming the parking user is using a mobile telephone that includes an SMS Text Message allowance in the United Kingdom and subject to the allowance not already having been used).

6.4 **Interactive Voice Response (IVR)**

6.4.1 The supplier will provide a single ordinary geographic telephone number to cover the whole of the area under the Contract, subject to any individual authority requirements, charged at local rate or Freephone and on a network demonstrating the most complete coverage of the area.

6.4.2 The Service Provider will provide an IVR system, which is available twenty four hours per day, seven days per week.

6.4.3 The IVR system must:

- (a) Enable new parking users to register for the service;
- (b) Enable parking users to commence, finish and extend parking sessions;
- (c) Answer all calls within a maximum of eighteen seconds or six rings;
- (d) Have an effective speech recognition capability to capture the following information:
 - i.) Duration of parking session (length of stay);
 - ii.) Start of transaction;
 - iii.) Parking Location;
 - iv.) Vehicle registration number;
 - v.) Type of Vehicle (e.g. coach, car, motorcycle);
 - vi.) Make and model; and
 - vii.) Colour of vehicle.
- (e) Give all spoken information and instructions in clear, well defined and easy to understand English language, which is clearly enunciated;
- (f) Uses plain English, avoiding jargon and abbreviations;
- (g) Is available to parking users on an ordinary United Kingdom locally charged or free call rate;
- (h) Minimises call durations by automatically detecting the calling line identity of the caller whenever possible;
- (i) Recognises if the parking user has a parking session in progress, promptly notifies the parking user of the time when their current parking session will expire, offers the option to extend the current parking session (subject to applicable time restrictions);
- (j) Provides options to change personal information or other user defined options from within the IVR;
- (k) Is sufficiently 'intelligent' and interactive to allow the majority of parking user interactions for registered parking users to be handled swiftly and without the need to speak to a Customer Service Adviser;
- (l) Checks with the caller at various stages in the call flow, that the data being captured is correct and offers the caller an opportunity to correct data or, where this is not possible, to transfer the caller to a Customer Service Adviser; and
- (m) During the call or subsequently by SMS text or other means, notifies the parking user how to access their account details on the internet, when a parking user is calling for the first time.

6.5 **Customer Helpline**

- 6.5.1 The Service Provider must provide a Customer Service helpline, which provides the option for parking users to be transferred, via the IVR, to a personal interface at no additional service charge to the parking user or the Authorities.
- 6.5.2 The Customer Service Helpline must be available between the hours of 08:00 to 18:00 hrs, seven days per week.

7. Service Delivery (Authorities)

7.1 Help Desk

The Service Provider will:

- 7.1.1 Provide a Technical Support Team/Help Desk facility, which will be available to help all relevant Authorities staff with support and guidance on any matter relating to the Service.
- 7.1.2 Ensure that the Help Desk is available between 07:00 – 19:00 hours seven days per week (but subject to the Authorities reserving the right to request the Service Provider to amend these hours).
- 7.1.3 Ensure that the Help Desk is contactable on a free phone number or local rate telephone number.
- 7.1.4 Ensure that all advice and information given is recorded and confirmed by email to the Authorities within forty eight hours.
- 7.1.5 Monitor its own provision of the Services and detect and remedy faults rapidly without the need for the Authorities to monitor the Services, and will provide evidence of its own monitoring to the Authorities on demand.
- 7.1.6 Provide the name and contact details of the Account Manager appointed by the Service Provider to monitor the Services provided to the Authorities and of the Account Manager's nominated deputy when the Account Manager is absent.

7.2 Parking Transactions and Enforcement

The Service Provider will:

- 7.2.1 Ensure there is an overall location code for each Authority for both on and off street parking where sessions are transferable to another location.
- 7.2.2 Ensure there is a location code for each type of parking concession which is applicable to individual Authority's requirements.
- 7.2.3 Provide the Authorities with secure access via the internet to "live", recently expired and historical parking transactions (see 9.5).
- 7.2.4 Provide an enforcement facility that is compliant with current legislative requirements and guidance and that will be amended to comply with future legislative changes and guidance at no cost to the Authorities.
- 7.2.5 Integrate the System with each Authority's current enforcement system, notice processing provider and subsequent hand held enforcement devices, details of which can be found in Appendix C – Enforcement Systems, on Contract implementation.
- 7.2.6 Provide a full Enforcement Interface with the Authorities current notice processing provider. This needs to be easy to use and must provide complete, accurate and real time data to enable the Authorities Enforcement Officers to carry out enforcement and for monitoring purposes.

- 7.2.7 Make available and maintain the Enforcement Interface so that it provides a rapid and simple means for Enforcement Officers, using a portable monitoring device, to identify all vehicles (by Parking Location and/or by Vehicle Registration Number) for which there is a current parking session active or has been so.
 - 7.2.8 Ensure that details of new parking transactions are available for reference on the Enforcement Interface within thirty seconds of the transaction being confirmed.
 - 7.2.9 Ensure that details of expired parking sessions remain listed on the Enforcement Interface and are clearly identified and differentiated from sessions due to expire within 1 hour (for parking sessions longer than 60 minutes). Details will include:
 - (a) Parking Location, (which will be the full street/car park name);
 - (b) Vehicle Registration Number;
 - (c) Expiration time; and
 - (d) Any specific tariff type information.
 - 7.2.10 Ensure that the Enforcement Interface can be searched by Parking Location and/or by Vehicle Registration Number.
 - 7.2.11 Ensure that when a parking user has requested a tariff specific to a certain vehicle type or a special tariff rate this is clearly shown on the Enforcement Interface.
 - 7.2.12 Integrate a facility (the “Enforcement Interface”) with any hand held units used to issue Penalty Charge Notices by the Authorities or an Authorities contractor.
 - 7.2.13 Provide backup functionality for checking sessions in the event of an interface failure on the handheld, such as a separate link or application on the handhelds or a separate mobile phone.
 - 7.2.14 Make the information specified in 7.2.9 available via the internet subject to restricted access but such that the information is accessible using a standard web enabled mobile telephone.
 - 7.2.15 Be able to adapt to the different parking policy requirements of the Authorities, which may include:
 - (a) Observation times prior to the issue of a Penalty Charge Notice;
 - (b) Maximum permitted stay;
 - (c) Meter Feeding; and
 - (d) No return policy within specified times.
 - 7.2.16 Work with the Authorities parking enforcement software provider to integrate the Enforcement Interface with any replacement hand held units introduced by the Authorities or the Authorities contractors to issue Penalty Charge Notices. Integration in this case to be completed and operational within two months of notice being given of the change and provided at no cost to the Authorities.
 - 7.2.17 Bear all the costs if there is a change in enforcement system during the term of the contract.
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8. GDPR

8.1 Data Protection

The Service Provider will ensure that:

- 8.1.1 Parking users' details are not used for any purpose other than for performance of an Authority's Contract and will not be passed on to any other organisation or person.
- 8.1.2 All parking user records maintained and data collected by the Service Provider in the performance of the Contract will be accessible by each Authority as applicable to that Authority and the parking user records and the processes followed by the Service Provider are available for audit at any time by that Authority.
- 8.1.3 The processing (including the storage and supply of personal data) will be in full compliance with all applicable data protection legislation and privacy legislation in force from time to time in the UK including the General Data Protection Regulation (Regulation (EU) 2016/679), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) and any other directly applicable European Union regulation relating to privacy and any other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data and the privacy of electronic communications.
- 8.1.4 Any personal data that is processed or held overseas is done so in full compliance with all aspects of data protection legislation applicable in England and the Service Provider agrees that it will be liable for any breaches of such legislation by itself or its employees or agents.
- 8.1.5 All personal data is held in an encrypted form using the Advanced Encryption Standard AES-256.
- 8.1.6 Authorities are notified immediately of any loss of data or breach of the above requirements. Discussion may need to occur with individual authorities on the data held and access to this data to advise customers of changes.

8.2 Data Security

The Service Provider will:

- 8.2.1 Employ suitable measures to protect the security of data captured and stored in connection with the Contract.
- 8.2.2 Ensure that only the Authorities (or, as the case may be, the applicable Authority) and the Service Provider have access to the data captured and stored in connection with the Contract, with the exception of access by parking users to their personal data as provided for in 8.2.4

- 8.2.3 Ensure that the use of portable data storing media is avoided so far as is reasonably practicable but, where used, any personal data contained on portable data storage media (including portable computers) is encrypted to a recognised industry standard.
- 8.2.4 Ensure that parking users have access only to personal data that applies to them and their own parking transactions.
- 8.2.5 Ensure that debit/credit card numbers are stored only for so long as is reasonably required and legally permitted and stored securely such that the debit/credit card number cannot be viewed by anyone (other than the registered parking user) with access to the Service Provider's system, including via the web interface.

8.3 **Processing, Personal Data and Data Subjects**

8.3.1 In the processing of personal data pursuant to this contract, the Service Provider shall comply with the instructions of each respective Authority for the personal data for which the Authority is the data controller. In this regards, the Service Provider shall comply with the following table:

Description	Details
(a) Subject matter of the processing	For the provision of a cashless parking payment service
(b) Duration of the processing	For the duration of this contract and for two years following expiry in accordance with paragraph 9.2 below
(c) Nature and purposes of the processing	Processing is necessary to provide and enforce on and off-street parking places for vehicles in accordance with the Road Traffic Regulation Act 1984, the Parking Act 1989, the Traffic Management Act 2004 and the Civil Enforcement of Parking Contraventions (Guidelines on the Level of Charges) (England) Order 2007
(d) Type of Personal Data	Name, email address, vehicle details, financial information (including credit or debit card details, location data)
(e) Categories of Data Subject	Customers of each of the Authorities

<p>(f) Plan for return and destruction of the data once the processing is complete</p>	<p>See paragraph 9.2 below. Following this period the Service Provider shall arrange for the secure transfer, return or destruction of any personal data processed. This will be in line with the Service Provider's data retention policy and will occur following a specified period of individual user inactivity</p>
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9. Management Information

9.1 Required Outcomes

The Service Provider will provide Authorities with:

- 9.1.1 Comprehensive and accessible management information.
- 9.1.2 Reports at agreed frequencies.
- 9.1.3 Data applicable to the Authorities parking locations and transactions.
- 9.1.4 A system able to provide a fully auditable trail of transactions including when the customer performed any changes to their account including any changes to vehicle registration numbers.
- 9.1.5 The ability to check when the Enforcement Officer accessed the System to check parking sessions prior to issuing a Penalty Charge Notice.

9.2 Parking Transaction Records

The Service Provider will:

- 9.2.1 Ensure that all parking user transaction records in connection with the Contract will be kept by the Service Provider and made accessible to the Authorities for a period of at least two years from the expiry or earlier termination of the Contract or for a longer period as may be agreed by the Authorities and the Service Provider (this requirement will be deemed to be satisfied if the Authorities can access the required information directly at the Service Provider's office).
- 9.2.2 Store information, and make this information available to the Authorities, showing precise key presses and/or responses using IVR system and the content of all SMS Text Messages, for a period of at least two years from the expiry or earlier termination of the Contract.

9.3 Reports

The Service Provider will:

- 9.3.1 Provide the Authorities with reports at intervals to be agreed by the Authorities and the Service Provider (the information being presented in a format to be agreed between the Authorities and the Service Provider at Contract Commencement).
- 9.3.2 Provide the Authorities with monthly reports giving the following information in one or multiple reports:
 - (a) the number and booking method of transactions each month for the duration of the Contract, comparing said number of transactions to the same months in the previous year;
 - (b) the number of individuals and businesses that have registered to use the Services for each month, comparing said number to the same months in the previous year;

- (c) a list of periods when the Service Provider's system has not been fully functional giving the dates and time periods during which it was not fully functional and the reasons;
- (d) a list of complaints received and action taken to address those complaints.

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

9.4 **Current and Historic Data**

The Service Provider will:

9.4.1 Make accessible to the Authorities in a format that is compatible with Microsoft Excel, all current and historic data in relation to Contract to enable the Authorities to compile ad hoc reports as required down to individual parking user transaction level.

9.4.2 Provide the Authorities with details of all parking transactions for the previous month. This data must be in a format compatible with Microsoft Excel and must include the following information for each parking transaction (this needs to be available under the Authorities accessible reporting facility):

- (a) Parking User account number;
- (b) Parking Location number;
- (c) Vehicle Registration Number;
- (d) Date parking session commenced;
- (e) Time parking session commenced;
- (f) Date parking session ended;
- (g) Time parking session ended;
- (h) Booking method;
- (i) Duration of parking session;
- (j) Parking charge (excluding VAT where applicable) in GBP;
- (k) VAT applicable to parking charge;
- (l) Service charge(s) (excluding VAT where applicable) in GBP;
- (m) VAT applicable to the service charge; and
- (n) Transaction ID.

9.5 **Data on Website**

- 9.5.1 The Service Provider will provide the Authorities with secure access via the internet to the following data (to include all data listed in 9.4.2):
- (a) “live” parking transactions, searchable by Parking Location, Vehicle Registration Number and parking user account number;
 - (b) recently expired parking transactions (in the previous hour) searchable by Parking Location, Vehicle Registration Number and parking user account number;
 - (c) all parking transactions by date;
 - (d) all parking transactions by Parking Location (and refined by date, by days of the week and by time);
 - (e) all parking transactions by Vehicle Registration Number (and refined by date);
 - (f) all parking transactions by parking user account number (and refined by date); and
 - (g) historical data to enable comparisons from one year with another to identify trends.
- 9.5.2 An added benefit would be the ability to view within the Service Provider’s system graphical representations of report data.

10. Contract and Performance Review Requirements

- 10.1 The Service Provider must provide the name and contact details of the Account Manager appointed by the Service Provider to monitor the Services provided to the Authorities and of the Account Manager's nominated deputy when the Account Manager is absent.
- 10.2 Authorities will arrange regular management meetings with the Service Provider to monitor and assess compliance with the requirements of the Contract and performance in general. Meetings will usually be held at the offices of each Authority.
- 10.3 The frequency of Management meetings will be established by each Authority with the Service Provider prior to Contract commencement with each Authority. It is envisaged that the Service Provider will attend Contract management meetings with each Authority's representatives at monthly intervals for the first six months and then quarterly for the remainder of the contract.
- 10.4 The Service Provider will attend any other meetings when reasonably requested by the Authorities from time to time.
- 10.5 When attending the contract meetings, reports will be provided by the Service Provider prior to the meeting, as stipulated in this contract.
- 10.6 The Service Provider will, following each meeting, produce a list of actions agreed in the meeting with a timeframe for the delivery of the actions and that such list of actions will be delivered to Authorities within seven days of each meeting;
- 10.7 The Service Provider must ensure that there is an effective escalation process within their organisation where issues cannot be resolved between the Contract Manager and nominated Account Manager from the Service Provider or their deputy.
- 10.8 The Contract will be the subject of monitoring against key performance indicators, which can be found at Appendix D - KPIs. Any amendments to these indicators during the term of the Contract will be subject to review and amendment as agreed by both parties.
- 10.9 Notwithstanding the specific agreed conditions within the Contract to which this Specification is appended, where poor/non-performance has resulted in loss of parking income or other financial loss to the Authorities, the Authorities may seek to recover the loss from the Service Provider where it is established to the reasonable satisfaction of the Authorities that the fault lies solely with the Contractor.
- 10.10 Where a Default Notice has been issued against one or more performance indicators and during any stated resolution period(s) the issue(s) has/have not been resolved the Authorities may seek to terminate the Contract.

- 10.11 During the Contract an authorised officer of the Authorities may inspect and examine the provision of services being carried out at any time and without notice. The Service Provider shall provide the Authorities with such facilities as the Authorities may require for such inspection and examination at all reasonable times.
- 10.12 This specification is subject to review and amendment as agreed by individual Authorities and agreed variations will be subject to a signed variation notice.

11. Invoicing

11.1 User Payments

- 11.1.1 All payments made by parking users will be paid gross (meaning the full payment made by each parking user without deduction of any costs, expenses or taxes).
- 11.1.2 In respect of debit/credit card payments, the Service Provider will ensure that a parking user's card and payment details are accepted and stored within its own organisation or by a fully managed service from an appropriate authorised sub-contractor. If the latter, the Service Provider must specify the sub-contractor it intends to use and such use will be subject to the Authorities prior approval and consent.
- 11.1.3 The Service Provider will ensure that correct processes and procedures are in place to meet with the UK Payment Card Industry requirements regarding the processing of credit and debit card transactions.

11.2 Payments to the Authorities

- 11.2.1 Authorities will be paid either daily, weekly or monthly as agreed with each Authority, into the Authority's nominated bank or merchant account as applicable. Such bank or merchant accounts will be set up in accordance with proposals made by the Service Provider for achieving this and which have been approved by the Authorities.
 - 11.2.2 The Authorities may choose to collect all income through the Service Providers Merchant Account provider if financially beneficial although the Authorities reserve the right to choose which service it may use and expects the supplier to co-ordinate with the Authorities around this decision.
 - 11.2.3 Some individual Authorities may wish to pay all or part of the merchant charges on behalf of their customers and this will be discussed with the Service Provider at Contract inception meetings.
 - 11.2.4 Where an Authority has an electronic Purchase-to-Pay system, the Service Provider must submit invoices via such system monthly in arrears, if any of the authorities agree to pay any of the transactional costs.
 - 11.2.5 Where an Authority has not implemented an electronic Purchase-to-Pay system, the Service provider must submit invoices via email on a monthly basis.
 - 11.2.6 Where there is on and off-street parking facilities, the Service Provider must provide two separate invoices, with the potential for this income to be paid in to separate accounts.
 - 11.2.7 Authorities may require invoicing to be per location and this will be discussed with the Service Provider at Contract inception meetings.
 - 11.2.8 Invoices must be laid out to enable swift reconciliation by reference to reports available as part of the management reporting facility. Any omissions on submitted invoices not brought to the Authorities attention within 3 months of the original invoice being submitted will not be accepted.
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- 11.2.9 Where applicable, the Service Provider will be paid on a monthly basis in arrears. Payment will be made by Authorities within 30 days of the date of receipt of the Service Provider's valid invoice to the Authorities. If the Service Provider is registered for VAT, the invoice must be a valid VAT invoice.
- 11.2.10 The Service Provider must ensure all parking payments received in respect of Authorities parking facilities are paid into the individual Authority's bank accounts or merchant account (as specified by each authority) within one month.
- 11.2.11 Any credits due must be received by the Authorities on the day they fell due.
- 11.2.12 Any credits to the Authorities nominated bank or merchant accounts must be made quoting the Service Provider's name/reference clearly within the details field, and also must be confirmed by email to specified person(s) within the Authorities organisation.
- 11.2.13 The Service Provider must ensure that in the case of every transaction, there is a transparent and robust audit trail such that the Authorities can, by reference to management reports and any further information (as detailed in section 10) provided by the Service Provider within twenty four hours of being requested, answer complaints made by the public or query from an Ombudsman or defend any appeals placed before the Traffic Penalty Tribunal.
- 11.2.14 When payments are made to the Authorities, a breakdown of the payment must be provided on how this payment is made up. This must include details including, but not limited to, locations, transaction fees and V.A.T.

12. Added Value

12.1 Further Services Offered

- 12.1.1 Applicants will be expected to suggest as part of their responses to the Evaluation Questions any additional products or services that may be able to be offered as part of this Contract or any other added value that their offers might be able to bring to the Authorities. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.
- 12.1.2 As part of a continual review of parking systems and rationalisation of how data is managed and reported, the successful Applicant should be prepared to work with the Authorities and other Service Providers delivering services to Parking Services in order to develop joined up services and functionality including associated reporting and management information. This may include considering how statistical management information can be made available from a single source to include all payment methods.
- 12.1.3 The successful Applicant will be committed to working with the Authorities to maximise the benefits of innovative parking solutions and be able to demonstrate how these would support longer term policy decisions, support town centre economies, and benefit residents, visitors and business.
- 12.1.4 The successful Applicant should be committed to bringing efficiencies to service provision and enforcement operations through the provision of the Service.
- 12.1.5 The Authorities would welcome new and innovative ways of supporting the customer and local businesses through incentives or promotions to encourage the use of the parking areas.

12.2 Social Value, Sustainability, Environmental Considerations

- 12.2.1 The Authorities are seeking a Provider who will add value to the Contract by providing additional community benefits
- 12.2.2 The provider should identify Social Value options which are appropriate to each Authority. Any Social Value options selected by Authorities at Contract commencement, shall be in accordance with the Government's Social Values which are current at that point in time.
- 12.2.3 Applicants should take into account the following key areas in formulating their responses:
 - (a) Jobs: Promote local skills and employment;
 - (b) Growth: supporting growth of responsible regional business;
 - (c) Social: Healthier, safer and more resilient communities;
 - (d) Environment: protecting and improving our environment;
 - (e) Innovation: promoting social innovation.

13. Scope and Nature of Possible Modifications or Options

- 13.1 The Service Provider will offer to each Authority the option to choose either the pre-paid method for parking with the option to extend, the start/stop system or to implement both methods of payment across their Authority. During the life of the contract the Service Provider will need to be able to offer the Authorities the option to change method of cashless parking if required.
- 13.2 Technological or service delivery improvements in the System will be included in the Services provided to the Authorities by the Service Provider at no extra cost to the Authorities.
- 13.3 The number of on-street and off-street parking zones, locations and spaces may be increased or decreased during the term of the Contract by Authorities. The number of Park and Ride sites that utilise the System may also increase or decrease.
- 13.4 The Authorities future parking policies may include the requirement to compliment and/or extend the Cashless Parking Payment System by offering residents and visitors the facility to apply for three day, weekly and monthly e-permits in residential parking areas.
- 13.5 Customer payments methods may change through the life of the Contract based on technological advances and may include, but not be limited to:
 - (a) Electronic payment services such as PayPal;
 - (b) e-Wallets such as Apple Pay, Android Pay and Samsung Pay; and
 - (c) Cryptocurrency.
- 13.6 The successful Service Provider will work with each Authority, if required, to incorporate the Cashless Parking Payment System with any new or current electric vehicle (EV) charging points.

14. Awarding the Contract on Behalf of Other Contracting Authorities

14.1 The Authority is purchasing on behalf of other contracting authorities.

14.2 The contracting authorities are:

- (a) Torbay Council
- (b) Devon County Council
- (c) Exeter City Council
- (d) East Devon District Council
- (e) Mid Devon Council
- (f) North Devon Council
- (g) South Hams District Council
- (h) Teignbridge District Council
- (i) Torridge District Council
- (j) West Devon Borough Council