Invitation to quote for the supply and maintenance offootfall counters for Frome, Glastonbury, Shepton Mallet, Street and Wells High Streets.

Client: Mendip District CouncilDate 10.8.21This document contains – Brief, Specification and other notes.

**Introduction:**

**1. Mendip District Council require an understanding of the baseline and evolving numbers of pedestrians, cyclists, and vehicles in various locations across the District.**We are therefore seeking to install footfall counters in five of our town centres to add a valuable data set for interpreting the impact of the pandemic and any active travel related schemes.   
As an element of this installation the council will require access to the collected data, analytical  
tools, reporting capability, benchmarking data, general support, planned and unplanned  
maintenance through the life of the contract.

**2. Outcomes sought**• The Council wishes to install 2 counters in each of the following towns, Frome, Glastonbury, Shepton Mallet, Street and Wells.  
• Whilst MDC officers have provided some suggested locations for each town, you should identify the most appropriate locations to achieve maximum coverage and representative footfall data in the ten high streets.  
• The data counters should enable easy collection of information to support the analysis of the  
impacts of the Covid epidemic and other soft or hard interventions being delivered by MDC and or other authorities.  
• The supplier should provide associated software and analytical tools which can enable the  
council to interpret collected data. This should be available and easily accessible.  
• The council require a clear installation schedule leading to a commencement of monitoring.  
• The council require a clear planned and non- routine maintenance programme throughout  
the life of the contract.

**3. Anticipated Contract period:**The contract will run from September 2021 (from the date of award) for a period of approximately 12  
months, subject to both parties agreeing satisfactory performance of the contractor. The contract  
will be subject to review.

**4. The Requirement:**• The data counters should be installed at key locations, as per the second bullet point in  
section 2;  
Frome: Market Place and Shopping Centre  
Glastonbury: Magdalene Street and High Street  
Shepton Mallet: Town Street and High Street

Street: High Street and Farm Road

Wells: High Street and Queen Street  
• The supplier should provide full details of its installation methodology; this should include  
their approach to securing any necessary consents or licenses and make clear any assistance  
required by MDC staff by way of introduction to owners of infrastructure/buildings where  
equipment is to be located.  
• The supplier should describe how they manage and control data in accordance with all  
relevant legislation. The supplier should detail how that data is provided safely and securely  
to the client. Please be explicit with regards to GDPR compliance as this is likely to be a  
more sensitive issue in smaller towns where counting/CCTV less prevalent  
• The supplier should provide details of their analytical capacity and how that will be provided  
to support MDC.  
• The supplier shall provide full details of the analytical tools provided with the data. This  
should include full detail of the support and training package.

• All invoicing shall be finalised promptly at contract end.

**5 Technical requirements:**• The supplier must provide full technical details of their solution. This should include physical specifications for construction of the counters, materials and compliance with relevant applicable standards e.g. British standards.  
• The counters should be of a design that makes them unobtrusive in the streetscape.  
• The footfall counters are required 24 hours a day and 7 days per week. Suppliers should provide performance data that describes how this may be achieved and what their standard performance for footfall counters is. The council requires a minimum of 99.8% operation for each Sensor.  
• In the event of failure, the supplier should provide details on how replacements are provided and installed and anticipated response times.  
• Information & Certification should be provided on the technical specification of equipment and any relevant standards such as British standards that it complies with. Suppliers must provide full details of their standard reporting package including its functionality, including the type of counter (sensor/mobile data etc.) and clearly stating the reports that are available as part of the contract.  
• Suppliers should provide a maintenance programme for the lifetime of the contract detailing planned and reactive maintenance. Clear outputs should be associated with both types of maintenance to include response time and frequency.  
• Suppliers should share their approach to notification of routine & non-planned maintenance.

• Suppliers should provide clarity on repairs and their approach.

• The supplier must provide full details of their approach to liaising with the clients and how their technical support package and customer support package to support ongoing analysis and utilisation of data is delivered throughout the life of the contract.  
• The supplier should clearly outline any restrictions or margins of error with actual footfall data (provide an estimate at the very least).  
• The supplier should be sure to include details of the maximum reach of the counters in distance and breadth of the streets, highlighting what might interfere with the technology of the counters.  
• The supplier must outline the required power supply, electric/solar/battery and anticipated run times  
• The supplier must give information regards to the counter installation location (CCTV columns/lighting columns/hardwired/plugged into domestic mains connection etc.)  
• The supplier must supply information regards to ongoing running costs including typical electricity bill for the duration of the contract if plugged into/connected to mains connection

• Please supply two references with high level details of the provision and relevant contact names, e-mails and/or telephone numbers

**6. Desirable requirements:**• The Supplier should provide details of any services that could be provided as additional features of the footfall counters and monitoring systems.  
• A clear statement should be provided of the approach and cost implications for any additional reports that may be available in addition to the standard reporting suite.

**7. Performance Requirements (Outputs sought)**• The council requires a minimum of 99.8% operation  
• Routine Maintenance programme and non- planned responses – schedule delivered as agreed in contract  
• Installation delivered within 3 weeks of contract commencement (if not possible, detail the reasons why and suggested timescales)  
• Consistent method of data collection throughout the contract period  
• Provision of quarterly/weekly reports  
• Training to SSDC staff in accessing and interpreting data and reports, where necessary  
• Regular (frequency tba) review meetings with SSDC on contract delivery and data interpretation and utilisation  
• Provide customer liaison point as element of support package – queries resolved within 5 working days.

**8. Monitoring Information / Quarterly monitoring reports**KPI’s are to be defined with the successful bidder, and will include:  
• Provide quarterly and weekly milestone data reports  
• Benchmarking reports  
• Availability of Footfall counters  
• Data provision – reports created, data sharing arrangements

**9. Implementation Requirements**• Install data counters by end of 2021.   
• Provide contracted service as stated

**10. Evaluation**• Tenders will be considered on price and quality.



**11. Timeframe**

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| Tender commences | 10/08/2021 |
| Tenderer clarifications open | 10/08/2021 |
| Tenderer clarifications close | 17/08/2021 |
| Clarification responses from MDC | 19/08/2021 |
| Tender closes | 24/08/2021 @ 1400hrs |
| Evaluation commences | 24/08/2021 |
| Evaluation closes | 31/08/2021 |
| Expected contract commencement data | 01/09/2021 |
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**12. Managers**Contract Manager – Annie Simpson ([annie.simpson2@mendip.gov.uk](mailto:annie.simpson2@mendip.gov.uk)) (07917 739952)

Data Manager – Annie Simpson ([annie.simpson2@mendip.gov.uk](mailto:annie.simpson2@mendip.gov.uk)) (07917 739952)

**13. Payment Terms**

30days

**13. Instructions**

Clarifications may be directed to the Contract Manager by cop Tuesday 17th August. Responses will be provided by cop Thursday 19th August.

Send your submissions to the Contract Manager by the end of the tender period.

Submissions should include:

* All necessary documentation requested
* Answers to all questions in this document
* Completed pricing list (only input data at the highlighted cells)