

# Specification

**Analysis of Public Response to Pavement Parking Consultation**  
Department for Transport (DfT)

Contract Reference: TRSS10097

Date: 16 October 2020

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## 1. PURPOSE

The Department for Transport (DfT) is currently undertaking a consultation on options to help local authorities tackle the problem of pavement parking. The consultation closes on 22 November 2020. There has been a much higher response than anticipated and we are seeking some assistance in summarising the public response in order that we may publish a timely summary of the consultation following its conclusion.

<https://www.gov.uk/government/consultations/managing-pavement-parking/pavement-parking-options-for-change>

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The contracting authority is the government department for transport: <https://www.gov.uk/government/organisations/department-for-transport>. The team managing the contract will be the parking team within the Traffic & Technology Division of the department.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Last year the DfT completed an evidence review looking at the problems caused by pavement parking, the effectiveness of current legislation, and the case for reform. The evidence review identified 2 main options for possible legislative change, should this be considered necessary
- 3.2 In April 2019, the Transport Select Committee launched an inquiry into pavement parking. Their report was published on 9 September 2019. They recommended that the government consult on the same two options: allowing local authorities to enforce against ad hoc instances of obstructive pavement parking; and a nationwide prohibition on pavement parking across England, similar to the prohibition currently applying in London. Additionally, the DfT is asking whether its work to improve the Traffic Regulation Order process (by which local authorities can introduce local pavement parking restrictions) would be sufficient, alone, to tackle the issue. We are also asking for any alternative ideas that respondents may have.
- 3.3 The consultation began on 31<sup>st</sup> August 2020 and will run for 12 weeks until 22 November 2020.
- 3.4 We have received approximately 10,000 replies in the first 6 weeks, although the response rate has tailed off considerably (currently down to approx. 500 per week). We expect the volume of replies from the general public to tail-off further as the consultation draws to a close and the final figure to be around 12,000.
- 3.5 We wish to publish a summary of responses within 3 months of the consultation closing but will be unable to process this volume of replies in-house. We are therefore seeking to outsource the processing of replies from individuals.

## 4. SCOPE OF REQUIREMENT

- 4.1 To analyse and produce a summary report on the consultation responses submitted by **individuals**. The DfT will analyse responses received from organisations.

## 5. THE REQUIREMENT

- 5.1 We expect the number of responses from individuals to total approximately 12,000. The responses are received through an online survey and you will obtain the data in the form of a **csv** file (spreadsheet).
- 5.2 Depending on how people choose to answer the survey they may answer between 9-15 open questions, the answers to which need summarising. For each open question answered, we need you to go into the spreadsheet and read all the comments made by respondents. We then need you to summarise this in a Word document (free text), drawing out the common themes and describing both the positive and negative aspects. For example, if “impact on the environment” is a frequent theme we would want you to draw this out and summarise the nature of comments made on this issue which could be positive/pros, negative/cons or both. We would also expect that you have sufficient understanding of the pavement parking subject matter to be able to draw out particularly pertinent comments that might be made by only a few respondents. This work should be presented back to the department in a summary (electronic) report summarising the nature of the response to each open question in turn.
- 5.3 The DfT will itself be doing the same task for all responses received from organisations.

## 6. KEY MILESTONES AND DELIVERABLES

- 6.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	To read and summarise responses from individuals	15 Jan 2021
2	To draft summary report identifying common themes, the pros and cons of each, and other pertinent points.	22 Jan 2021
3	To provide final summary report	29 Jan 2021

## 7. MANAGEMENT INFORMATION/REPORTING

- 7.1 We would expect to receive a simple oral update on progress on a weekly basis.

## 8. VOLUMES

8.1 We estimate up to 12,000 individual responses requiring analysis. Each response could contain answers of up to 15 open questions.

## 9. QUALITY

9.1 Staff should have sufficient ability to understand the subject matter and present a coherent summary report in clear, easy to understand language.

## 10. PRICE

10.1 We would like a price for completing this work in 2 calendar months. In case the response to the consultation is greater than expected we would like a price for two volumes: 12,000 responses and 15,000 responses, though the higher figure is not guaranteed.

10.2 Pricing should be submitted using the Price Schedule Services document.

10.3 Pricing should be submitted exclusive of VAT.

## 11. STAFF AND CUSTOMER SERVICE

11.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

11.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

11.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## 12. SERVICE LEVELS AND PERFORMANCE

12.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Processing consultation responses	We would expect the responses to be processed at a consistent rate e.g. approx. 2 thousand per week for a 2-month contract.	100%

## 13. SECURITY AND CONFIDENTIALITY REQUIREMENTS

13.1 Personal data is included in responses to the survey. This personal data must be stored and processed in line with DfT's privacy policy.

## 14. PAYMENT AND INVOICING

- 14.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 14.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 14.3 Invoices should be submitted to:

Accounts Payable  
DfT Shared Service Centre  
5 Sandringham Park  
Swansea Vale  
Swansea  
SA7 0EA

Or via email – to [SSA.invoice@sharedservicesarvato.co.uk](mailto:SSA.invoice@sharedservicesarvato.co.uk)

## 15. CONTRACT MANAGEMENT

- 15.1 We expect the supplier to attend brief (30 mins max), weekly progress review meetings using MS Teams.
- 15.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.

## 16. LOCATION

- 16.1 The location of the Services will be carried out remotely.

## 17. POINTS OF CONTACT

<b>Procurement Contact</b>	Name	Tamsin Pearce
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