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| http://www.adso.co.uk/wp-content/uploads/2015/04/getasset.jpg**Schedule 7 – DRAFT INITIAL TENDER EVALUATION QUESTIONS**to theINVITATION TO PARTICIPATEfor the provision of**HIGHWAYS & TRANSPORT MAINTENANCE & CONSTRUCTION CONTRACT**for**Wokingham Borough Council**January 2018 |

**ITT Quality Evaluation Questions – Mandatory Requirements (6)**

The following questions are all pass/fail style. For written responses a minimum score of 6 must be achieved – any score less than 6 will constitute a fail, the Council will not be obliged to carry out any further evaluation and the tenderer may be eliminated from the procurement

1. Under the Council's 21CC programme both Council officers, including its newly established case managers, and residents must be able to track service requests and complaints "live" online during their journey to satisfactory resolution.

Please demonstrate your previous experience with regard to an ICT solution that delivers this and outline your proposal for the WBC solution?

(Max 300 words) PASS/FAIL (6)

1. The system must provide for works/project ordering/tracking/completion, streetworks/permits compliance and invoicing processing, budget and account management for the Highways Alliance partners.

Please describe how the system proposed will deliver this.

(Max 300 words) PASS/FAIL (6)

1. Please provide assurance that web functionality will be compliant with the Equality Act 2010 and Triple A - Conformance to Web Content Accessibility Guidelines v2?

(Max 150 words) PASS/FAIL (6)

1. The system must provide ongoing support and maintenance, including a help desk or similar service to ensure services are maintained.

Please outline how this will be catered for, including proposed response times and the timing of planned "outages" to ensure service continuity?

(Max 150 words) PASS/FAIL (6)

1. Data and systems of the solutions “technology stack” and operation must comply with the security protocols in which the Council operates, including the new General Data Protection Regulations May 2018. Data storage location and encryption must comply with current UK/EU standards; maintaining data integrity including under power, network or other ICT service interruptions.

Please provide assurance that the IT system/s provided will meet these and other regulatory requirements for operating in a local authority environment and list any relevant accreditations which your organisation holds.

(Max 300 words) PASS/FAIL (6)

1. ICT systems are integral to effective service delivery.

Please provide assurance the IT system will be robust (ideally compliant with ITIL best practice), resilient, including hosting and back up arrangements and suitable business continuity plans, in place by April 2019 and throughout the lifetime of the contract?

(Max 300 words) PASS/FAIL (6)

1. Although the ICT systems are to be provided and hosted by the supplier, Council officers will require access to some of the information held. Different, individual levels of access will be required to meet, amongst other things:
* regulatory requirements, such as access for FoI data;
* defending third party accident claims;
* Thames Valley Police accident investigations;
* data for effective asset management;
* data for service/customer assurance and audit reporting

Please outline how this will be managed throughout the life of the contract, ensuring licenses are provided for Council staff to access supplier systems at the appropriate levels including whether these wider access licences/costs would be borne by the contractor and charged to the Council.

(Max 300 words) PASS/FAIL (6)

**ITT Quality Evaluation Questions – Core (15)**

**Vision, Objectives and Partnering (Section Total 30%)**

1. The Council is seeking a partnership to deliver its highways and transportation services formed of Wokingham Borough Council (WBC), the Professional Services Consultancy Contractor and the Maintenance and Construction Contractor, together forming a Highways Alliance from 1st April 2019. The collective expertise of the alliance will support delivery of the Councils strategic objectives, including those within the 21st Century Council initiative, and the Council Plan found at these links: <http://wokingham.moderngov.co.uk/documents/s11845/21st%20Century%20Council%20Business%20Case%20report.pdf>
<http://wokingham.moderngov.co.uk/documents/s7168/Council%20Plan%20Update.pdf>

Please explain how you propose to provide a strategic partnership approach from the outset and during the life of the contracts including the areas of wider expertise you can provide that will benefit the Council’s strategic objectives potentially to 2029.

(Max 600 words) – 10%

1. Arising from the service review and stakeholder engagement that proceeded this procurement opportunity, the Council produced a Transport Vision to 2036 (enclosed) and a draft Performance Management Framework intended for the Highways Alliance from April 2019.

Please review both documents and provide commentary as to whether the PMF will meet the objectives of the Highways Alliance, highlighting any suggested improvements?

*(NOTE Wokingham Borough Council’s draft PMF will be made available prior to ITT)*

(Max 600 words) – 10%

1. Recent stakeholder engagement and member/resident surveys have indicated a lack of basic understanding regarding the partners that form, and operation of, the current Wokingham Highways Alliance.

Please explain how you would support promotion of Wokingham’s newly formed Highways Alliance, including:

* how the alliance could raise its profile both locally and nationally ensuring opportunities for third party use of the contracts from the named Berkshire Councils;
* how the alliance can maximise funding opportunities from the Berkshire Local Enterprise Partnership, national pilot and other funding sources;
* ensuring Wokingham’s Highways Alliance is promoted as an innovative, modern forward thinking organisation that delivers.

Please outline your ideas for branding, to ensure a “one team” partnership approach and to achieve improved local understanding of the alliance from local stakeholders, including elected Members, Town & Parish Councils, local business and residents.

(Max 600 words) – 10%

**Partnership working, collaboration, review and improvement (Section Total 20%)**

1. A shared vision, focussed on outcomes, is key to a successful partnership ensuring the right cultures and behaviours.

Please provide details on how your organisation would support this objective, including a proposed governance/structure (you may provide a draft organisational chart as a separate attachment) that will deliver both the strategic and operational requirements, ensuring true partnership working and collaboration, including proposals to ensure innovation, continual review and improvement throughout the life of the contracts.

(Max 600 words + optional 1-page PDF org’ chart) – 20%

**ICT & customer service (Section Total 15%)**

1. The procurement timetable allows a 25-week mobilisation period from Contract Award in October 2018 until the contract goes live on the 1st April 2019.

Please provide a draft implementation plan, outlining how the plan will implement the necessary ICT hardware and infrastructure (the Council will ensure access to office buildings/depot) and any new software systems (procured if necessary); including integration with Council systems, data migration requirements, third party access licences (associated initial and ongoing data/licence charges to the Council, if any) to ensure effective service delivery from April 2019.

(Max 600 words) – 3%

1. The Council will be the custodian of highways asset management planning and data. However effective asset management requires effective partnership working and collaboration.

Please explain your approach to highways asset management and how ICT can be provided to assist the partnership meets its objectives? Reference to learning from solutions already implemented elsewhere will be highly regarded.

(Max 300 words) – 2%

1. In terms of highways asset management and mapping, the Council hosts ESRI for GIS/mapping, borough-wide map based TRO data held on Buchanan Parkmap, WDM UK PMS for pavements and AMX UK PMS for structures.

Please outline the ICT systems and solutions you can provide that will support effective highways asset management and which are compatible with the Council’s current systems.

(Max 300 words) – 2%

1. Efficient customer service, aligned to the 21CC programme, including self-serve is paramount to the Council.

Please demonstrate your ability and expertise to support this objective. This may include proposed ICT solutions to enhance the customer service experience, including elected Members, Town & Parish Councils, local business and residents.

(Max 300 words) – 3%

1. Improving the way the Council co-ordinates and communicates its highways and transportation works and projects, including managing the highways network, is high priority to this Council.

Please demonstrate your ability and expertise, which may include ICT solutions, to support this initiative.

(Max 300 words) – 3%

1. Please explain how you will ensure the ICT provided, including hardware, software and the ability to remote work (e.g. for undertaking site inspections and/or tasks) will be reviewed and modernised throughout the life of the contracts. Your answer should include responding to changes within the Council, emerging technology and driven by best practice.

(Max 300 words) – 2%

**Network and Asset Management (Section Total 10%)**

1. All Councils are required to review how they manage their highway networks in accordance with the Well Maintained Highways Code of Practice 2016, which promotes a risk-based approach. To deliver this requirement the Council has produced a draft Wokingham Highways Inspection Policy (WHIP), programmed to become effective with the new contracts from 1st April 2019.

Please review the draft WHIP and provide comments on how it can be improved, including those that may provide savings while still delivering an acceptable level of service.

*(NOTE The Council’s draft WHIP will be made available prior to ITT)*

(Max 600 words) – 2.5%

1. As a band 3 highway authority, Wokingham’s highway network is supported by sound asset and condition data for most asset classes. During the pre-procurement service review the Council was keen to include wider areas of the Council infrastructure asset. One such area is the Council’s housing estate roads, car parks, footpaths, street lighting and drainage. Except for a GIS mapping layer showing the housing areas, and mapped newly provided LED street lights on a central management system, no asset inventory nor condition data exists. As part of the new contracts from 1st April 2019 the Council’s housing estate “asset owner” is keen to implement cyclic inspection and maintenance regimes.

Please explain what expertise you can provide to support this initiative during mobilisation, from October 2018, and in the early years of the contract, as the new service and asset data is established.

(Max 300 words) – 2.5%

1. Aligned to improvements in highways asset management the Council has produced a draft Wokingham Highways Investment Strategy (WHIS) which is programmed to become effective along with the new contracts from 1st April 2019.

Please review the draft WHIS and provide comments on how it can be improved. Please include what expertise you can provide to support and develop this initiative during mobilisation and throughout the life of the contracts.

*(NOTE The Council’s draft WHIS will be made available prior to ITT)*

(Max 600 words) – 2.5%

1. The Council is enabling significant growth, including in the region of 12,000 new homes across the borough over the next decade. This growth has placed significant pressures on the highway network from various major and minor highway projects, considerable statutory undertakers utility works and increasing congestion, including the added pressure of construction traffic. Managing the competing network demands and stakeholder and customer exceptions is becoming increasingly challenging.

Please explain what measures you would recommend and how you could support this challenge.

(Max 300 words) – 2.5%

**Environmental Management (Section Total 10%)**

1. The Transport Vision to 2036 (enclosed) demonstrates the Councils commitment to environmental management.

Please explain how you could support the Council in meeting this objective.

(Max 300 words) – 10%

**ITT Quality Evaluation Questions - Additional ICT Section for MCC Supplier (11)**

**Service expertise, capacity, customer service and communication (Section Total 7%)**

1. Please demonstrate ability, expertise and experience of providing and hosting ICT systems to effectively deliver the following services in a Highways Alliance partnership with a client and professional services consultancy contractor?
	* Highway reactive maintenance works, safety inspections, complaints and claims management
	* Routine highway maintenance including limited associated grass cutting and cleansing
	* Street lighting reactive maintenance & schemes
	* Structural Maintenance works
	* Drainage reactive, planned, jetting and gullies
	* Winter Maintenance services
	* Minor and Traffic Management schemes
	* Major infrastructure schemes including design and build option

(Max 600 words) 3%

1. In 2017, the service received 6,262 telephone calls, 1,250 on-line service requests, 2,380 e-mail enquiries and 324 live web chat enquiries, the majority of which would be directed to the MCC. With the implementation of the 21CC, a move to self-serve and improved communications for highways works it is anticipated this number will reduce significantly.

Please describe how you will deliver a comprehensive service request/complaint handling service for Wokingham’s customers aligned to the draft Wokingham Highways Inspection Regime provided separately.

*NOTE You may wish to include examples where you have successfully delivered similar services for other clients/Councils including providing client contact references that the Council may contact to seek re-assurance and these contact details can be in addition to the 600 words).*

(Max 600 words) 3%

1. As part of the 21CC initiative, and supporting self-serve, the Council is committed to make customer service systems user friendly to encourage online reporting. Mapping of "live" resources, activities underway and planned works including routine schemes and major projects is seen as an opportunity.

Please demonstrate your ability, expertise and experience with regard to this aspiration and outline your proposal for the WBC solution?

(Max 300 words) – 1%

**Hardware, software and integration (Section Total 5%)**

1. Stakeholder engagement and market feedback informed that an ICT system provided and hosted by the MCC, including a web enabled browser, would best meet the objective of efficient service delivery and slick end-to-end customer services, including the ability for customers to upload images, data and photographs and provide web/live chat/email/phone.

Please provide details of your expertise, ability and experience relating to this and outline your proposal for the ICT solution?

(Max 300 words) – 1%

1. Although the ICT system will be hosted by the supplier, the Council will want to be able to skin the web portal to ensure the "front end" can be integrated and accessed through the Councils website to provide a seamless Council service to the customer.

Please outline how you would deliver this requirement?

(Max 150 words) – 1%

1. The Council’s 21CC initiative promotes mobile working and localities services. As part of this the MCC would be expected to operate a mobile “hand held” system, including highways inspectors, to provide efficiency and speed up customer service requests handling.

Please outline how this requirement would be provided and what hardware and software you would utilise?

(Max 300 words) – 1%

1. To support the 21CC customer service initiative, the ICT system should be optimised for mobile devices such as Windows, Apple and Android platforms and have the ability to function on all common operating systems such as FireFox/IE/Safari.

Please outline how you would deliver this and, if available, provide examples of where you have provided this successfully elsewhere?

(Max 150 words) – 1%

1. The systems should cater for telephony and online payments, generating customer receipts compatible with the Council's payment systems. For example, residents may wish to pay for vehicular access points/drop kerbs directly to the contractor.

Please outline how the system provided will cater for these requirements and suggest any other payment services you could offer that the Council could benefit from?

(Max 150 words) – 1%

**Data integrity, security & resilience (Section Total 1%)**

1. The Council would require the contractor to enter into ICT Service Level Agreement including penalties for significant service failures.

Please provide the key terms you consider appropriate for the SLA and you may include a draft SLA or an example from elsewhere that you consider would meet the requirements for this contract.

(Max 300 words plus optional draft SLA in Word or PDF format as additional document) – 1%

**System access & reporting (Section Total 2%)**

1. A Council priority is the “customer journey”. From April 2019 this information will managed and held by the supplier and will be paramount to the highways alliance performance management framework monthly reporting and wider reporting within the Council.

Please provide assurance that your system will be capable of recording and reporting such data in an efficient automated manner including linking and displaying the data as “dashboards” suitable for reporting to the alliance and hosted in real time, accessible via the Council’s website? As an additional document (of maximum length 3 pages), you may provide examples/screenshots of such a display/dashboard in PDF format.

(Max 300 words plus additional PDF document of up to 3-pages) – 1%

1. The Council would expect both self-assurance/audits and occasional Council audits and spot checks for areas of concern or routine performance management. Additionally for s58 highway defence claims data is required to be held for a period of six years.

Please describe how the system and data source will provide these requirements and allow appropriate access to the Council?

(Max 300 words) – 1%