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### Severe Weather Information Service (SWIS)

### Supplier Feedback Questionnaire

Highways England wishes to procure a number of integrated weather and winter service related information services to replace the suite of existing services. The purpose of this questionnaire is to continue supplier engagement and to garner constructive feedback, which will be used to influence the type, format and content of the procurement.

We are currently still working to finalise the documentation to be able to invite the tender for this requirement and we hope to be in a position to send out the invite by the end of May 2015. In the meantime, we would appreciate it if you could consider the following questions and respond to them **by 3pm on Thursday 14th May 2015**.

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| **Section 1 – Your Details** |

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| *Supplier Name* |  |

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| --- | --- |
| *Your Name* |  |

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| --- | --- |
| *E-mail Address* |  |

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| *Mobile Number* |  |

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| *Office Address* |  |

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| Office Telephone |  |

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| Date |  |

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| **Section 2 – Severe Weather Information Service: Service Levels** |

**In the previous market engagement, Highways England has indicated their requirement that SWIS be a highly available and responsive service. In support of this we propose to make use of a number of performance metrics within the SWIS contract, these include the Performance Indicators, both KPI and PI, set out in the appended spreadsheet (note the definitions of Availability and System Response Time given in the Definitions tab).**

**In order to better understand the current market capability in this regard, we would be grateful if you would provide responses to the following questions:**

1. **Do you believe that the proposed performance indicators are measureable and will accurately reflect the key availability and response times of the service? If not, how might they be improved to do so?**

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1. **Do you believe that the Target Performance Levels indicated are achievable? If not, bearing in mind our need for a highly available and responsive service, what levels do you believe are achievable, and why?**

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1. **Do you believe that the Service Thresholds indicated are achievable? If not, what thresholds do you believe are achievable, and why?**

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| **Section 3 – Driver Guidance** |

**In the previous market engagement, Highways England has indicated the desire for SWIS to provide vehicle drivers with turn by turn navigation instructions and provide both the drivers and other SWIS users with route deviation alerts.**

**The essence of our requirement is to:**

* **Assist drivers to safely and accurately execute the defined Winter Service Route Schedules; and**
* **Confirm that the Vehicles have accurately followed the Winter Service Route Schedules (i.e. that the planned treatment, such as application of the required quantity of salt, has been correctly applied to each section of the route).**

**Example Winter Service Route Schedules are available in the SWIS e-Tendering data room.**

**In order to better understand the current market capability in this regard, we would be grateful if you would provide responses to the following questions:**

1. **Do you currently offer driver guidance and route confirmation solutions, are you currently developing them, or do you intend to develop them in the future?**

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1. **If you are developing, or intend to develop, such a solution when do you expect it to be available? Will it be available in a timeframe that will make it available for the SWIS contract?**

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1. **What capabilities will your solution provide? Will your solution deliver the specific functionality we require, described above?  Would there be any differences or limitations in respect of our requirements?**

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1. **If you have a current solution, would you please provide examples of where it is currently used and by whom?**

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1. **What modification to the in-vehicle equipment would be required to deploy your solution (e.g. additions or modifications to any of the existing data logging, spreader or vehicle equipment, etc.)?**

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1. **How would your solution ensure that the Winter Service Route Schedules are accurately defined and how would you validate this? How will changes or updates to the Winter Service Route Schedules be accommodated? How does your solution ensure that the driver guidance and deviation alerts made available in the vehicle cab will accurately correspond with any route deviations notified to other SWIS users?**

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1. **What would be the approximate rough order of magnitude cost for the implementation of such a solution in terms of any one off costs, any supply installation and commissioning cost per vehicle and any ongoing service costs; on the basis that we may choose to install the driver guidance element of the solution in none, some or all of the vehicles?**

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| **Section 4 – Additional Comments** |

1. **Please provide any additional feedback you would like us to consider**

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**Thank you for providing feedback. We appreciate the time you have taken and will consider all responses carefully. We look forward to further engagement.**