

## 1.1. Background

1.1.1 Biggleswade Town Council (BTC) wishes to explore options to improve the reliability, reporting, and usability of its car park management system including ticketing machines. BTC operates six car parks providing a total of approximately 377 parking spaces. Five of the car parks currently have a single ticket machine while one car park (Rose Lane), has two ticket machines owing to its size.

1.1.2 BTC are facing several problems which need to improve and should be considered as part of any tender request:

1. Ticket machines are unreliable and can take several weeks to be repaired due to bespoke parts needing replacement.
2. Ticket machines are not intuitive to use and operate very slowly.
3. Drivers are required to return to their cars to display parking tickets.
4. There is no option to top-up a parking ticket other than returning to a vehicle.
5. Considerable costs have been incurred due to machine faults and call out charges.
6. Machine failure as a result of network issues isn't being reported to BTC.
7. Reconciliation issues with discrepancies between back-office data and actual income.
8. Customer service monitoring and delivery.

## 1.2 Tender Process and Enquiries

1.2.1 All tender information will be issued and posted by BTC on the Crown Commercial Services (CCS) website and framework. In order to access the information, Tenderers will have to register with the CCS website if they have not already done so.

1.2.2 All enquiries will only be answered via the contact details listed under the tender on the CCS website.

1.2.3 Any attempt to gain a competitive advantage by contacting a member of staff will result in the tender being disqualified.

1.2.4 Tenderers are responsible for all their tender preparation and submission costs, including any tender review meetings and pre-contract costs. BTC will not reimburse any of these costs.

1.2.5 Tenderers, at their discretion, can visit the six public sites. Notification to BTC of intended visits is mandatory.

1.2.6 The appointment of a preferred supplier after the tender evaluation does not guarantee the award of any work or contract.

1.2.7 The contract will be for all of the six public car park sites quoted herein. Future car park sites may be added by BTC.

1.2.9 All proposals should be in accordance with current UK legislation and regulations and best practice as defined by the British Parking Association or an equivalent approved Parking Accredited Trade Association.

1.2.10 The contractor SHALL follow all current British and EU standards in force as well as manufacturers' standards, technical instructions for any installation and subsequent repairs.

1.2.11 The proposed car parking systems and associated hardware and equipment SHALL comply with all current Disability Discrimination legislation.

1.2.12 The bidder SHALL be a member of and approved operator of the British Parking Association or an equivalent approved Parking Accredited Trade Association.

1.2.13 Tender Requirements:

- 12 x signage with terms and conditions and simple user guide

- If new ticket machines are proposed, where the entry of a car registration is required, the keyboard SHALL be of a QWERTY style (not ABCDEF) and SHALL operate without noticeable lag.

- Where a car registration is provided, the payment device SHOULD display the make, model, and colour of the vehicle to reduce the risk that the driver has input the wrong information.

- It SHOULD NOT be necessary for a driver to return to their vehicle to display a paper ticket on the dashboard.

- Tickets SHALL show the expiry time, which is the date and time by which the driver must either remove their vehicle or make a further payment.

- The clock on ticket machines SHALL be updated automatically and remain accurate to within 30 seconds at all times.

- A mobile payment app SHOULD be available for Android and IOS phones. The app SHOULD be of a high quality with a positive app store review score of at least 60% (i.e., 3 out of 5 or greater). The app SHOULD

be updated regularly. Where an app is used to purchase a ticket, a paper ticket SHALL NOT be required.

- Where a mobile payment app is provided this SHALL support Android Pay and Apple Pay.
- Where mobile payment Apps or Ticketless payment are used, the system SHALL be compatible with the 'Imperial 3Sixty' software system to enable enforcement.
- A driver SHOULD be able to request and obtain a parking ticket within 30 seconds.
- A driver SHOULD be able to easily make a top-up payment to extend their parking time without returning to their vehicle or a ticket machine unless the driver has already paid for the maximum allowable period of parking.
- Drivers SHALL be able to obtain a VAT receipt for their payment. It is acceptable for receipts to either be printed or emailed to the driver.
- Ticket machines SHALL take payment via coins and contactless using valid Visa, Mastercard.
- Ticket machines SHOULD take payment via Amex.
- Ticket machines SHALL be illuminated at night. The display on ticket machines SHALL be clear to read at all times.
- Bidders SHALL provide details of the average daily mains power consumption per ticket machine.
- Bidders SHALL provide a minimum of 12-month warranty on all new hardware and software.
- Bidders SHALL maintain a UK based stock of all repair spares.
- Bidders SHALL repair any broken or damaged ticket machine within 3 working days of a fault being reported to them, where a working day is defined as Mon-Fri excluding public holidays.
- The display on ticket machines SHOULD be capable of showing a message that BTC chooses and may change from time to time. For example, messages that warn of future car park closure, or messages promoting events.
- Ticket machines SHOULD contain a CCTV capability that will capture footage of any vandals.
- Ticket machines SHALL be vandal resistant. Bidders shall reference any vandal resistance standards the machines meet.
- Ticket machines SHOULD be remotely monitored with BTC being notified in the event of an outage or failure.
- Bidders SHALL commit to providing a full spare and support offer for a minimum of fifteen years.
- Bidders SHOULD commit to providing a maintenance contract with the duration of one year, which is renewable annually and is priced in line with indexation.
- New mains-powered payment machines installed accepting card and cash with option for mobile app or online payment. These SHALL be as simple to use. Solar-powered units are an option which can be provided by the contractor.
- 3x master key to be provided for all machines that is universal but unique to BTC.
- Periodic review of charges SHALL be free and within the contract. This includes the updating of signage and machines' software.
- Configuring machines for public holidays to be covered within the contract are free of charge and to be determined by the annual HM Government publishing of dates. BTC SHOULD be able to configure additional days where parking is free (e.g. to support special community events).
- Management information SHALL include data on income with cash and card breakdown, tickets printed, length of stay trends etc. This should also include information on machine cash capacity, battery service life (if applicable) from 1st April to 31st March run quarterly as a minimum.
- Direct or indirect procurement of secure storage units on agreed car parks for the provision of goods and services.
- Rear of paper tickets (where required), SHALL include space for local advertising, 100% BTC controlled. BTC SHALL retain any revenue from advertising.
- Back-office training on machines and company software included (for up to 3 people) to run standard and non-standard monthly reports.
- Batteries required if solar-powered machines are suggested should be universally available and cheap. Information on the service of batteries SHALL be provided including whether the supplier or BTC is required to replace the batteries.
- High-level performance for payments collection, processing, and customer complaints resolution.
- Insurance to cover all machinery.

### 1.3 Completion of Tender

1.3.1 Tenderers may contact Officers for more information via the contact details provided on CCS prior to submitting their tender. No information should be disclosed on costs.

**1.3.2 All completed tender documentation and supporting information including drawings, diagrams and certificates, SHALL be sent via letter by the completion deadline of 24<sup>th</sup> February 2023. BTC will send the Tenderer a specifically marked self-addressed envelope to package together their documents. The Tenderer should request this envelope via email when needed. This will include a compliance matrix that SHALL be completed and returned.**

1.3.3 Tenderers SHALL email Officers to confirm when the envelope is posted as allowance will be given to late arriving documentation in the event of Post Office strikes, national emergencies or other delays at BTC discretion.

1.3.3 Tenderers SHALL complete a Summary Fee Tender Return (or their own more detailed equivalent).

#### 1.4 Submission of Tenders

1.4.1 Please submit your tender via the details drawn out in 1.3.2 no later than the 20<sup>th</sup> February 2023 to allow sufficient time for postage, unless a revised tender submission deadline is notified by BTC via the CCS website.

1.4.2 Any tenders received after the time/date quoted in 1.3.2 will not be considered unless for similar reasons to those set out in 1.3.3. It is the responsibility of the Tenderer to allow enough time to ensure that the tender is sent on time.

1.4.3 All Tender costs quoted should exclude VAT, except where VAT is irrecoverable by the Tenderer in which case the irrecoverable VAT should be included and clearly shown in the tender submission. Any risk of irrecoverable VAT, for the Tenderer or BTC, should be explained and included in the tender submission.

#### 1.5 Validity Period

1.5.1 Tenders SHALL remain open for acceptance up to **17<sup>th</sup> March 2023**.

#### 1.6 Evaluation/Acceptance of Tender

1.6.1 If a contract is awarded, the contract will be awarded based on an evaluation of the tender submission using various criteria.

1.6.2 BTC reserves the right to contact any Tenderer after the submission in order to clarify points of detail before finalising the tender evaluation.

1.6.3 After evaluating all the tender submissions BTC reserves the right to ask the best performing Tenderers in for a meeting, at their offices in Biggleswade, to clarify their tender submission in more detail. The objective of the meeting is to ensure the proposals are viable and achievable for both parties prior to the award of the contract. It is anticipated that only the top 2 to 3 Tenderers will be invited in for a meeting. Tenderers SHALL be available to attend, with the meetings expected to take place week commencing 27<sup>th</sup> February 2023.

#### 1.7 Collusive Tendering

1.7.1 Any Tenderer who:

a) Fixes or adjusts the amount of their tender by or in accordance with any agreement or arrangement with any person; or

b) Communicates to any person other than BTC the amount or approximate amount of their proposed tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender or insurance or a bond); or

c) Enters into agreement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or

d) Offers or agrees to pay or to give or does pay or gives, any sum of money, inducement, or a valuable consideration, directly or indirectly to any person, for doing or having done or causing to have caused to be done in relation to any other Tender or proposed Tender for the Services, any act or omission, shall be disqualified without prejudice to any other civil remedies available to BTC and without prejudice to any criminal liability which such conduct by a Tenderer may Attract.

#### 1.8 Equal Opportunities

1.8.1 Tenderers in their tender submission SHALL confirm that they have policies in place to comply with

all relevant statutory obligations and do not treat any groups of people less favourably than others because of their colour, race, sex, sexuality, nationality, religion or ethnic Origin.

#### 1.9 Errors

1.9.1 Tenderers are advised that if BTC suspects that there has been an error, or errors, in a tender submission it reserves the right to seek any necessary clarification from the Tenderer. Tenderers are expected to respond to any clarifications in a timely manner to ensure the tender evaluation is not held up as project timescales are important. Failure to respond in a timely manner may result in BTC having to make an assumption which could adversely affect the evaluation score.

#### 1.10 Alteration to Tender Document

1.10.1 Tenders SHALL not be qualified and tenderers SHALL NOT make any changes to the tender documents issued by BTC.

#### 1.11 Contract

1.11.1 The successful Tenderer will be required to enter into a contract with BTC.

1.11.2 The contract is expected to commence on 1<sup>st</sup> August 2023. BTC reserves the right to alter this date.

1.11.3 The initial Contract will run for three years with BTC having the sole right to exercise two one-year extensions on the same terms.

1.11.4 For the avoidance of doubt the contract will terminate at the end of the third year unless BTC grants an extension.

#### 1.12 Sub – Contracting

1.12.1 Tenderers should outline details of any part of the proposed Contract which they would envisage sub-contracting to a third party. Any sub-contractors will be the responsibility of the Tenderer and all subcontractors SHALL operate, as a minimum, to the specifications and quality standards detailed in the Contract and the tender submission. BTC currently uses Central Bedfordshire Council (CBC) parking enforcement officers to monitor all six public car parks and allows CBC to retain all income generated from issued parking fines. This business model is under review and may change under the proposed tender options subject to the tender options evaluation.

#### 1.13 Tender Submission

1.13.1 Tenderers SHALL submit detailed costs, statements and proposals outlining their approach to the specifications detailed in 1.2.13. In addition, tender submissions should also include details on the following if they want to score higher marks: installation, maintenance, and operating management. This should include: details, including skills, of personnel involved in the day to day running of the contract; those involved in the provision of the contract; the service and support location for this contract; proposals for regular contact with BTC; how the operations will be programmed and managed; proposals for regular reporting on contract performance via management reports to BTC; proposals for dealing with urgent operational or maintenance requests; details of any matters which may have an impact on the tenderers' ability to meet BTC's requirements

##### 1.13.2 Quality of Service

This should include: details of how tenderers propose to provide a consistently high level of service during variable seasons; details of how the quality will be measured to ensure a consistently high standard; details of any quality management certification or other systems in place; confirmation that any cost saving ideas during the contract period will be brought to BTC's attention in a timely manner; details of operating similar sites in a rural environment, note the specific requirement in 1.14 below.

##### 1.13.3 Alternative Options

This should include: details on the options requested in the tender documents should be supported by a narrative detailing how this would operate as part of the overall car parking system; other opportunities to reduce cost, increase or improve service should be detailed in the tender return with any additional costs identified and discussed; risk management implications of proposed options.

#### 1.13.3 Environmental and Sustainable service

This should include: Proposals on non-paper options for reporting; proposals or policy details on reduction, reuse and/or recycling of consumables; proposals or policy details on minimising number of Contractor vehicle journeys; proposals on use of video/teleconferencing for meetings.

#### 1.13.4 Risk Assessment

This should include: sample generic risk assessments for main operations on one site detailed in the tender; sample generic method statements for main operations detailed in the tender.

#### 1.14 References

1.14.1 Please provide contact details (Organisation, name, job title, address, telephone number and e-mail address) for your three nominated references, these should be for car parking equipment and services operating in a rural location that best reflect the location and tender requirements of BTC. Full details of the three reference sites should be submitted as part of the tender submission.

1.14.2 BTC will seek references from the three named organisations. BTC reserves the right to reject a tender submission based on one or more poor references.

#### 1.15 End of Contract

1.15.1 Tenderers would be required to maintain a high level of service during the end of the Contract phase. Tenderers are asked to confirm in writing that they would ensure that full cooperation is given to BTC and any new supplier in a hand over period at the end of the proposed Contract.

#### 1.16 Other Suggestions

1.16.1 Whilst every effort has been made to outline BTC's requirements, other suggestions to reduce cost, increase income or improve the service will be welcomed. BTC is keen to form a pro-active partnership with its supplier going forward and tenders will be partially evaluated by reference to this area. If Tenderers propose other equipment or services, they SHALL provide a clear explanation of the costs and benefits to BTC and, or its visitors. Tenderers should include any well-developed plans to introduce new products or services during the Contract period.

#### 1.17 Other Charges

1.17.1 Whilst every effort has been made to outline all the requirements of BTC, tenderers SHALL ensure that their tender document covers all the services and charges that are applicable. For example, if the fees quoted for the provision of any services, such as maintenance, are not based on a fixed cost, what are the proposals for reimbursement, e.g., at cost, a % markup on cost or income, cost per parked vehicle etc. Please detail your preferred approach for these other charges within your Summary Fee Tender Cost Return.

#### 1.18 Freedom of Information Act 2002 and other Statutory Legislation

1.18.1 BTC is subject to the provisions of the Freedom of Information Act 2002 and other statutory legislation including compliance with all "best practice" environmental standards. In the interests of transparency in the use of public funds and in demonstrating best value for money, where any information you provide in your tender documents is the subject of a request under the aforementioned legislation then BTC may be required to release your information into the public domain. If there is any information which you feel is genuinely commercially sensitive and/or confidential please bring this information to our attention in your tender submission and we may be able to exempt its release under the aforementioned legislation, however this is not guaranteed. If a request is received for information which would constitute in whole or in part information you have highlighted as commercially sensitive and/or confidential we will consult with you prior to responding to that request, and you may be required to provide evidence to support your position. If you do not highlight information to us at this stage, we will be entitled to assume that you do not consider any of the information contained within your tender submission to be commercially sensitive and/or confidential and may not consult with you in the event of a request being received. The Authority is not obliged to accept that any information is commercially sensitive and/or confidential in perpetuity, and so the passage of time may result in information losing such status.

## 1.19 Bid Return Requirements and Tender Evaluation

### 1.19.2 Mandatory Tender Requirements

The Tender Submission SHALL include the following Mandatory Documents, failure to submit these documents and any supporting information such as copies of insurance certificates will result in the whole tender submission being rejected. Any responses or omission within the documents which fail to meet the mandatory standard will also result in the whole tender being rejected.

- a) Form of Tender – SHALL be on company letterhead and signed by authorised signatories
- b) Certificate of Non-Canvassing - SHALL be on company letterhead and signed by authorised signatories.
- c) Certificate of Bona Fide Tender - SHALL be on company letterhead and signed by authorised signatories.
- d) Mandatory Tender Questionnaire – SHALL be fully completed, any part completed section will result in the whole tender being rejected.
- e) Copies of Insurance Certificates for the following or a signed broker letter confirming
  - f) Employer's liability minimum of £10 million.
  - g) Public and product liability minimum of £5 million.
  - h) Confirmation that the bidder is a member of and an approved operator of the British Parking Association or equivalent professional body. A Pdf copy of the Certificate of Membership to be submitted with the tender.
  - i) A written statement on equal opportunities, on company letterhead, confirming the requirements of clause 1.8.