

## Scalable Free-Flow Charging market engagement questionnaire

Please contact [TechnologyProcurement@highwaysengland.co.uk](mailto:TechnologyProcurement@highwaysengland.co.uk) should you have any queries regarding this questionnaire.

Interested parties should complete this market engagement questionnaire by Friday 23rd February 2018 17:00 GMT. Suppliers will be informed by Monday 5th March 2018 17:00 GMT whether they will be invited to a one-to-one meeting in London. These meetings will be held between 12th-16th March 2018 and 19th-20th March 2018. Please note that suppliers will be assigned a 2 hour non-negotiable slot.

Each free text answer is limited to 1,500 characters.

The questionnaire must be completed using Google Forms located at <https://goo.gl/forms/f7H7jbRCMHOC5kF43>.

This questionnaire should be read in conjunction with the pre-procurement briefing document (available at <https://www.contractsfinder.service.gov.uk/Notice/28b6e170-aa37-4368-bc22-c637ca35bd62>) and reference should also be made to discussions and material presented at the supplier day (if you attended).

This questionnaire seeks your feedback on the following areas:

- The feasibility, risks and challenges of delivering the proposed contract packaging approach.
- The risks and opportunities of further separating the proposed contract packages into software and people operations.
- The capabilities of the market, including the latest software available and the software roadmap.
- Risks, challenges and approaches to transition from a single package delivery model to the proposed multi-package delivery model.

Any responses will be confidential between Highways England and the responding organisation. These will be used to challenge, improve and finalise our packaging approach to procuring the services.

A second market sounding will be completed on the detail of each of the packages, including payment and performance, in the coming months.

This questionnaire and its response are not intended to form a statement of intent or any binding agreement between Highways England and your organisation. Highways England does not bind itself to modify or make any proposal as a result of this market engagement exercise, or to pay any costs incurred by any other party as a result of this market engagement exercise. Suppliers are not obliged to make a formal proposal at Invitation to Tender (ITT) stage as a result of completing this questionnaire.

**\*Required**

## Organisation details

Please provide Highways England with some information about you and your organisation. We will use this information to contact you with any follow up questions.

1. Organisation name \*
2. Representative \*
3. Representative job title \*
4. Representative telephone number \*
5. Representative e-mail address \*
6. What services does your organisation offer that are relevant to the scalable free-flow charging solution? Your answer will help us to understand the capacity and capability of the supply market to meet our requirements (see Section 2.1 of the pre-procurement briefing). \*
  - Vehicle detection and identification
  - Back office systems
  - Reporting and management information systems
  - Contact centre and customer service
  - UK enforcement services
  - Foreign enforcement services
  - Other (please describe)
7. Are you happy for Highways England to contact you with any supplementary questions to your responses? \*
  - Yes
  - No

## **Organisational capability**

In this section we are seeking a more detailed view of your organisation (i.e. the software and services that you offer, your customers and any similar projects that you have previously completed or are in the process of completing).

8. What software and services do you offer which are relevant to the charging and enforcement landscape as described in Section 2.1 of the pre-procurement briefing?
9. For any software that you offer, what is its functionality and when was the last major release date?
10. Please describe the product roadmap for your software showing the support lifecycle and how the software is kept up to date. Alternatively, please provide a link to a description of your software.
11. Do you provide Software-as-a-Service (SaaS)? If so, who is your hosting provider and where is the data held?
12. Please provide a list of any major current or past customers for any free-flow charging or relevant schemes for which you have provided services, and outline what services you provided, the period of your involvement, and the role you played.

## Packaging approach

In this section we are seeking your views on our proposed packaging approach.

13. What do you believe are the key opportunities and challenges associated with the way we are proposing to package our required services and how would you recommend we resolve them?
14. Are you currently delivering services packaged in a similar way to those proposed in the packaging approach? If so, can you please describe your role?
15. Do you consider that there is a more optimal set of packages to the one proposed? If so, can you please describe it and provide your rationale?
16. What do you believe are the main challenges to integrating the packages? Please provide examples where similar challenges were encountered and how they were resolved.
17. Which of the proposed contract packages would you be likely to tender for and would you tender as an SME, part of a joint venture, consortium or otherwise?
18. For each of our proposed contract packages, what are the optimum contract lengths? Please provide a rationale for your response.
19. For each of our proposed contract packages, what are the opportunities and risks associated with further separating out the software and people operations components? Have you provided services where software and people operations components were separated out? If so, can you please describe your role?
20. For each of our proposed contract packages, what are the opportunities and risks associated with a separate people operations component and a complete disaggregation of the software component into infrastructure, platform and application management?
21. If you are a provider of people operations only, do you have a preferred software package? If so, what and why?
22. For each of our proposed contract packages, what is your preferred procurement method (e.g. Frameworks, OJEU etc.)?

## Risk and commercials

In this section we are seeking your views on our management of risk, commercial issues, transition, and disaggregation.

23. For each component of the scalable free-flow charging solution that you currently provide to your other customers, what are your main cost drivers? For example, for the proposed back office and customer service package, the cost drivers may include: the number of calls handled per day or contact centre opening hours.
24. What is the best practice approach to sourcing each of the standalone items i.e. MIS database and one view reporting; security audits; website; merchant acquirer; minor civil engineering works on the road; and enforcement agents? Should they be sourced as part of one of the proposed contract packages or separately? Please include your rationale.
25. What is your capability for providing APIs to enable an interface to a 3rd party integrated website? Do you have experience in integrating APIs from 3rd parties to provide an integrated website?
26. Based on your previous or current experience of delivering any part of a free-flow charging solution, what wider risks (or if relevant, opportunities) should we be considering and addressing in order to achieve well informed tenders from the market?
27. What transitional challenges do you foresee in moving from a single package delivery model to a proposed multi-package delivery model? Please provide examples where similar challenges were encountered and how they were resolved.
28. What constraints exist in scaling up the free-flow charging solution to incorporate other schemes similar to the Dartford Crossing?