

Parking Services Request for Proposal (RFP)

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RFP closes
14 October 2013



1. Next steps

If you are interested in submitting a Proposal this document sets out the next steps in the process.



Understand our Requirements

Make sure you fully read this document and the [Instructions to Suppliers & Standard Conditions](#) before starting to prepare your response. In particular develop a strong understanding of our [Requirements](#) and how your Proposal will be [evaluated](#). If anything is unclear or you have any questions then ask us to explain. Email our [Contact Person](#).



Our process

This is a contestable and competitive procurement. We have set out a step-by-step process for suppliers to follow as well as some [rules](#). Make sure you follow our process and abide by the rules. Remember, it is important when preparing your Proposal to use the [Supplier Response Form](#) and complete the [Supplier Declaration](#). Having done the work don't be late – you must get your Proposal to us before the [Closing Date](#).



Changes to our process

If we need to change anything about this process or want to provide suppliers with additional information we will let all suppliers know by placing a notice on the Government Electronic Tenders Service (GETS) at www.gets.govt.nz. If you downloaded this RFP from GETS you will automatically be sent notifications of any changes.

If we need to change anything about this process or want to provide suppliers with additional information we will let all suppliers know by email.



Our Contact Person

Please direct all enquiries to our Contact Person. You must not attempt to gain information from any other member of our staff (excepting the Supplier Briefing Session to be held as a half-day session during w/c 30 September 2013, see attached letter for further details)

Name: Philip Simpson

Telephone: 0274830877

Email: philip.simpson@wcc.govt.nz



Please submit your proposal by email **and** in hard copy format.

1. Our email address for Proposals

Please use the following address: tenders@wcc.govt.nz

2. Our addresses for hard copy Proposals

Please use the following address:

For Proposals sent by post, hand or courier:

Tender Box – RFP Proposal Parking Services
Wellington City Council
PO Box 2199
101 Wakefield St
Wellington 6011

Please note:

- Proposals sent by fax will not be accepted.
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Our Indicative Timeline

The following information sets out our process and Indicative Timeline.

Deadline to register for Supplier Briefing Session:	23 September 2013
Date of the Supplier Briefing Session:	3 October 2013 (1030-1300, WCC) Please register with Jaime Arnold, WCC (jaime.arnold@wcc.govt.nz / +64 4 803 8573)
Deadline for Suppliers' questions (Clarification Period):	4 October 2013
Deadline for the Buyer to answer questions:	8 October 2013
Deadline for submission of Proposals (Closing Date):	2 pm: 14 October 2013
Notification of shortlist of Suppliers (if required):	November 2013
Short listed Suppliers' presentations (if required):	November 2013
Supplier selected & unsuccessful Suppliers notified:	December 2013
Supplier debriefs:	Late January 2014
Anticipated Contract start date:	1 July 2014

Please note: All times are New Zealand time. We reserve the right to alter the timeline, if required.



The rules

This Request for Proposal is subject to a set of rules called the Wellington City Council RFP Instructions to Suppliers and Standard Conditions. These have been provided as a separate document with this RFP.



Interpreting this RFP

Words starting with capital letters can have special meaning. The Wellington City Council RFP Instructions to Suppliers and Standard Conditions contains definitions for words and expressions that have special meanings.



Tools

There are some tools on the following website that may help you in preparing your Proposal.

- www.business.govt.nz/procurement/

Note the information contained on the above website do not form part of this RFP.

2. Our Requirements



Who we are

A bit about us - Wellington City Council

Wellington City Council is responsible for activities, services and works that touch every single resident's life. This includes delivering high-quality, resilient infrastructure and community services, libraries, recreation and arts facilities, maintaining the city's parks and reserves and ensuring Wellington has a year-round programme of exciting entertainment and events.

The Council does things that people couldn't live without. It brings water to people's houses, removes waste – sewerage, rubbish and recycling – enables people to move around the city and basically keeps the city running 24 hours a day.

Wellington is the nation's capital, home to central Government, several tertiary institutions and the headquarters of many national arts organisations. It's a compact city brimming with culture and boasting a dramatic natural landscape and superior infrastructure.

Our strategic vision, Towards 2040: Smart Capital, builds on Wellington's strengths to help drive economic growth and improve quality of life for all Wellingtonians. It focuses on making sure our city:

- is responsive to residents;
- has a strong digital, or 'weightless' economy;
- is easy to get around;
- works with other cities and regions;
- has great urban design and public spaces; and
- gets the most from our environmental strengths.



What we need

Parking Services encompasses the activities associated with managing parking on the public road. Compliance activities that support transport objectives include:

- Turnover of Parking Spaces;
- Managing Congestion; and
- Transport Safety.

In carrying out these compliance activities, Council is mindful of the impact on users. Objectives for the delivery of these services include:

- Superior customer service;
- Effective image and representation of Council; and
- Managing public relations.

There are high expectations of professionalism in the delivery of these services – to ensure both regulatory compliance and effective engagement with the public. There needs to be absolute probity in the integrity of these services: from accurate information collection and transaction management, to effective quality assurance and process management over all aspects.

After completing an RFI for these services, Council has decided to proceed to RFP. Particular innovations sought are:

- On-line permitting and correspondence;
- Pay-by-Phone capabilities – initially for Coupon Parking Areas, and then trialled for Pay and Display Parking;
- Council being more directive over on-street presentation and customer service; and
- Exploring the application of License Plate Recognition and in-ground sensors.

This RFP seek solutions that will help Council optimise Parking Services. There are three components respondents may choose to provide a solution to:

- Contract A: Parking Technology only;
- Contract B: On-street Enforcement Services; and
- Contract C: Ticket Processing Services.

Contract A enables respondents to present the best technology options to improve Council's delivery of services. Council will be considering the possible in-sourcing of the parking operations.

Contract bundles B & C enables respondents to provide solutions that encompass a complete end-to-end service. Council will consider if there are synergies in having one or more provider for these services and any benefits of combining them into a single Contract.



How long we need it

It is anticipated that, if a contract(s) is entered into, the full term of any contract(s) may be 8 years comprising of an initial 5 year term with a further right of renewal for one further 3 year period with that right being exercised upon agreement of both parties' terms and conditions set out in the contract.



Syndicated and Collaborative Procurement

The Council may explore the opportunity to extend, i.e. syndicate, these services under the same conditions of contract to other Councils in the Wellington region during the RFP process or throughout the term of the contract.

At any stage during the life of this Contract, with the consent of (XXX Supplier), any New Zealand Territorial Authority or Local Government Entity or Agency may utilise the provisions of this Contract for the balance of its term as a basis for their own individual contract with (XXX Supplier)

No guarantee is given that any New Zealand Territorial Authority or Local Government Entity or Agencies will participate during the life of this Contract.



Governance

In the event of a new governance structure in the Wellington region (e.g. amalgamation), the Council may terminate or agree to novate and re-negotiate the contract that is awarded from this procurement.

3. Our Evaluation Methodology



Evaluation Process

Evaluation is an assessment of your Proposal and ability to successfully perform the contract. While price is an important consideration to the Council, other criteria may influence the Council's decision to accept or reject a Proposal.

Please refer also to the Instructions to Suppliers and Standard Conditions, clause 3 - Evaluation of Proposals, for the Council's standard approach to evaluation.

When evaluating your Proposal, the Council may consider, but is not limited to considering the items listed below, which if considered as part of the evaluation of Proposals shall be in addition to any specific evaluation criteria included in the RFP:

- the extent to which the Proposal meets the objectives and Requirements described in this RFP;
- whether there is a cost advantage in accepting any Proposal;
- the experience, ability and competence of the Supplier, including past performance;
- the organisational structure and financial viability of the Supplier;
- the ability of any third parties relied on by the Supplier to deliver any services and/or works, and to deliver those services and/or works successfully;
- the Suppliers communication skills, including the ability to interpret and present information and to communicate clearly and concisely;
- the Supplier's willingness to agree to the Proposed Conditions of Contract;
- appreciation of the Buyer's business environment, objectives and risks;
- ability to meet, exceed and add value to the Buyer's business requirements;
- compliance with the RFP processes as set out in this RFP and the RFP terms and conditions;
- ability to provide industry leading processes and services that will reduce the Buyer's costs;
- the Supplier's approach to delivery of the goods, services or works;
- proven success and experience in providing goods ,services or works;
- the organisational abilities of the Supplier, including the ability to meet deadlines, co-ordinate requirements, provide alternative practicable solutions, and analyse problems and situations, and
- the range of goods, services or works offered.

The criteria listed above are indicative only and are provided so that Suppliers may assess the suitability of their Proposal. They are not in any particular order of priority, are not exhaustive and will not necessarily be accorded equal weight.

Prior to evaluation, the Council may at any time, change the criteria without giving prior notice to the Suppliers. The Council will endeavour to notify Suppliers as soon as practical of any changes to the criteria.



Rating Scale

The following rating scale shall be used to score each qualitative (technical)/non-budgetary (non-price) requirement of the RFP.

Compliance	Definition	Deficiency	Definition	Score
Significantly Exceeds	Significantly exceeds the Requirements in a way that provides significant 'added value' to Council.			9-10
Exceeds	Exceeds the Requirements in some aspects and offers some added value to Council			7-8
Meets Requirements	Has shown an understanding of the Requirements to a minimum level.			5-6
	Can provide the requirement to the minimum level.			
Unsatisfactory		Minor	Marginally deficient.	3-4
			Minimal cost or schedule impact to address.	
			Minor negotiation required to achieve requirement.	
Unsatisfactory		Significant	Requirement only partially met.	1-2
			Achievement of the requirement will impact on cost or timing. Significant negotiation required.	
Unsatisfactory		Critical	Requirement not met to any degree by the solution offered.	0
			No information provided.	

4. Statement of Requirements

Our requirements and expectations for Performance of the Services are outlined in the following documents:

1. Overview of Parking Services (this is based on the Appendix issued with the RFI with some additional volume information).
2. Draft Contract for Services. This includes:
 - a. Contract document and Schedule 1 Contract Details and Description of Services;
 - b. Schedule 2 Standard Terms and Conditions – Services;
 - c. Schedule 3 Special Terms and Conditions of Contract; and
 - d. Service Specification (note this includes both Contract B On-street Enforcement and Contract C Ticket Processing).

If your response is strictly for parking technology, our requirement is for a fully up-to-date, integrated parking technology solution. Our requirements can be inferred from the questions in Section C and include a fully featured handset, integrated upload of infringement information, full lifecycle management of an infringement, document control, and reporting and analysis capability. We are also looking for an on-line permitting system as well. If a purely parking technology is selected, a technology/supply contract based on Council's standards will be entered into.

All of the documents are available via GETS.

In Section C we have identified the specific information we require at this stage to assess RFP responses.

5. Supplier's Response Form & Declaration

The following information in Sections A and B must be provided. It is gathered here to support your detailed responses in section C and is included as part of the evaluation of Proposals (see Instructions to Suppliers, Section 3, Our Evaluation Methodology, clauses 25, 26 and 27).

If you intend to subcontract any aspects of the provision of the goods, services, works, please detail this information and provide a profile for each subcontractor and specify, where relevant, in each answer who will provide the goods, services, works (e.g., subcontractor or main Supplier).

Section A: Profile of Organisation

1. Supplier's Contact Person for this RFP				
Contact person:				
Position:				
Phone number:				
Mobile number:				
Email address:				
Fax number:				
Is the Contact Person authorised to negotiate and bind the Supplier?	Yes		No	
Proposal for Part A – Parking Technology				
Proposal for Part B: On-Street Services?				
Proposal for Part C – Ticket Processing Services?				
Proposal for Both B & C Services?				

2. Supplier's organisational profile	
Full legal name:	
Trading name: (if different)	If applicable
Name of parent company:	If applicable
Physical address for service:	If a company insert registered office
Postal address:	
Company website:	
Location of head office:	City in New Zealand / if overseas please specify city and country
Type of entity (legal status):	Sole trader / partnership / limited liability company / other please specify
Company registration #:	If applicable, registered number for a company
Country of residence:	Insert country where organisation is resident for tax purposes
GST registration number:	NZ GST number / if overseas please state
Name of Company lawyer (if any):	

3. Insurances held	
Policy #1	
Name of insurers:	
Type/s of insurance held:	Public liability/professional indemnity/product liability/employer's liability / motor vehicle / contractor's plant / statutory liability
\$ amount & term of insurance held:	Insert the amount and term of cover under the policy
Limitations:	List any limitations which may affect this RFP
Deductibles:	
History:	Summarise your claims history for last three years
Policy #2	
Name of insurers:	
Type/s of insurance held:	Public liability/professional indemnity/product liability/employer's liability/ motor vehicle / contractors plant / statutory liability
\$ amount & term of insurance held:	Insert the amount and term of cover under the policy
Limitations:	List any limitations which may affect this RFP
Deductibles:	
History:	Summarise your claims history for last three years
Policy #3	
Name of insurers:	
Type/s of insurance held:	Public liability/professional indemnity/product liability/employer's liability/ motor vehicle / contractors plant / statutory liability
\$ amount & term of insurance held:	Insert the amount and term of cover under the policy
Limitations:	List any limitations which may affect this RFP
Deductibles:	
History:	Summarise your claims history for last three years
Policy #4	
Name of insurers:	
Type/s of insurance held:	Public liability/professional indemnity product liability/employer's liability/ motor vehicle / contractors plant / statutory liability
\$ amount & term of insurance held:	Insert the amount and term of cover under the policy
Limitations:	List any limitations which may affect this RFP
Deductible:	
History:	Summarise your claims history for last three years

4. Disclosure of proposed sub-contractors

Sub-contractor #1	
Sub-contractor's name:	
Address:	
Specialisation:	
Describe the deliverables the sub-contractor will be responsible for:	
Percentage of value	Indicate the approximate percentage of value within the Contract to be delivered by the Sub-contractor
Sub-contractor #2	
Sub-contractor's name:	
Address:	
Specialisation:	
Describe the deliverables the sub-contractor will be responsible for:	
Percentage of value	Indicate the approximate percentage of value within the Contract to be delivered by the Sub-contractor

5. Financial information	
Current financial status:	Brief description of your organisation's current financial status & stability with reference to revenue and profit and a copy of your last audited accounts to support this information. If this information is not available, the Council will accept a letter (from the Bank or Chartered Accountants) confirming the status of your organisation's financial performance and position
Credibility	<p>Provide details to the following questions:</p> <p>Are there any significant events, matters or circumstances which may significantly affect the operations of your company?</p> <p>Are there any proceedings, either actual or threatened, against your company, its parent or any director of the company, its parent or associated entities or have there been any in the past five years? If so, what remedial action has been taken in respect to these proceedings?</p> <p>Are there any bankruptcy actions against a director of the company, its parent or associated entities, or has there been any within the past five years?</p> <p>Are there any de-registration actions against the company, its parent or associated entities, or have there been any in the past five years?</p> <p>Are there any insolvency proceedings, actual or threatened (including voluntary administration, action to wind up or other similar actions) against the company, its parent or associated entities, or have there been any in the past five years?</p> <p>Are there any factors which could adversely impact on the financial ability of the company to successfully perform the obligations stated in this RFT?</p>
Gross revenue:	State the gross revenue for the last three years
Gross profit:	State the gross profit for the last three years

Last audited accounts:	Insert date of last audited accounts			
Copy of latest audited accounts attached?	Yes		No	
Copy of latest annual report attached?	Yes		No	
Is a merger/sale/restructure in contemplation?	Yes		No	
Is organisation in dispute with any trade union?	Yes		No	

6. Quality standards	
Certificates held:	List any ISO or AS/NZ certificates held
Quality assurance systems:	List any QA systems / software / standards in operation
Internal audit:	List any internal audit systems / software / standards in operation
Contract management:	List any contract management systems / software / standards in operation
Monitoring & evaluation:	List any M&E systems / software / standards in operation
Reporting:	List any reporting systems / software / standards in operation
Financial management:	List any financial management systems / software / standards in operation
Risk management:	List any risk management systems / software / standards in operation
Records management:	List any records management systems / software / standards in operation
Staff training:	List routine staff training supplied
Codes of conduct	List any codes of conduct which apply to the organisation / staff

This part of the RFP Response has been completed by the following person:	
Name:	
Position:	
Date:	
Signature:	

Section B: Referees

Please supply the details of three referees. These must be work related clients, where you have provided similar goods or services. Include a summary of the goods or services that have been provided and when.

Referee #1	
Name of organisation:	
Name of referee:	
Relevance of this referee:	State why this referee is relevant to the goods/services being sought under the RFP.
Address:	
Telephone:	
Email:	
Goods / Services / Works provided:	Summarise the nature of the goods, services or works provided
Dates when provided:	State the dates when the goods, services or works were provided

Referee #2	
Name of organisation:	
Name of referee:	
Relevance of this referee:	State why this referee is relevant to the goods/services being sought under the RFP.
Address:	
Telephone:	
Email:	
Goods / Services / Works provided:	Summarise the nature of the goods, services or works provided
Dates when provided:	State the dates when the goods, services or works have been provided

Referee #3	
Name of organisation:	
Name of referee:	
Relevance of this referee:	State why this referee is relevant to the goods/services being sought under the RFP.
Address:	
Telephone:	
Email:	
Goods / Services / Works provided:	Summarise the nature of the goods, services or works provided
Dates when provided:	State the dates when the goods, services or works were provided

Section C: Response to Our Requirements

Note: if your answer to a question is the same as to another question, to avoid assumptions, please do not leave the response blank or cross refer to a previous answer. Instead if you want to provide the same answer, copy and paste it from the other answer. Also, if your response is “no comment” or “not applicable”, please provide a rationale for that response.

Supplier's Response- in preparing your Proposal you are required to address each of the following criteria. Your Proposal will be scored against each of the following criteria taking into account the information provided in Section A Profile of Organisation. Make it clear wherever your Proposal offers added value or benefits.

Overview of Supplier's organisation	
Type of business:	Brief description of the type of business the organisation specialises in
Year established:	
History:	Brief history of organisation including current operations
Summary of experience relevant to this RFP:	
Strategic plan:	Summarise organisation's strategic plans for next three years
Total number of staff in Wellington (NZ)	
Total number of staff in NZ:	
Total staff worldwide:	
Number of locations in NZ:	
Overseas locations:	State any other country where your organisation has an operational presence

Supplier's contribution to the Local Economy	
Do you have a Wellington office?	Yes/No - If yes, brief description of the size, structure and length of time in Wellington or local area
If NOT , will you be establishing an office or representation in Wellington	Brief description of what, when and how you propose to establish in Wellington or the local area
What contribution will you be making to the local economy?	Brief description on the financial, economic, social and environmental contribution you will be making to the local economy
Will you be using any local businesses to deliver all or part of your Proposal? If so, please state how?	Brief description of the services that local businesses will be contributing to the delivery of your proposal
If NOT , have you or are you considering using local businesses or content in your Proposal?	Yes/No - brief description of the content that local businesses could contribute to the delivery of your proposal - including any contact that you may have had with local businesses in relation to this Proposal
If a prime contractor, have you engaged any local sub-contractors/suppliers to assist with the delivery of your Proposal?	Yes/No - brief description of the supply chain arrangements you have put in place with local businesses or sub-contractors (please state who they are)
Do you have any suggestions or thoughts on how local businesses can be engaged to form part of the supply chain for your proposal?	State any areas of the supply chain where local businesses could make a contribution

Current business commitments & proposed key personnel (including sub-contractors)	
Business commitments:	<p>List your organisation's current and outstanding business commitments/ projects/ contracts/ tenders (those awaiting confirmation from)</p> <p>State any known limitation or constraints on your organisation being able to deliver against the RFP Requirements.</p> <p>List any other local authorities in NZ that you are currently working with?</p> <p>Confirm if you are undertaking the same or similar work for other organisations or individuals?</p>
Proposed key personnel for this contract:	<p>Name any key personnel that will be involved in delivery of this contract:</p> <ul style="list-style-type: none"> • name • qualifications • experience • role and responsibilities • proposed amount of time committed to this contract • other current business commitments • constraints to participating in this contract • security clearances held & level & date of clearance

Probity	
List any pending claims against the organisation:	
List any court judgements or other decisions that have been made against the organisation in the last 6 years:	
Name of Lawyers who acted:	

Sustainability				
Do you have environmental/sustainability policies, strategies and targets?		Yes		No
How do these contribute to environmental sustainability?	Briefly describe the systems, practices and processes used – in general and specifically in relation to this RFP			
Do you have an environmental management system?		Yes		No
If yes provide details	Does this meet recognised standards, ie; ISO 14001, European EMAS, etc			
Does your company maintain records of potential environmental hazards and mitigation strategies?		Yes		No
If yes provide details				
Is your company committed to the delivery of sustainable practices?		Yes		No
If yes provide details	Describe the practices, principles and processes that demonstrate your company's commitment to sustainable improvements?			
Does your company have formal Corporate Social Responsibility (CSR) programs and initiatives directed towards social and ethical responsibilities and objectives?		Yes		No
If yes provide details				
Have you received environmental/sustainability award/s?		Yes		No
If yes provide details:				
Have you received environmental fine/prosecution?		Yes		No
If yes provide details:				
Have you received environmental audit?		Yes		No
If yes provide details:				
Has your company implemented initiatives to reduce the environmental impacts directly associated with transportation of materials/products/parts, etc?		Yes		No
If yes provide details:				
Does your company take steps to reduce greenhouse gas emissions?		Yes		No
If yes provide details:				
Does your company provide a green product range?		Yes		No
If yes provide details:				
Are your products made using recycled materials?		Yes		No
If yes provide details:	products, materials and % content			
Does your company have any initiatives in place to reduce/return/minimise packaging/product parts for recycling?		Yes		No
If yes provide details:				
Explain how the above aspects and any others aspects of sustainability apply to your provision of Our Requirements.				

Occupational Health & Safety (OHS)

Health & Safety Management:				
Do you have a written health & safety policy?	Yes		No	
Do you hold ISO or AS/NZS or other certificates for OHS?	Yes		No	
Do you have an employee participation scheme for dealing with health & safety issues?	Yes		No	
Is formal OHS training given to employees?	Yes		No	
Do the people carrying out the work, providing the services have the appropriate training, experience and qualifications (including certificates of competency where required) to safely carry out the tasks and use of equipment?	Yes		No	
Records: Which of the following safety records do you maintain?				
• Accident Register (as required by Health & Safety Act)?	Yes		No	
• Hazard Register?	Yes		No	
• Hazard information (such as Safety Data Sheets)?	Yes		No	
History: Have you received OHS award/s?	Yes		No	
If yes provide details:				
Have you had OHS related notice/warning/fine/prosecution?	Yes		No	
If yes provide details:				
Health & safety procedures:				
Do you have an emergency procedures plan?	Yes		No	
Are formal hazard assessments carried out and recorded?	Yes		No	
Is there always an investigation into any accident that results in harm, or could have resulted in harm?	Yes		No	
Are key hazardous substances recorded?	Yes		No	
Are there safety data sheets accessible for hazardous substances?	Yes		No	
Are plant and equipment regularly inspected, tested, examined and maintained?	Yes		No	
Describe how the principal (business owner) is involved in reviewing the health & safety processes?	<p>Please ensure your answer covers at least the following two Council requirements:</p> <ul style="list-style-type: none"> all incidents where medical treatment or hospitalisation occurred, or where a near miss incident with the potential to be of a serious nature occurred, must be reported to the Council within 24 hours of the incident occurring with a copy of the supplier's investigation into the incident made available upon request by the Council. Council on-site safety observations and inspections against the site specific health and safety plan (or similar documentation) at agreed frequencies to monitor the health and safety performance of the supplier during the life of the contract. 			

Your Proposal must address all of Our Requirements using the following tables.

Supplier's Detailed Response to RFP	
Criteria	Supplier's Response
All Services	
Executive summary	<ul style="list-style-type: none"> • Please provide here an executive summary of your proposal outlining the key advantages of your proposal to the Council and how you will meet the key Requirements of this RFP. Focus should also be given to how you are different from your competition and the unique value that you bring. At a high level you should also note the weaknesses of your delivery and how you propose to manage these weaknesses. • If you are proposing for Parking Technology only, please identify this and summarise the key attributes of your solution. • If you are proposing for Services and both Contract B and Contract C what are the additional benefits for Council? • Please highlight what you see the benefit of the specified project options.
Relevant Experience / Track Record	<ul style="list-style-type: none"> • Provide comment here on your relevant experience and expertise in areas compatible with the Services.
Transition Plan	<ul style="list-style-type: none"> • Please outline your transition plan for the Services.
Contract A Parking Technology Supply¹	
Account Management	<ul style="list-style-type: none"> • Please explain here how you intend to manage the supply relationship, and who will manage it?
Technical Requirements Handhelds	<ul style="list-style-type: none"> • Please detail the proposed handheld technology you will use to carry out the services, in particular: <ul style="list-style-type: none"> ○ Details of proposed machine, hardware, software, weather tightness, battery life etc.; ○ Digital photograph captures, linking, upload of information; ○ Printed ticket capability; ○ Upload capabilities and proposed ticket upload process (including timeliness); ○ Any additional features/benefits; and ○ Project options: ability to support LPR based enforcement (e.g. for electronic permits and Pay by Phone options.
Technical Requirements Ticket processing software	<ul style="list-style-type: none"> • Please describe your core systems for ticket processing management including: <ul style="list-style-type: none"> ○ Integration with handhelds; ○ Outline of system, software utilised, Ticket matching and validation; ○ Ability to manage workflow for correspondence and appeals (document management); ○ Debt processing capabilities; and ○ Reporting and analysis capabilities

¹ Note that the Project Options (Pay-by-Phone etc.) should also be responded to if just responding to Contract A.

Technical Requirements Integration and infrastructure	<ul style="list-style-type: none"> • Comment specifically on the upload process and when ticket information is available for processing/payment. • Please outline the proposed infrastructure requirements to host the ticket processing software. Outline the operating system, and network requirements. If cloud-based, outline expected performance and security. • Outline the software upgrade process for any components. • Outline the security, integrity, and recommended IT disaster recovery plan for the system.
Technical Requirements On line permitting and correspondence	<ul style="list-style-type: none"> • Please detail your solution for on-line applications for permitting for residents and related permits. • Please detail your ability to implement 'paperless' permits. • Please detail your ability to enable on-line submission of correspondence (appeals etc.).
Training	<ul style="list-style-type: none"> • Please outline a training plan you would recommend for the adoption and management of your technology (and priced into your supply and implementation).
Service	<ul style="list-style-type: none"> • Outline your proposed ongoing service/maintenance/warranties that apply to the supplied technologies.
Contract B On Street Enforcement response	
Account Management & Reporting	<ul style="list-style-type: none"> • Please explain here how do you intend to manage the relationship, and who will manage it? • Please explain here how you would manage complaints or performance issues, and your escalation process? • Please comment on your ability to meet and monitor against the proposed Contract KPI's.
Technical Requirements Handhelds	<ul style="list-style-type: none"> • Please detail the proposed handheld technology you will use to carry out the services, in particular: <ul style="list-style-type: none"> ○ Details of proposed machine, hardware, software, weather tightness, battery life etc.; ○ Digital photograph capture, linking, upload of information; ○ Printed ticket capability; ○ Upload capabilities and proposed ticket upload process (including timeliness); ○ Any additional features/benefits; and ○ Project options: ability to support LPR based enforcement (e.g. for electronic permits and Pay by Phone options).
On-Street Presence	<ul style="list-style-type: none"> • Please outline your proposed organisation structure, staffing and support resources to provide the Requirements. • Please detail your employment processes for this Contract. Particularly note the requirements that warranted officers cannot have criminal convictions or outstanding parking fines. • Please outline how you could effectively manage and mitigate a staff performance incident that could impact on the reputation of the Council and Contractor. • Please provide a summary of your staff and industry training programmes.
Abandoned Vehicles	<ul style="list-style-type: none"> • Please describe how you propose to meet the requirements for abandoned vehicles.
Bus Lane monitoring	<ul style="list-style-type: none"> • Please describe your plan for delivering Bus Lane Monitoring.
Public Interaction	<ul style="list-style-type: none"> • Please identify what specific improvements to customer service and managing of public relations you will provide. • Please describe how you will ensure the presentation and appearance of staff

	<p>meets Council's expectations.</p> <ul style="list-style-type: none"> • Outline your proposed approach to providing a comprehensive branded uniform. • Please describe any specific customer service management initiatives you would implement to monitor and improve your services. This may include customer surveys, focus groups, customer monitoring etc.
Business Continuity Planning (BCP)	<ul style="list-style-type: none"> • Please describe here what processes / systems / plans you have to ensure your business continuity. • Please describe how you have successfully responded to business continuity issues in the past. • Please describe the specific policies and actions relevant to these Contracts you would implement.
Contract C Ticket Processing Services	
Account Management & Reporting	<ul style="list-style-type: none"> • Please explain here how do you intend to manage the relationship, and who will manage it? • Please explain here how you would manage complaints or performance issues, and your escalation process? • Please comment on your ability to meet and monitor against the proposed Contract KPI's.
Ticket Processing Services - resourcing	<ul style="list-style-type: none"> • Please outline your proposed staffing and support resources to provide the Requirements. • Outline your ability to provide front-of-house services, management of debtors, complaint resolution, and management of court processes. • Please detail your employment processes for this Contract. • Please provide a summary of your staff and industry training programmes.
Technical Requirements Ticket processing management	<ul style="list-style-type: none"> • Please describe your core systems for ticket processing management including: <ul style="list-style-type: none"> ○ Integration with handhelds; ○ Outline of system, software utilised, operating systems, and network configuration. Comment specifically on the upload process and when ticket information is available for processing/payment; ○ Ticket matching and validation; ○ Ability to manage workflow for correspondence and appeals (document management); ○ Debt processing capabilities; and ○ Reporting and analysis capabilities.
Public Interaction	<ul style="list-style-type: none"> • Please confirm that you could operate the front-of-house (e.g. in person payments etc.) from a Council location and detail any assumptions you have made about this. • Please identify what specific improvements to customer service and managing of public relations you will provide. • Please describe how you will ensure the presentation and appearance of staff meets Council's expectations. • Please describe any specific customer service management initiatives you would implement to monitor and improve your services. This may include customer surveys, focus groups, customer monitoring etc..

Technical Requirements On line permitting and correspondence	<ul style="list-style-type: none"> • Please detail your proposed solution for on-line applications for permitting for residents and related permits. • Please detail your ability to implement 'paperless' permits. • Please detail your ability to enable on-line submission of correspondence (appeals etc.).
Reporting and enforcement improvement capability	<ul style="list-style-type: none"> • Please outline your ability to provide additional analysis and reporting on parking utilisation.
Business Continuity Planning (BCP)	<ul style="list-style-type: none"> • Please describe here what processes/systems/plans you have to ensure your business continuity. • Please describe how you have successfully responded to business continuity issues in the past. • Please describe the specific policies and actions relevant to these Contracts you would implement.
Project Options	
Pay by Phone – coupons	<ul style="list-style-type: none"> • Please outline your proposed Pay-by-Phone solution including, technology, payment options, app availability etc. and its suitability for deployment in Council's Coupon Parking areas. Include proposed timeframes. • Comment on how you could achieve 'paperless' parking for coupon parking areas.
Pay by Phone – Pay & Display	<ul style="list-style-type: none"> • Please outline any additional technology benefits of your Pay-by-Phone option for Council's Pay & Display areas. • Please detail your ability to implement a trial Pay-by-Phone for the Pay & display areas in the city. Assume an estimated 500 parking spaces to be included in a CBD area. Include proposed timeframes and how you would propose to then gear up for greater coverage.
LPR	<ul style="list-style-type: none"> • Please indicate your capabilities for LPR and their relationship to other technologies.
In-ground sensors	<ul style="list-style-type: none"> • Please indicate your capabilities for in-ground sensors, and the ability to integrate with enforcement and customer information on parking availability. • Please detail your ability to implement a trial Pay-by-Phone for the Pay & Display areas in the city. Assume an estimated 500 parking spaces to be included in a CBD area. Include proposed timeframes and how you would propose to then gear up for greater coverage.

Proposed contract	
Contract	Supplier's Response
<p>The details of the Proposed Conditions of Contract are provided, please:</p> <p>a) comment in general on the proposed form of contract and</p> <p>b) broadly identify any section or wording that is not acceptable, state reasons and describe how the issue might be resolved.</p> <p>Note this includes the draft Contracts and its Schedules</p> <p>(Note that this is mostly applicable to Contracts B & C. If applying for Contract A Parking Technology please supply own terms.</p>	

Section D: Pricing information



Pricing Details

You must provide your pricing information in accordance with the following guidance.

- Complete the attached pricing tables.
- Include all costs and charges associated with full delivery that cover all of Our Requirements.
- Prices should be net of GST. Where GST is chargeable this should be shown separately.
- Where the price is based on fee rates, all rates must be specified as unit, hourly or daily etc. as required.
- Prices should be tendered in NZD.
- If a two envelope (non-price and price) process has been used, ensure you submit pricing in separate envelopes clearly annotated as such.
- Pricing must be transparent with all assumptions clearly stated and with no hidden costs. Where assumptions may influence the price, the impact of the assumption on the price must be clearly stated. Clearly state any pricing exclusions.
- Where you have an alternative method of pricing that provides benefits for us (i.e. a pricing approach that is different to the pricing template described in point 1 above), this can be submitted as an alternative pricing model. However, you must also submit a price that conforms to the pricing template.

Model Pricing Please complete the following pricing model.

Contract A – Parking Technology

Fee	Type	
Handheld supply cost	Cost per Unit	
Parking system	Implementation cost	
Ongoing parking system license fees	Annual (or otherwise) license fees	
Coupon and permit parking system	If separate from the above, cost of a coupon and permit parking system implementation	
Ongoing coupon and parking system license fees	Annual (or otherwise) license fees	
Other	Other fees as recommended as part of your solution.	

Contract B – On-Street Enforcement:

On street enforcement is primarily a fixed fee for the resources inclusive of the deployment of all wardens, bus lane monitoring, requirements etc. Additional services may be procured on the variable services rate,

Fee	Type	
On-street enforcement Fee	Fixed fee, annual	
Abandoned vehicle fee	Variable fee, per vehicle	

Please provide the following detail:

Fee Detail	Type	
Handheld Technology	Per unit fee included in the calculation of the On-Street Enforcement Fee	

Variable Pricing The following pricing is to enable variations in service levels e.g. if Council requires more/less services to be priced, or for Event-based enforcement.

Fee	Type	Fee
On-street warden fee	Per hour	
Supervisor for On-Street events etc.	Per hour	

Contract C – Ticket Processing:

Ticket Processing fees are primarily calculated off per ticket fees, with the intent to incentivize early collection.

Ticket Processing Fees	Pre-Court Tickets	Post Court Tickets
\$0-\$39.99		
\$40-\$59.99		
\$60-\$199.99		
\$200+		
Bus Lane tickets		

Please provide the following detail:

Fee Detail	Type	
Parking infringement software management system	Annual cost of the system as included in the above pricing model.	

Coupon permitting fees are based on annual fixed fees – either as per the current paper-based system, or for a fully online, paperless system.

Fixed Fee	Type	
Coupon Permitting Services – status quo	Fixed fee, annual, based on existing paper permits and coupons for all processing	
Coupon Permitting Service – intended option	Fixed fee, annual, based on implementation of online permits and paperless coupons	

Variable Pricing The following pricing is to enable variations in service levels e.g. if Council requires more/less services to be priced, or for Event-based enforcement.

Fee	Type	Fee
Customer service representative/ administrator fee	Per hour	

Assumptions and Price Details

Assumptions	Note any assumptions about pricing.
Details	Please provide sufficient detail so that we can understand your cost drivers and the implications on pricing.

Additional Pricing Details

Both Contracts Note the above costs must be on a stand-alone basis. If you are proposing for BOTH Contract B and Contract C, identify the specific changes to the fees that will apply:

Fee Changes for carrying out both Contract B and Contract C (Identify fees that would change, by how much and provide a specific rationale for changes).	
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Project Pricing Please complete any one-off project costs along with any assumptions for the following:

- In-ground sensors – trial within 500 CBD pay and display parks.

Fee	Type	Fee
Pay by phone implementation – Coupon parking.	Project Costs/Setup fee	
	Any ongoing fee changes to Contract B (e.g. enforcement efficiencies)	
	Any ongoing fee changes to Contract C (e.g. reduced processing cost from reduction in disputed tickets)	
Pay by phone implementation – trial within 500 CBD pay and display parks.	Project Costs/Setup fee (note if this additional to the Coupon parking setup fee)	
	Any ongoing fee changes to Contract B (e.g. enforcement efficiencies)	
	Any ongoing fee changes to Contract C (e.g. reduced processing cost from reduction in disputed tickets)	
	Cost to extend to all pay & display parks	
In-ground sensors – trial within 500 CBD pay and display parks.	Full itemised Project Costs for 500 installed	
	In-ground sensors – charge per additional installs.	
	Any ongoing fee changes to Contract B (e.g. enforcement efficiencies)	
	Any ongoing fee changes to Contract C (e.g. reduced process cost from reduction in disputed tickets)	
	Cost to extend to all pay & display parks	

Fee	Type	Fee
Any additional fee changes arising from Projects		

Options and Assumptions (relevant to all pricing)

Option Pricing You may also propose an alternative pricing model in addition to that above.

Project Pricing Details and assumptions Please provide sufficient detail so that we can understand your cost drivers and the implications on pricing.

Section E: Supplier's Declaration

You are required to complete the following Declaration. For joint or consortium Proposals each of the parties to the Proposal must complete a separate Declaration.

Supplier's Declaration		
Topic	Requirement	Supplier's declaration
RFP response:	<p>The Supplier has prepared this Proposal independently to supply the goods/services/works.</p> <p>OR jointly with [insert name of Supplier #2]</p> <p>OR in consortium with [insert names of consortium Suppliers]</p>	agree / disagree
RFP terms and conditions:	The Supplier has read and fully understands this RFP, and the RFP Standard Conditions, and agrees to be bound by them.	agree / disagree
Collection of further information:	<p>The Supplier authorises the Buyer to:</p> <ol style="list-style-type: none"> collect any information about the Supplier, except commercially sensitive pricing information, from any third party, including a referee, or previous or existing client use such information in the evaluation of the Proposal. <p>The Supplier agrees that all such information will be confidential to the Buyer.</p>	agree / disagree
Deliverables:	The Supplier has read and fully understands the nature and extent of the Requirements required by the Buyer as described in the RFP. The Supplier has the necessary capacity and capability to fully meet or exceed the Requirements and will be available to deliver throughout the relevant contract period.	agree / disagree
Proposed Conditions of Contract:	The Supplier has read and fully understands the Proposed Conditions of Contract (if any). If successful, the Supplier agrees to sign a contract on these terms and conditions, [subject to any agreed changes that may be negotiated between the parties].	agree / disagree
Conflict of Interest:	The Supplier warrants that it has no actual, potential or perceived conflict of interest in submitting its Proposal, or entering into a contract to deliver the Requirements. Where a conflict of interest already exists, may arise or does occur during the RFP process, the Supplier must report it immediately to the Buyer's Contact Person with a relevant mitigation strategy for the Council's consideration.	agree / disagree
Ethics:	<p>In submitting this Proposal the Supplier warrants the following:</p> <ol style="list-style-type: none"> it has not entered into any improper, illegal, collusive or anti-competitive arrangements with any competitor its Proposal has not been prepared with consultation, communication, arrangement or understanding with any Competitor (unless for joint venture, consortium or sub-contracting purposes) directly or indirectly approached any representative of the Buyer to lobby or solicit information in relation to the RFP (other than the Buyer's nominated Contact Person) has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer. 	agree / disagree
Offer Validity Period:	The Supplier confirms that its Proposal, including the price, remains open for acceptance for a period of 120 days. This is called the Offer Validity Period.	agree / disagree

Declaration:	<p>The Supplier declares that in preparing its Proposal it:</p> <ul style="list-style-type: none"> a. has provided complete and accurate information in all parts of the Proposal, in all material respects b. has secured all appropriate authorisations to submit its Proposal and is not aware of any impediments as to its ability to enter into a formal contract to deliver the Requirements. <p>The Supplier understands that should it be successful in being awarded a contract with the Buyer then the falsification of information, supplying misleading information or the suppression of material information in relation to this RFP will be grounds for termination of the contract by the Council only.</p>	agree / disagree
<p>If, in completing this Declaration, you fail to indicate 'agree' or 'disagree' against any of the above statements you will be deemed to agree with each of these statements.</p>		
<p>If, in completing this Declaration, you indicate 'disagree' against any of the above statements, please provide details. Please note this may be taken into account and could preclude you from further consideration.</p>		

Supplier's RFP Check List			
Things to be included with your Proposal	Schedule 3	Hard copies required	Electronic copy required
Profile of organisation	Section A	2	✓
Referees	Section B	2	✓
Response to Our Requirements	Section C	5	✓
Pricing information	Section D	2	✓
Supplier's Declaration	Section E	2	✓

DECLARATION

This Proposal has been approved and is signed by a representative of the Supplier who has the authority to do so. The Supplier's representative is named below.

The Supplier's representative declares that the particulars provided above and in the attached Proposal documents are accurate, true and correct and may be relied upon by the Council.

Signature: _____	Title/Position: _____
Full name: _____	Date: _____