

Request for Information Parking Services

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RFI closes
7 June 2013

1. Introduction

1. Wellington City Council (**Council**) is seeking information in order to gain a better understanding of the supply of Parking Services as further described below.
2. Schedule 1 sets out further details in relation to this RFI
3. Schedule 2 sets out the respondents' details and information required.

Details of information sought

Background Information:	<p>Who we are</p> <p>A bit about us - Wellington City Council</p> <p>Wellington City Council is responsible for activities, services and works that touch every single resident's lives. 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.</p> <p>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.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 • gets the most from our environmental strengths.
Parking Services Objectives	<p>Parking Services encompasses the activities associated with managing parking on the public road. Compliance activities that support transport objectives include:</p> <ul style="list-style-type: none"> • Turnover of Parking Spaces • Managing Congestion • Transport Safety <p>In carrying out these compliance activities, Council is mindful of the impact on users. Objectives for the delivery of these services include:</p> <ul style="list-style-type: none"> • Superior customer service • Effective image and representation of Council • Managing public relations. <p>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.</p>

Purpose and Likely Output anticipated	<p>The purpose of this RFI is to allow the Council to assess supplier responses and use the information provided to assist with future decision making in regard to the potential requirement.</p> <p>The Council is using this RFI to test and identify outsourcing costs. There is no pre-determined outcome for the number and scope of contracts that may arise from this process. Council may choose to deal with one or more of these components. Council may choose to carry out some or all of the aspects of the staffing and management in-house, if that were to deliver better value and service.</p> <p>The Council is considering options for the provision of Parking Services.</p> <p>Council is open to solutions and innovations that may enhance the achievement of the transport and customer service objectives. The main components of the service are:</p> <ul style="list-style-type: none"> • On-street ticketing technology such as hand-held's; • Staffing and management of an on-street presence to carry out compliance and achieve customer service; • Ticket processing technologies ; • Staffing and management of ticket processing; and • Coupon scheme management
Current provision	<p>Currently Council has a single provider, carrying out essentially two services:</p> <ul style="list-style-type: none"> • On-Street enforcement including on-street customer service, compliance management, and ticketing of vehicles; and • Ticket processing, including all the activities associated with the processing of tickets such as payment services, counter services, managing complaints etc. It also includes the management of coupon schemes, resident parking permits etc.
Other relevant information sought:	<p>As well as outlines of capability to carry out the services, indicative pricing is sought to inform the future delivery of these services.</p>
Additional Information provided	<p>Additional information about the services is available in Appendix 1 - "RFI Information Document" – supplied with this document.</p>

Council Details and Date for Submission of Information

Date for Submission of Information:	7 June 2013
Council contact person:	<p>Name: Philip Simpson</p> <p>Team: Project Group for Parking Services Enforcement & Processing</p> <p>Phone: 0274830877</p> <p>Email: philip.simpson@wcc.govt.nz</p>
Questions:	<p>All questions should be emailed to the Council Contact Person before the Questions Close date.</p> <p>Council will endeavour to respond promptly to enquiries about this RFI.</p> <p>Council responses will be notified to all potential suppliers directly or via the Government Electronic Tendering Service (GETS) as applicable, unless the nature of the response is viewed as commercially sensitive.</p>
Method of Submission of Information:	<p>Responses must be submitted via email to:</p> <p>WCCProcurementTender@wcc.govt.nz before the closing time.</p> <p>Attachments are to be formatted in a Microsoft Office application and PDF. It is the responsibility of the supplier to ensure that the emailed response has been received by Council prior to the closing date and time.</p>

TIMETABLE

RFI Issued:	7 May 2013
Questions Close:	21 May 2013
RFI Closing Date and Time:	4:00pm (NZT) , 7 June 2013
Outcomes Advised (indicative date only):	July 2013

Schedule 1 – Instructions

1. Information submitted by respondents is complete and accurate

1.1 Respondents confirm that:

1.1.1 all information provided by a respondent in response to this RFI is complete and accurate in all material respects; and

1.1.2 such information does not and will not breach any third party intellectual property rights.

2. No Council warranties or representations

2.1 Any information provided by the Council with this RFI is released on the basis that such information provides background information only.

3. Use of Information Provided

3.1 The Council does not keep RFI responses confidential and all respondents should note that the Council is subject to the Local Government Official Information and Meetings Act 1987 and may be required to disclose information received in response to this RFI under that Act or under any other law or by any Court.

4. Confidentiality

4.1 Subject to clause 3 the Council, and each Supplier, will keep confidential all Confidential Information provided by the other. No Confidential Information will be provided to a third party without the other's prior written consent.

4.2 Where a Supplier's Response contains information, such as Intellectual Property, that it considers should be held confidential, the Supplier must clearly identify the information and mark it confidential. The Supplier may be asked by Council to indicate the reason why such information should be held as confidential.

4.3 Suppliers acknowledge that the Council's obligations under the above clause are subject to the requirements imposed by the Local Government Official Information and Meetings Act 1987, the Privacy Act 1993, and any other obligations imposed by the law or any Court. The Council's obligation to keep the Supplier's information confidential will not be breached if the information is disclosed by the Council to the appropriate authority because of suspected collusive or anti-competitive tendering behaviour.

5. Use of Information received by respondents to this RFI

5.1 The Council may use any information received to formulate tender documents, however Council is not required to proceed with any procurement process.

6. No Process Contract

6.1 As this is merely a request for information this RFI does not form a process contract and Council shall have no liability under this RFI document.

Schedule 2 - Wellington City Council RFI Response Template

To: **Wellington City Council**

We attach the information sought by Council under Council's RFI dated May 2013 as follows:

Respondent to complete the following details		
The Respondent details are:		
The primary contact person name and details:		
Name:		
Position:		
Phone:		
Mobile:		
Fax:		
Email:		
Postal address:		
Physical address:		
Dated		
Signed by		(Signature)
		(Print Name)

SUPPLIER'S DETAILS & PROFILE

Full Legal Name	
Trading name if different from above	
Provide a brief summary of the Goods/Services you provide? Please confirm your legal authority to sell these Goods and Services in New Zealand.	
Provide a description of your core business and the experience you have in supplying these goods/services? Provide examples of where you have provided these goods/services?	
Do you intend to subcontract or assign any part of the products or associated services? If so please provide details of these arrangements.	
Do you have any direct or indirect conflicts of interest or potential conflicts of interest in providing the required products and associated services? If so please provide details.	

SUBMISSION OF RESPONSE

(The Council will rely on the information provided in your response. The supplier's response (and any information about the response) must, therefore, be complete, accurate and not misleading. The supplier represents and warrants to this effect.)

Name of person authorising this response	
Title	
Signature	
Date	

GOODS/SERVICES DESCRIPTION	
REQUIREMENT	SUPPLIERS RESPONSE
<p>Please clearly identify whether your Response is for:</p> <p>A. On-street ticketing technology (e.g. hand-held's).</p> <p>B. On –street compliance (Staffing and management of an on-street presence to carry out compliance and achieve customer service).</p> <p>C. Ticket processing technologies (e.g. back-end systems to support processing)</p> <p>D. Ticket processing functions (Staffing and management of ticket processing functions)</p> <p>E. Coupon scheme management.</p> <p>Or for multiple components.</p>	<p>A. On-street ticketing technology.</p> <p>B. On-street compliance.</p> <p>C. Ticket processing technologies.</p> <p>D. Ticket processing functions.</p> <p>E. Coupon scheme management.</p> <p>Or indicate multiple components accordingly.</p>
<p>Please provide a summary outlining the key advantages of your solutions for Wellington City Council.</p>	
<p>For A – On-street ticketing technology please provide an outline of your solution. Identify its key features and ability to meet current requirements. Indicate its ability to aid valid ticketing.</p>	<p><if applicable></p>
<p>For B - On-street compliance, provide an outline of your capability.</p> <p>Please provide comment on your ability to achieve high levels of customer service while carrying out a regulatory function.</p> <p>Please identify how image, efficiency or delivery of the services could be improved.</p>	<p><if applicable></p>
<p>For C - Ticket processing technology, Provide an outline of your ticket processing solution. Indicate its capability to store infringement information, aid workflow for infringement processing, accept and reconcile payments, and control the overall infringement lifecycle.</p>	<p><if applicable></p>
<p>For D - Ticket processing functions, provide an outline of your ability to provide staffing and processes to manage ticket processing.</p> <p>Include an outline about your customer services capabilities, debt recoveries,</p>	<p><if applicable></p>

and escalation of complaints/requests for waivers.	
For E - Coupon scheme management, detail the products/ technologies you have to manage the administration of Permitting (e.g. Resident Parking Permits, Loading Zone Permits, Trade Parking Permits, Parking Coupons, Smartpark Cards).	<if applicable>
If you are capable of delivering more than one of the services as above please detail any additional benefits or risks.	

PRICING (for budgetary purposes only)	
REQUIREMENT	SUPPLIERS RESPONSE
<p>For A - On-street ticketing technology and/or C - Ticket processing technologies and/or E - Coupon scheme management:</p> <p>Please provide indicative purchase costs or "list price" for the provision of the goods/services (clearly state costing model used).</p> <p>Please provide indicative costs or "list pricing" for any spares, support or maintenance requirements during the life of the product.</p> <p>Indicate any implementation or ongoing costs.</p>	<if applicable>
<p>For B – On-street compliance and/or D- Ticket processing functions please provide indicative budgets including likely personnel costs, support and management costs, overheads & margin etc.</p> <p>Specify any potential variable rates for recoverable services (e.g. hourly rates for Court processing).</p> <p>Include any one off costs– if applicable.</p>	<if applicable>
Please outline any innovative pricing solutions or options that you could provide or pricing for delivery of multiple components.	<if applicable>
Detail the assumptions you have made in respect of the pricing model.	