**Invitation to Tender Car Park Management Concessionary Contract Utilising Automatic Number Plate Recognition (ANPR)**

**Instruction to Tenders**

* 1. **Background**

The Loch Lomond & The Trossachs National Park was set up in July 2002 under the National Parks (Scotland) Act 2000 and the relevant designation order. The Act specifies four aims for National Parks:

* to conserve and enhance the natural and cultural heritage of the area,
* to promote sustainable use of the natural resources of the area,
* to promote understanding and enjoyment (including enjoyment in the form of recreation) of the special qualities of the area by the public, and
* to promote sustainable economic and social development of the area's communities.

The Act specifies an overriding purpose, which requires the National Park Authority (NPA) to ensure that the aims are collectively achieved in a coordinated way.

The Loch Lomond & The Trossachs National Park Authority require a contractor who is willing and able to work with the National Park in a way that delivers not only the contract requirements but also assists with the aims of the Park and contributes to our values.

## Our Values

Our values can be summed up as:

* We’re passionate - we love what we do
* We demonstrate leadership - we show the way
* We’re accessible - we’re approachable, open and friendly
* We’re caring - we respect the past and shape the future
* We’re inspiring - we spark ideas for action
* We’re green - we do the right thing for the Park and planet
	1. **Further Information**

1.2.1 Tender enquiries should be addressed by posting a question on Public Contracts Scotland. by the time/date stipulated on 1.22 below. Please also note condition 1.2.3 below.

1.2.2 Enquiries will be answered via Public Contracts Scotland. The cut-off date for questions to be posted onto Public Contracts Scotland is Noon on 19 September 2016.

1.2.3 In accordance 1.2.1 above, bidders **SHOULD NOT** contact any staff member for further information or for raising a query during the tender period. Any attempt to gain a competitive advantage by contacting a member of staff will result in your tender being disqualified.

* 1. **Completion Of Tender**
		1. Completed tender bids should be uploaded onto Public Contracts Scotland.
		2. Tenderers must complete the Summary Fee Tender Return and return this document, electronically with their tender submission.
	2. **Submission of Tenders**
		1. Please upload your tender to Public Contracts Scotland no later than 10am on 3 October 2016

1.4.2 Any tenders received after the time/date quoted in 1.4.1 will not be considered. It is the responsibility of the tenderer to ensure that the tender is uploaded on time.

* 1. **Validity Period**
		1. Tenders must remain open for acceptance up to 31 December 2016
	2. **Evaluation/Acceptance of Tender**
		1. The contract will be awarded in terms of the evaluation of the ITT return using a price/quality ratio of 60:40. Please refer to the Tender Evaluation Matrix for details.
		2. The NPA shall not be bound to accept the lowest or any tender. The NPA will determine the winning bidder using the evaluation criteria published which determines the most economical advantageous tender.
		3. Tenders will only be accepted by issue of a letter of acceptance by the NPA
	3. **Collusive Tendering**
		1. Any tenderer who:
1. Fixes or adjusts the amount of their tender by or in accordance with any agreement or arrangement with any person; or
2. Communicates to any person other than the NPA 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
3. 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
4. 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 the NPA and without prejudice to any criminal liability which such conduct by a tenderer may attract.

* 1. **Equal Opportunities**

1.8.1 Tenderers are asked to confirm 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. **Error**

1.9.1 Tenderers are advised that if the NPA suspects that there has been an error in the price of calculation in a tender it reserves the right to seek clarification as it considers necessary from the tenderer.

* 1. **Alteration to Tender Document**
		1. Tenders must not be qualified and tenderers must not make any changes to the tender documents.
	2. **Contract**
		1. The successful tender will be expected to enter into a contract with the NPA
		2. The contract is expected to commence 1 February 2017.
		3. The Contract will run until 31 March 2020 with the option for two one year extensions.
		4. For the avoidance of doubt the contract will terminate 31 March 2022.
	3. **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. The tenderer will have to demonstrate that any sub contractors proposed will be at the responsibility of the tenderer and that the subcontractor meets at least all the qualities/standards of the tenderer.

* 1. **Statements**

1.13.1 Tenderers must submit detailed statements outlining their approach to the following key service areas.

**Service Management**

This should include:

1. details, including skills, of personnel involved in the day to day running of the contract and those involved in the provision of the contract.
2. the service and support location for this contract.
3. proposals for regular contact with the NPA.
4. how the operations will be programmed and managed.
5. proposals for regular reporting to the NPA.
6. proposals for dealing with urgent requests
7. details of any matters which may have an impact on the tenderers’ ability to meet the NPA’s requirements.

 **Providing a quality service**

 This should include:

1. details of how tenderers propose to provide a consistently high level of service during variable seasons.
2. details of how the quality will be measured to ensure a consistently high standard.
3. details of any quality management certification or other systems in place.
4. company CV detailing relevant experience

**Providing a sustainable service**

This should include:

* Comment on non paper options for reporting.
* Comment or policy details on reduction, reuse and/or recycling of consumables
* Comment or policy details on minimising number of vehicle journeys
* Comment on use of video/teleconferencing for meetings

**Site Operations**

This should include:

1. sample generic risk assessments for main operations on one site detailed in the tender.
2. sample generic method statements for main operations detailed in the tender.
3. confirmation that any cost saving services will be brought to the NPA’s attention in a timely manner.
	1. **References**
		1. Please provide details for two nominated references.
		2. The NPA may seek references from the nominated referees
	2. **End of Contract**
		1. Tenderers would be required to maintain a high level of service during the end of contract phase. Tenderers are asked to confirm that they would ensure that full co-operation is given to a new supplier in a hand over period at the end of the proposed contract.
	3. **Other Suggestions**

1.16.1 Whilst every effort has been made to outline the NPA’s requirements, other suggestions will be welcomed. The NPA 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 services, they must provide a clear explanation of the benefits to the NPA if the service is used. This should include any plans to introduce new products or services.

* 1. **Other Charges**
		1. Whilst every effort has been made to outline all the requirements of the NPA, tenderers must ensure that their tender document covers all the services and charges that are applicable. For example if the fees quoted do not include travel costs etc, what proposals do you have for reimbursement, e.g. at cost, or a % mark-up on cost. Please detail your preferred approach for other costs within the Summary Fee Tender Return.
	2. **Freedom of Information (Scotland) Act 2002**
		1. The NPA is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. In the interests of transparency in the use of public funds and demonstrating best value for money, where any information you provide in your tender documents is the subject of a request under the aforementioned legislation the NPA 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.
	3. **ALL PRICING SHOULD BE EXCLUSIVE OF VAT**

**2 DESCRIPTION OF CONTRACT / REQUIREMENTS**

The contract is to establish a concessionary contract for an ANPR management solution for the NPA controlled car parks.

**The NPA are willing to accept bids for either:**

1. **A Pay on entry system. The system must also have the ability for car park users to pay additional parking charges (for staying longer than initial ticket) before exiting. The additional parking should be the difference between what the users should have paid and what they actually paid.**
2. **A Pay on exit system.**

*The NPA wishes to ensure that the volume of enforcement action is absolutely necessary and not to penalise car park users who have used our facilities in good faith and wish to pay. Therefore in addition to the above it is desirable any system should have the capacity to allow car park users the ability to pay for charges up to 24 hours after leaving our car park. Bidders should clearly state in their bid how their system meets the above requirements.*

2.1 The NPA plans to enter into an agreement with the successful contractor, offering exclusive rights to introduce and operate an ANPR car park management system at sites of the NPA choosing, subject to agreement.

2.2 The NPA reserves the right to determine which car parks will be covered under the contract.

2.3 The appointment of supplier to the contract does not guarantee the award of any work. Any sums quoted herein are for any bidder to make a judgment of likely income generation however the NPA does not warrant, guarantee these sums as all sums quoted are at best an estimate since no historical information is available.

2.4 The contract will initially be for the three NPA’s sites quoted herein with the possibility of further sites being added or subtracted during the duration of the contract subject to suitability.

2.5 The NPA does not current operate a car park management system.

2.6 A map is attached showing locations of proposed car parks under the controls of this contract.

2.7 All car parks are accessible by members of the public and from time to time NPA staff and partner organisations.

2.8 The successful contractor will be responsible, at their cost, to purchase, install and maintain all necessary equipment required to fulfil the contract.

2.9 The successful contractor will collect all electronic payments and remit the sums collected (minus contractor fee) to the NPA.

2.10 The successful contractor will pursue (fine) non payers / over stayers in accordance with current and future regulations as defined by the British parking Association and amended by the NPA. The successful contractor will retain all funds generated by any fine and all costs of pursuing will be borne by the contractor. The NPA will not be responsible for the issuing of any penalty notice nor recovery of money due from the issue of the same. Penalty notices should be issued as a last resort.

2.11 Current Capability of Car Parks

|  |  |  |
| --- | --- | --- |
| **Location** | **Visitor Spaces** | **Disabled Spaces** |
| Millarochy Bay | 57 | 2 |
| Tarbet | 28 | 3 |
| Inveruglas | 78 | 3 |

2.12 The NPA will set the car parking charges annually. The current charges are currently being reviewed however any penalty notice is expected to be in the region of: Maximum £60 reducing to £36 if paid within 14 days.

2.13 The contractor must provide a comprehensive Car Parking Management Service across all sites utilising ANPR.

2.14 The service must be able to operate 24 hours per day per year on a planned and adhoc basis. The NPA however will determine at what times charges will apply. For example charges might not be made on Christmas Day.

2.15 The contractor must provide a safe and secure car park environment for its users, their vehicles and their property which must provide car parking areas that maximise the use of space whilst minimising the risk of crime.

2.16 Provide administration service that controls all parking related administration.

2.17 The Car Park Management System must provide and fund the following, in accordance with the service standards and the provisions of this service in conjunction with and agreement of the NPA.

2.17.1 The proposed system must:

2.17.1.2 Maximise the revenue achieved via all car parks across stated NPA sites

2.17.1.3 Minimise any restriction to the flow of traffic on NPA sites.

2.17.1.4 Maximise overall parking occupancy

2.17.1.5 Capability of utilising set rates.

2.17.2 The proposed solution must provide:

2.17.2.1 Appropriate type and volume of signage which will require prior NPA agreement before installation. Any signage is expected to manufactured from materials with highest “green” credentials taking into account environmental conditions.

2.17.2.2 Appropriate hardware solution

2.17.2.3 Any and all construction works required in relation to the implementation of the ANPR system at the expense of the successful bidder.

2.17.2.4 Any and all maintenance to all required systems/hardware for the delivery of the solution.

2.17.3 The proposed system must provide car park administration including:

2.17.3.1 Complaint processing

2.17.3.2 Permit System

2.17.3.3 Issuing of any parking notices.

2.17.3.4 The collection of any penalties

2.17.3.5 An appeals system.

2.17.3.6 Comply with relevant Scottish Legislation

2.18 A 24/7 helpdesk must be provided which is suitable to receive enquiries from car park users, NPA staff and from staff of other partner agencies.

 The contract will have a dedicated NPA contract manager who will work alongside the appointed contractor to ensure all provisions of the contract are met and any day to day issues managed accordingly.

2.19 Appropriate NPA staff must be trained by the successful contractor to ensure that they can provide an effective support service.

2.20 The contractor if required must ensure any car park is adequately covered with ticket issuing machines to ensure minimal walking distance from any car parking space to ticket machine.

2.21 The contractor if required must also provide an alternative machine immediately available in case of breakdown within a minimal walking distance. Proposed number and location of machines will be agreed with the NPA.

2.22 All remedial actions in event of breakdown, loss of power or loss of internet access and any associated equipment will be the responsibility of the successful contractor.

2.23 The contractor must monitor the services performance through analysis of helpdesk data, complaints, compliments and customer feedback and where there are areas requiring improvement, the contractor must bring these issues to the attention of the NPA for resolution.

2.24 Resolution must be monitored by the contractor until service improvement performance is brought up to an acceptable level.

2.25 The proposed solution must be capable of demonstrating the ability to make the following exceptions to the issuing of any penalty notice:

2.25.1 Retention of grace period of 15 minutes in place for collection/dropping off of visitors.

2.25.2 The capabilities to ensure emergency vehicles do not receive a penalty notice.

2.25.3 The capabilities to ensure delivery vehicles do not receive a penalty notice.

2.25.4 Disabled parking badge holders do not receive a penalty notice.

2.25.5 The capabilities to ensure NPA vehicles do not receive a penalty notice.

2.25.6 The capabilities to ensure permit holders do not receive a penalty notice.

2.26 Failure to display a valid disabled driver’s permit will result in the issuing of a penalty notice subject to NPA policy.

2.27 The contractors proposed system must be capable of ensuring that all NPA vehicles are able to park on site. The system must also be capable of permitting other expected vehicles. Exemptions will be at no cost to the NPA.

2.28 The contractor, each month, on an agreed date produce and issue a report to the NPA. The report must contain management information about all parking undertaking, along with receipts and number of penalty notices issued and number paid. The format of the report will be agreed between the NPA and the contractor.

2.29 A contingency plan must be provided for the proposed solution.

2.30 The contractor will ensure that all staff involved in the provision of services will:

2.30.1 Be polite and courteous to all users of the sites and associated staff/representatives.

2.30.2 Carry appropriate identification to include their photograph, name and company name.

2.30.3 Produce the identification upon request.

2.30.4 Be fully qualified/trained for the task required.

2.30.5 Be subject to Disclosure Scotland checks.

2.30.6 If required report on any NPA byelaw violations.

2.31 The contractor must provide all of the personnel, equipment, transport, consumables/parts and expertise required to implement, maintain and perform the proposed ANPR system.

2.32 The contractor will supply sufficient number of skilled/trained staff to fulfil the NPA’s requirements within a required timescale and provide additional staff if so required at no additional cost to the NPA.

2.33 The contractor will keep a stock of standard parts and tools to ensure that all breakdowns of system and associated hardware downtimes are kept to a minimum.

2.34 The contractor will provide all drawings and plans for when work is required to be undertaken. These will require NPA approval prior to commencement of any works.

2.35 Any work carried out on NPA sites must be done by suitably qualified and experiences staff for the task.

2.36 The proposed solution and associated hardware/equipment must comply with all relevant current and future: legislation, guidelines and best working practices.

2.37 The contractor must follow all current and future British and EU standards as well as manufactures standards, technical instructions for any installation and subsequent repairs.

2.38 The proposed solution and associated hardware/equipment must comply with the DDA.

2.39 The contractor will inform the NPA’s contract manager of any investigations, convictions by regulatory bodies that may affect the provision/performance of the contract.

2.40 The contract is solely for an ANPR car park management system and associated hardware/equipment.

2.41 Cash collection from any machine may or may not form part of the contract. This is solely at the discretion of the NPA.

2.42 The contractor will provide a maintenance schedule for all equipment/machinery. Once a year the contractor will provide a report on all maintenance undertaken.

2.43 The contractor must be contactable at all times.

2.44 The NPA will communicate by email with urgent instructions being given by telephone or in person with follow-up email confirming.

2.45 The contractor will provide a maximum guaranteed response call out service of 24 hours from receipt of call/email to arrival on site. The NPA would expect a response time of less than 4 hours for the majority of calls. Under no circumstance will the NPA accept a response time of greater than 24 hours.

2.46 In order to maximise revenue for the NPA is essential that any hardware/machinery downtime is minimised.

2.47 The contractor is responsible for obtaining all necessary consents, including Planning Permission, as may be required for all infrastructure and operations.

3 **Bid Return Requirements**

 The tenderer should submit the following information as part of their tender return:

1. Completed Summary Fee Tender Return contained in appendix
2. Proposed solution
3. Company experience of delivering proposed solution in a rural environment similar to the geographical are of the NPA.
4. Narrative covering proposals for quality of service
5. Narrative covering how you meet Fair working Practice as defined by Scottish Government.
6. Narrative, statements and assessments covering all relevant points
7. Tenderers standard contract terms and conditions
8. Last available Annual Audited Accounts
9. Two reference sites for similar solution.
10. Copy of Insurances
11. Confirmation that the contractor/its directors/senior staff have never been convicted of a criminal offence, failed to pay proper tax & NI.
12. Confirmation that the bidder is a member of and approved operator by the British Parking Association or equivalent body.

**4 Tender Evaluation**

All bids will be assessed on the following basis:

The bid (tender) evaluation will be assesses on the following basis:

60% Price – 40% Quality

**3.1 Tender Price 60%**

The estimated income from car parking is £80,000 per annum for the three sites quoted. Bidders should complete the matrix in appendix for their fee return. Bidders are required to quote their fees as a % of anticipated income. Therefore we have included income thresholds for bidders to adjust their charges based on level of income. This fee should cover all costs to deliver the project.

\*\* The NPA expects the fee for the estimated income to be in the region of 15%. (see fee appendix)

For the purposes of comparing the bid we will use the completed tender return sum for £50,000 to £100,000 to calculate the contract bid price. We will use the price and multiply this by 4 plus 1 of the fee for the £100,000 to £150,000. Then we will add the cash collection fee x 200. The NPA reserves the right to seek qualification of pricing including anywhere in the bidders bid if so required.

The average price of all bids will receive 50 marks and each bid will receive proportionate marks to the average depending on whether their bid price is higher or lower than the average price. i.e. if your bid is higher than the average price you will receive proportionately less marks than 50.

This gives a bid price score and this is then multiplied by the weighting (60%) to give an overall price score.

**3.2 Quality/Technical Assessment 40%**

For the purposes of comparing the bid we will comparatively score submitted information using the supplied scoring matrix. Please refer to the definition and requirements for quality assessment for details regarding submission requirements, suggestions and definition of terms

**Quality/TECHNICAL Assessment Definitions and Requirements**

**Each element apart will be scored on the following basis:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Scoring Rationale: |  |  |  |  |  |
| 0 | = no submission/submission not relevant |  |
| 1 | = submission partially relevant but poor |  |
| 2 | = submission partially relevant and acceptable |  |
| 3 | = submission completely relevant and acceptable |
| 4 | = submission completely relevant and good |  |
| 5 | = submission completely relevant and exceptional |

Each element score will be multiplied by the individual % quoted above and then added together to give a total quality score. This overall quality score will be multiplied by the quality weighting 40%

The winning bidder will be the highest identified by adding the overall price score to the overall quality score.

 Quality/Technical

1. Proposed solution – 20%
2. Ability for car park users to pay upto 24 hours use – 10%
3. Company experience of delivering proposed solution in a rural environment similar to the geographical are of the NPA. – 20%
4. Narrative covering proposals for quality of service – 20%
5. Narrative covering how you meet Fair working Practice as defined by Scottish Government. – 10%
6. Narrative, statements and assessments covering all other relevant points – 20%
7. Two reference sites for similar solution. – Satisfactory references Mandatory
8. Copy of Insurances – Suitable Insurance Mandatory
9. Confirmation that the contractor/its directors/senior staff have never been convicted of a criminal offence, failed to pay proper tax & NI.- Compliance Mandatory
10. Confirmation that the bidder is a member of and approved operator by the British Parking Association or equivalent body. - Compliance Mandatory

**If the evaluation of any quality/technical elements marked are scored less than the minimum score of 3 then the tenders whole bid will not be considered. I.e. if you fall to submit a suitable solution and we score your solution as a 2 or less for that element then this would mean your bid will not be considered.**

**4 Other information**

4.1 **Staff and vehicles**

1. Uniforms: all staff involved should be presentable in appearance with clothing that clearly identifies the contractor’s name.
2. All staff involved to have standard Disclosure Scotland check.
3. The contractor at all times during the Contract period shall employ sufficient suitably trained and experienced staff to ensure the proper performance of the Contract.
4. Vehicles brought onto site should be presentable in appearance at all times with contractor’s details visible.
5. Vehicles brought onto site should be parked in such a manner as not to interfere with other users of the site.

4.2 **Health and Safety**

The contractor is responsible for carrying out all operations in compliance with relevant health and safety legislation.

During operations appropriate warning signage should be used to inform the public and any disruption kept to a minimum.

4.3 **Environmental Management**

All waste removed from site shall be transferred to a registered waste handling facility.

The contractor shall be responsible for forwarding any appropriate waste transfer documents to the NPA if requested.

* 1. **Insurances**
		1. The Contractor shall indemnify the NPA and keep the NPA fully and effectively indemnified in respect of any liability, including without prejudice to the foregoing generality, loss or personal loss or personal injury due to any person whomsoever arising out of or connected with the performance of the Contract and will maintain insurances for such purposes to such levels as the NPA, acting reasonably, deems appropriate. The Tenderer will on request provide evidence to the NPA that such cover has been affected and all premiums paid. In particular the tenderers must have employers and public liability insurance.
		2. The contract shall provide adequate product insurance to cover any possible damage to our equipment, fixtures and fittings as a result of delivery of service
	2. **Estimated Contract Values**

contract estimated at £30K per annum exc. VAT but not limited nor guaranteed.

* 1. **Purchase Orders, Billing & Payment Information**

4.6.1 **Purchase Orders**

The Purchase orders will be issued prior to commencement of the contract.

4.6.2 **Billing**

contract to be billed monthly electronically.

* 1. **Payments**

The Terms of payment are 30 days from receipt of satisfactory invoice receipt. However, the NPA has a payment target of 10 days from invoice receipt.

**4.8 Performance Appraisals**

4.8.1 The successful tenderer will be expected to participate and contribute to a formal performance appraisal. Formal appraisals will take place at NPA HQ, Balloch at no cost to the NPA. Formal appraisals are to be carried out on a sliding scale of between 1 and 4 months or as required and should include discussion and appraisal on:

1. review of performance
2. contract performance issues during the period
3. improvement suggestions for service performance
	* 1. **Site Visit**

There is no scheduled site visit. It is entirely the responsibility of any prospective bidder to ensure they carry out a site visit as appropriate .

**4.10** The successful bidder will be expected into a contract with the NPA under Scots law. Bidder’s terms and conditions will not be accepted.

**Appendix – Fee Tender Return**

|  |  |
| --- | --- |
| Parking Fee Income (exc VAT) | Bidders Fee % |
| >£0, < £50,000 |  |
| =>£50,000, <£100,000 \*\* |  |
| =>£100,000, <£150,000 |  |
| =>£150,000 |  |

The % fee will be incremental – i.e. if parking fee income for a year is £80,000 then the fee payable to the contractor will be the %for 0 to 50K plus % for the £50K to £100k. (% x 50k plus % x £30k).

Cash Collection

This element of the contract may or may not be awarded to the winning bidder. Pricing for a single collection is required however the frequency per site is expected to be (depending on hardware solution and volume of cash payments) fortnightly during peak months (7) and monthly during off peak months (5).

|  |  |
| --- | --- |
| Cost of Collection | £ |

Additional Information

Previous tender questions & answers

**Question**
ref para 2.25.6 - how many permit holders are there and are the permits transferable from vehicle to vehicle or associated with a named vehicle?
**Answer**
We anticipate a maximum of 2 permit holders per site although more likely to be only 1. NPA staff will occasional visit each site but will be only for a short time.

**Question**
ref para 2.17.1.2 'maximise the revenue achieved', Is this from P&D only or from P&D/PCN combined?
**Answer**
this refers to P & D.

**Question**
Hello, Please can you confirm that each site has an available power source for ANPR and that the NPA will or the winning bidder will cover the civil costs to provide power to the cameras? Would you consider the industry and court accepted charge of £100 (£60 if paid within 14 days) to help reduce the management fee on the P&D? Are you aware that £60/£40 does not offer the BPA required 40% discount? Will the NPA be setting the P&D tariffs, or would this be agreed between the NPA and winning bidder? Thanks
**Answer**
Yes all sites have existing power sources but any new connection will be the reasonability of the winning bidder We will discuss with the winning bidder the FPN but we anticipate that this will be £60 and following the BPA discount so therefore the reduced fee would be £36 The NPA will be setting the P&D tariffs and charging structure will be comparable with other car parking sites within the National Park

**Question**
1. It is not clear from the tender if P&D machines need to Factored into the equation for cost, please confirm if they are required and the quantity. 2. If P&D machines are of the clients asset portfolio, can we be advised on make and model as well as quantity to ensure connection with our back office. 3. Please confirm that blue badge holders are free and exempt from any charges or time restricted. 4. How are the National Park expecting the disabled bays to be monitored if the service requirements is for ANPR? 5. Is the income from P&D machines expected to be banked straight into the clients bank account. 6. Why are machines DDA complaint if the disabled customer doesn't have to pay for parking?
**Answer**
1. The P&D machines will be the responsibility of the contractor to purchase, install & maintained. 2. Contractors portfolio 3. Charging for blue badge holders has still to be determined. 4. THE NPA staff will occasional visit the sites from time to time but we expect bidders to provide in their proposal a solution for this. 5. This will be discussed for best solution. If Contractor collects the money then paying into their own bank account and then transferring the money might be the best solution. If NPA collect money then it would be paid directly into our bank account. 6. Our understanding is that DDA compliant and blue badge holding are two separate matters.