



Invitation to Tender
for
Camping Booking System

1. Instruction to Tenderers

1.1 About us

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 to ensure that the aims are collectively achieved in a coordinated way.

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

Background

On 1st March 2017 the Park Authority will introduce a new set of seasonal byelaws to manage camping within four management zones in the National Park. Within these management zones, the byelaws will make it an offence to set up a tent outside a formally designated campsite or without authorisation from the Park Authority.

Within the management zones, visitors can either camp on managed campsites with defined pitches and a range of facilities (formal camping), or under a scheme of authorisation (permit scheme) within defined permit areas (informal camping).

We therefore require an online booking system that is able to offer **campsite bookings** and **permit applications with real-time availability information**.

The system provided can be either hosted externally or by the Park Authority.

Please refer to the full specification in section 4.

More information about Your Park and camping management byelaws can be found at www.thisisyourpark.org.uk.

1.2 Further Information

- 1.2.1 **Tender enquiries should be addressed through the Public Contracts Scotland portal where they will be available to and answered to all parties.**
- 1.2.2 Enquiries will be answered via the portal. Enquiries and answers will be circulated to all companies who were invited to tender. The Park Authority cannot undertake to answer any queries received after 10am on **3 October 2016**.
- 1.2.3 All questions should be posted onto Public Contracts Scotland and all answers will be posted onto Public Contracts Scotland. **Do not raise any queries or ask any questions directly to any member of staff of the Park Authority or its representatives.** If any bidder directs a query or question to any of the Park Authority's representatives and it is deemed that the bidder has gained a commercial advantage then the Park Authority reserves the right to not consider the bid.

1.3 Completion Of Tender

- 1.3.1 The Park Authority will not be liable for any costs incurred by any tenderer in making a tender submission irrespective of any bid accepted or not accepted.
- 1.3.2 The Park Authority will only accept electronic tender returns via the 'Tender Submission Postbox' facility on the Public Contracts Scotland portal. All prices should be specified in pounds sterling. All tenderers are advised to allow adequate time for uploading documents and to dispatch the electronic responses well in advance of the closing time to avoid any last minute problems. The postbox closes precisely at the time stated.
- 1.3.3 Tenderers must submit the all of the documents required by the tender and return these documents, electronically with their tender submission. Tenders can also submit as many relevant documents as they deem appropriate to satisfy the Park Authority's quality scoring assessment.
- 1.3.4 All quantities are approximate and tenderers are deemed to have checked all items including quantities. No allowance will be made for errors to tenders due to incorrect quantities.

1.4 Submission of Tenders

- 1.4.1 Please upload your tender to the Public Contracts Scotland web portal **no later than 10am on 10 October 2016** after which the portal will not accept any submissions.
- 1.4.2 Please be aware of there is no maximum file size for your submission.
- 1.4.3 Any tenders not 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.

1.5 Validity Period

- 1.5.1 Tenders must remain open for acceptance up to 90 days after the deadline quoted in 1.4.1

Evaluation/Acceptance of Tender

- 1.5.2 The contract shall be awarded on the basis of the tender which is economically the most advantageous having regard to price, quality and capacity to meet the Park Authority's requirements in full.
- 1.5.3 The Park Authority shall not be bound to accept the lowest or any tender.
- 1.5.4 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 and Quality Assessment Definitions for details of quality scoring methods.
- 1.5.5 Tenders will only be accepted by issue of a letter of acceptance by the Park Authority.

1.6 Collusive Tendering

1.6.1 Any tenderer who:

- a) Fixes or adjusts the amount of their tender by or in accordance with any agreement or arrangement with any person; or
- b) Communicates to any person other than the Park Authority the amount or approximate amount of their proposed tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender or insurance or a bond); or
- c) Enters into agreement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or
- d) Offers or agrees to pay or to give or does pay or gives, any sum of money, inducement, or a valuable consideration, directly or indirectly to any person, for doing or having done or causing to have caused to be done in relation to any other Tender or proposed Tender for the Services, any act or omission.

shall be disqualified without prejudice to any other civil remedies available to the Park Authority and without prejudice to any criminal liability which such conduct by a tenderer may attract.

1.7 Error

- 1.8.1 Tenderers are advised that if the Park Authority 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.

1.8 Alteration to Tender Document

- 1.8.1 Tenders must not be qualified and tenderers must not make any changes to the tender documents.
- 1.8.2 Any amendments to tender to be recorded and quantified on Tender Amendment Certificate

1.9 Contract

- 1.9.1 The successful tender will be expected to enter into contracts with the Park Authority as specified in these tender documents.

1.10 References

- 1.10.1 The Park Authority may seek references prior to contract award.

1.11 Other Suggestions and Innovation

- 1.12.1 Whilst every effort has been made to outline the Park Authority's requirements, other suggestions will be welcomed. The Park Authority 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 Park Authority if the service is used. This should include any plans to introduce new products, services or working practices.

1.12 Other Charges

- 1.12.1 Whilst every effort has been made to outline all the requirements of the Park Authority, tenderers must ensure that their tender document covers all the services and charges that will be applicable.

1.13 Freedom of Information (Scotland) Act 2002

- 1.13.1 The Park Authority 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 Park Authority 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.

2.1 Timescales

Activity	Date/Deadline
ITT Issued	W/C 12/9/16
Tender Returns	10/10/16
Tender Evaluation	W/C 10/10/16
System Presentations	W/C 24/10/16
Preferred provider identified. Unsuccessful bidders notified.	W/C 31/10/16
Start-up meeting at NPA HQ	W/C 7/11/16
Testing period	1/1/17 – 31/1/17
System Live	1 February 2017

2.2 Purchase Orders, Billing & Payment Information

2.2.1 Purchase Orders

A purchase order will be issued by the Park Authority on schedule of payment under the terms of the contract. The Purchase orders will be issued prior to commencement of the contract(s).

2.2.2 Billing (as per contact terms)

The Park Authority pays its invoices in arrears unless otherwise contracted.

2.2.3 Payments

The Park Authority pays 30 days from valuation and invoice receipt although we attempt to pay invoices in 10 days.

2.3 Performance Appraisals

2.3.1 The successful tenderer will be expected to participate and contribute to a formal performance appraisal. This should be carried out during and at the end of the contract phase or as required and should include discussion and appraisal on:

- a) review of performance
- b) contract performance issues during the period
- c) improvement suggestions

2.3.2 All appraisals to be conducted at the Park Authority's HQ in Balloch

2.4 Contract Period

The Park Authority will enter into a contract with the successful bidder for the supply, customisation, commissioning of a system, training and annual maintenance agreement/licencing depending on the accepted solution.

The period of contract will be for 1 year with annual renewal at the discretion of the Park Authority until such time the Park Authority chooses to change the system. Any annual renewal cancellation will be notified in writing giving 60 days' notice.

3 Evaluation Process

The evaluation of bids received will take the form of a two stage process:

1. Desktop evaluation using criteria set in 3.1 and 3.2.
2. System demonstration at Park Authority HQ Balloch as set out in 3.3

3.1 Tender Price 60%

For the purposes of comparing the bid we will use the completed tender sum.

The average price of all bids received will achieve 50 marks and each bid will receive proportionate marks in relation to the average price. I.e. if your bid is higher than the average price then you will receive proportionately less than 50 marks.

Your price mark will then be multiplied by the weighting (50%) to give an overall price score.

3.2 Quality Assessment / Technical Assessment 30%

For the purposes of comparing the bid we will comparatively score submitted information using the scoring matrix below.

QUALITY ASSESSMENT DEFINITIONS AND REQUIREMENTS

The quality element (30%) is broken down into the following elements:

1. Evidence of proposed system currently being used for similar purpose – 25%
2. Evidence of system uptime ** - 30%
3. Evidence system meets basic requirements ** - 35%
4. Additional relevant system provisions – 10%

Technical & Quality Evaluation Criteria	Section Weighting	Question Weighting	Scoring Rationale		
			No answer/ Poor answer that does not meet minimum requirements	Adequate/ Acceptable 2-3	Better than average/ Exceptional
			0-1	2-3	4-5

*Quality / Technical evaluation criteria marked ** above must receive an evaluation score of at least 3 for their whole bid to be considered. **Any bidder failing to submit the information required or the information being of poor quality then their whole bid will not be considered.***

3.3 System Demonstration – 10%

The top 2 companies identified via the desktop evaluation will be invited to demonstrate their system at Park Authority HQ. The purpose of this demonstration will be to provide the NPA further evidence of how your system will meet our requirements and to demonstrate ease of use of system. A further 10% evaluation score will be available for this stage and the Park Authority may also adjust any prior score given.

3.4 DOCUMENTS TO FORM PART OF TENDER RETURN AND QUALITY EVALUATION & SCORING

1. Fee Tender Return.
2. Narrative and evidence of experience of similar system use including client reference as stated in 3.2.1 above.
3. Narrative and evidence detailing your companies' record of system uptime as stated on 3.2.2 above.
4. System description and specification demonstrating requirements as stated in 3.2.3.

5. Additional system information that adds value to requirements as detailed in 3.2.4. above.
6. Copy of last available audited financial accounts – An evaluation of bidders financial stability will be undertaken.
7. Project timeline to demonstrate ability to meet go live date.
8. Any other information deemed necessary.

4. **Specification**

The specification below is an outline of our basic requirements. Bidders should only submit a bid if their proposed system meets the majority of these requirements.

General

1. System must be intuitive and easy to use.
2. System must require a unique user ID and password for making or viewing bookings and passwords must be secure (administrator and front-end user).
3. System must be able to display and update data in real-time. Downtime is limited to a maximum of two (2) hours per month during 10 months of the year within the hours of 11pm to 7am, and maintenance must be coordinated with Park Authority staff at least 2 weeks in advance of downtime.
4. Supplier must be able to provide a technical support hotline between 9am and 5pm, seven (5) days a week between January and October.
5. Supplier must be able to provide a technical support hotline between 9am and 5pm, seven (7) days a week between January and October. - Desirable
6. System must be fast and maintain response times while processing hundreds of transactions simultaneously.
7. System must be mobile responsive on iOS, Android and Windows based technology. Browsers supported must include IE (9.0 and above), Safari (5.0 or higher), Firefox (18 or higher) and other available browsers in normal use.
8. The front page must be customisable by the Park Authority so it is identifiable by brand, colours and logo and add information including but not limited to notices, news items, notification of temporary site closures
9. The system must be able to be accessed on the Park Authority website by means of a link or embed code.
10. The web site must be available in English.
11. All web pages must have a descriptive front-end "Help" function available or free text fields to allow administrators to add explanation'.
12. The website must be DDA compliant.
13. All data transfer must be secure and encrypted.
14. System must include a full audit trail for all use in the system and track all changes made within the system. The history must include date and time of changes plus user ID of the person making the changes.
15. For hosted solutions a robust data backup must be available in order to allow the system to be re-built in four hours or less, including holidays and weekends from January to October. Backups should run in real-time. All hosted data must comply or exceed the current and future UK government data standards.
16. For hosted solutions backup media must be kept at a secure location off-site.
17. At the end of the contract, Supplier must make all data available to Park Authority in a format agreed with the Park Authority. Supplier must provide data dictionary for each table item and entity relationship diagram of the file system.
18. All custom written code for Park Authority belongs to the Park Authority and must be made available when requested.
19. Ideally any proposed system would automatically integrate with other system(s). Bidders should demonstrate their system's capabilities for integration. Any systems should comply with interoperability standards.

Bookings and Processing

1. Bookings must be able to be made, viewed, changed or cancelled via the website by customers or through an administrative function. Refunds for cancellation must go through processing and shall be handled through this system.
2. The system must provide 'record locking', allowing simultaneous user access but preventing double bookings.
3. Availability must be able to be searched with the criteria listed below. Results of a search must display the camping management area name, camp site/permit area name and campsite pitch in easy to read format. At a minimum, search filters must include the ability to combine criteria, and/either/or:
 - a. Date range availability (month, day and year);
 - b. Location.
 - c. Campsite or permit - Desirable
4. Bookings made on-line by customers must be paid for with a credit/debit card or via appropriate online payment solution at the time the booking is made. Card numbers must not be stored in the system.
5. Park Authority staff should have the ability to make a booking on a customer's behalf.
6. Payment types allowed in person shall be by cheque, cash or swipe terminal for credit/debit card.
7. All credit or debit card processing must be compliant with UK legal requirements and integrated into the banking system. Ideally the transfer of funds are automated without deduction of costs.
8. Booking confirmations:
 - a. Must be capable of being emailed to the customer and cc'd to the Park Authority.
 - b. Must be customisable so that data fields can be configured by administrators, allowing us to include chosen booking and site information (such as site number, permit number and site directions).
 - c. Must generate a downloadable pdf booking confirmation.
9. Customer information capture must include the following, with the ability to add additional fields:
 - a. Contact name: first, last, title;
 - b. Phone numbers: mobile, home, business, other;
 - c. Email address;
 - d. Mailing address;
 - e. Billing address for card transactions;
 - f. Preferred method of contact;
10. Customer information may be used for byelaw enforcement purposes so the system needs to incorporate an appropriate form of verification of customer information.
11. Booking fee - include processing logic to vary fee by number of people on a campsite.

12. Customers using the system must be required to create an account with password control.

Booking Information.

1. The system must provide a confirmation screen with booking details and price before finalising booking.
2. Price is automatically calculated with VAT being shown.
3. Customer can cancel or amend the booking before completion of the booking process.
4. A permit or a campsite pitch is considered reserved only after a customer submits payment or Park Authority staff administratively book the site.
5. Once a pitch or permit is booked, it is marked as unavailable those dates.
6. The system must capture the following information for each booking;
 - a. Customer name;
 - b. Date of arrival and departure;
 - c. Method of arrival; (car, cycle, foot, boat, other)
 - d. Vehicle registration number if arriving by car;
 - e. Amount paid and payment method (e.g. cheque, credit/debit card or cash)
 - f. Number of adults and children in group and ideally age ranges
 - g. Description of tent; (make, colour)
 - h. Acknowledgement of site rules;
7. The system must generate a booking reference number and a customer number for each booking

Campsite and permit area information

1. Each location (campsite or permit area) must display the following information with the ability add further information fields:
 - a. Management area
 - b. Location type – permit area or campsite;
 - c. Maximum number of vehicles allowed;
 - d. Maximum number of people allowed;
 - e. Pets allowed or not;
 - f. Accessibility;
 - g. Water available on-site or not;
 - h. Arrival time and instructions;
 - i. Departure time and instructions;
 - j. Specific clean up requirements;
 - k. Site photo;
 - l. Type of view: water, woods
 - m. Additional notes.
 - n. Local area information:
 - i. Site name and general location information;
 - ii. Nearby leisure activities;
 - iii. Park Authority site specific contact person/office and phone number;
 - iv. Map of camping area, description, location, access and directions.

Administrative roles and functions

1. Primary administrator role must have the ability to assign other roles to Park Authority staff, update data to correct errors, add new information, make data inactive/invisible and act as point of contact for Supplier. A user manual must be available to describe administrative functions. Must have all subordinate rights.
2. Secondary administrator role will have the ability to update site descriptions, make bookings on behalf of customers and accept payment for those bookings; able to export data. An administrator may have roles in multiple sites as assigned by the primary administrator; must have all subordinate rights.
3. Other administrator roles will have the ability to make bookings on behalf of customers and accept payment for those bookings; must have all subordinate rights.
4. Other roles will have the ability to view standard reports and create ad hoc reports as needed; must have all subordinate rights.
5. A 'View only' user level is required in order that staff without an admin role can view the booking system.
6. Standard reports must be available in summary and detail.
7. Reporting system must have the ability to export data to other software such as Microsoft Excel including open data format for example csv.
8. Standard reports must include the ability to select and summarise by date range, management area, camp site/pitch and permit area and by other definable means.
9. Ability to set system to auto-generate reports at periodic intervals is desirable.
10. System should be capable of being able to control how far in advance a booking/permit application can be made.
11. System must be capable of being able to vary each campsite or permit area at any time during operations to restrict capacity and availability.

FEE TENDER RETURN

Item	Please describe and provide a breakdown	Cost
Initial Cost (Fully Costed)		
Cost of 1 concurrent user licence or cost of 1 seat		
Cost of 10 concurrent user licences or seats		
Initial Training		
Annual Costs		
Hosted Service		
Helpdesk – 5 days per week		
Helpdesk – 7 days per week		
Other Costs		

Total Fee Costs for the purposes of comparison between bidders will be:

Annual Cost + hosted costs *7 plus initial cost plus training plus all other relevant costs

Note

Initial Cost – This should include an estimate of all costs to enable the proposed system to go live including meetings, travel costs, installation, estimate for modification etc. Payment engine. Please include number of estimated days provided. Please also detail expected Park Authority staff input.

Initial Training – Training for up to 10 systems administrators with varying access levels.

Other costs – should include all costs not disclosed elsewhere that will be incurred to procure, amend, commission, maintain system etc. to enable the Park Authority to have an operational system for 1st February 2017.