

CLARIFICATION 1

TEN2600114

**RfT for Provision of a Cashless Parking
Payment Solution for Cavan County Council**

Query 1

GlobeTech Integration: Can the Council provide API documentation, integration specifications, and a technical contact relating to the existing GlobeTech Parking enforcement software?

Response Query 1

Globetech is our Handheld Software where the tickets are issued by Parking Wardens.

The app used is the “G Ticket warden app”

Query 2

GlobeTech Integration: Can the Council confirm the technical architecture and division of responsibilities for this integration prior to tender submission?

Response Query 2

The successful Contractor shall be responsible for providing and implementing a solution for the compatible with “G Ticket Warden App” that is fully compatible with GlobeTech's integration requirements.

Query 3

Customer Support and Service Levels: Can the Council confirm the minimum required customer support hours for the digital parking platform, and any specific SLA targets for support response times, incident resolution times, system availability/uptime, and critical service outages?

Response Query 3

The Council has not prescribed minimum customer support hours or specific service level requirements at this stage. However, the Council would regard 8:00am to 7:00pm, Monday to Saturday, as typical customer support hours for the provision of this service

Query 4

Marketing and Public Awareness: Given that marketing and promotional costs sit entirely with the tenderer, does the Council have existing brand guidelines or marketing assets that tenderers should align with?

Response Query 4

The Council has existing Corporate Brand Guidelines and visual identity standards which will apply to all public-facing communications, promotional materials, customer information, signage, printed materials, and digital content produced under the contract. The Council's brand is intended to be applied consistently across all communications and materials.

A copy of the Council's Brand Guidelines has been uploaded to this CFT under the CFT documents section titled "**Brand Guidelines**". This document is available in the Revised Tender Documents folder.

The successful tenderer will be required to comply with the Council's branding standards and obtain Council approval for all public-facing communications and promotional materials

Query 5

Pricing Schedule: The pricing schedule in the Tender Response Document states an estimated processing volume of "€10,00 per month" — could the Council confirm the intended figure, as this appears to contain a typographical error? (see attachment)

Response Query 5

The Council confirms that the reference to "€10,00 per month" in the Pricing Schedule is a typo error.

The Tender Response Document has been amended. A revised version has been uploaded to this CFT under the CFT Documents section titled "Cavan CoCo TRD – Tender for Cashless Payment Solution – Rev A". This document is available in the Revised Tender Documents folder. To avoid any confusion, the original Tender Documents folder has been removed and replaced with the **Revised Tender Documents** folder.

As stated in the Tender Response Document, the figures provided are indicative only and are included solely to assist tenderers in pricing their proposals. No guarantee or commitment is given in respect of actual future transaction volumes.

Tenderers should note the following statement:

These figures are indicative only and are provided to assist tenderers in pricing their proposals. No guarantee of future transaction volumes is implied.

Query 6

Pricing Schedule: Separately, the RFT states actual average monthly cashless income for 2025 was approximately €6,500. Can the Council confirm whether tenderers should price against this actual 2025 figure or the estimated volume in the pricing schedule?

Response Query 6

Tenderers should complete the Pricing Schedule using the estimated transaction volumes provided within the Pricing Schedule itself.

This RFT relates solely to the development and provision of a parking payment app for parking services within Cavan Town. The reference within the RFT to average monthly cashless income of approximately €6,500 during 2025 is provided for background information only and is intended to give tenderers historical context regarding current usage levels.

For the avoidance of doubt, the Council's current cashless payment offering consists of contactless card payments only. There is currently no parking payment application in operation.

As stated in the Tender Response Document:

"These figures are indicative only and are provided to assist tenderers in pricing their proposals. No guarantee of future transaction volumes is implied."

Tenderers should base their pricing submission on the estimated volumes set out in the Pricing Schedule for evaluation purposes. Actual volumes may vary from those provided for evaluation purposes.

Query 7

Parking Estate Details: Can the Council confirm the current number of parking locations, parking spaces, and parking machines within scope of the contract?

Response Query 7

The current parking inventory within the scope of this contract comprises approximately the following on-street parking spaces:

- Farnham Street: 60 spaces
- College Street: 70 spaces
- Dublin Road to Breffni: 40 spaces
- Main Street to Dunnes Junction: 90 spaces
- Thomas Ashe Street: 25 spaces
- Main Street (Dunnes to Dublin Road Junction): 80 spaces

- Town Hall Street: 20 spaces
- Abbey Street: 10 spaces
- Bridge Street: 6 spaces
- Wolfe Tone Street: 5 spaces
- Con Smith Park: approximately 15 spaces (2-hour parking)
- Keadue: approximately 18 spaces (long-term parking)
- Farnham Street (outside Cathedral): approximately 12 spaces (2-hour parking)
- Railway Road (from the junction near the Funeral Home to McCarron's): approximately 50 spaces (long-term parking, currently not line marked)

Off-Street Car Parks

Cavan County Council currently controls approximately **609 off-street parking spaces**, comprising:

- Lytton House Car Park: 250 spaces
- Main Street (Tesco) Car Park: 239 spaces
- Bridge Street Car Park: 52 spaces
- James Connolly Car Park: 68 spaces

Important Note

The parking space numbers provided above are approximate and are included for information purposes only. The Council reserves the right to amend parking arrangements, parking locations, operating hours, parking tariffs, or the number of parking spaces during the term of the contract. No guarantee is given that the number of parking spaces will remain unchanged throughout the contract period.

Query 8

Parking Estate Details: Are any additions or removals of parking locations currently planned during the contract term?

Response Query 8

At present, the Council has no specific plans to add or remove parking locations during the initial term of the contract.

However, the Council reserves the right to add, remove, parking locations, parking spaces over the contract

Tenderers should therefore ensure that their proposed solution is sufficiently flexible and scalable to accommodate potential changes to the parking estate during the contract term

Query 9

Existing Data Migration: Will the successful tenderer be required to migrate existing customer, permit, or transaction history data from the current platform? If so, can details of the migration scope be provided?

Response Query 9

As this will be the first cashless parking payment application introduced by Cavan County Council, the Council does not require the migration of any existing customer accounts, or historical parking session data as part of this contract.

Accordingly, tenderers should not make any provision within their proposals or pricing submissions for data migration activities associated with a legacy parking payment system.

The successful Contractor shall, however, provide all necessary required to establish the new parking payment application for use in Cavan town.

Query 10

Payment Processing: Will the successful supplier be expected to provide merchant acquiring services directly, or will the Council maintain a separate merchant services agreement?

Response Query 10

The successful supplier will not be required to provide merchant acquiring services directly, unless explicitly proposed as part of their solution and accepted by the Council.

Tenderers should clearly describe:

- Any merchant acquiring services included within their offering;
- Integration requirements for payment

- Supported for payment service providers;

The final approach will be agreed during contract implementation to ensure compatibility with the Council's existing financial and payment processing arrangements

Query 11

Back Office Users: How many Council users will require access to the administration/back-office portal, and are multiple permission levels or user roles required?

Response Query 11

The Council anticipates that a minimum of three (3) users and a maximum of six (6) users will require access to the administration/back-office portal.

The Council may require different user roles and permission levels to support operational, financial, and administrative functions.

Query 12

Contract Terms - Liability and Risk: Will a limitation of liability (cap) apply under the final Services Contract, and if so, what cap does the Council propose?

Response Query 12

The terms and conditions governing liability and risk are set out in the draft Services Contract included with the tender documentation.

Any contractual matters arising from the preferred tenderer's submission will be considered by the Council following evaluation and prior to contract award.

Query 13

Contract Terms - Liability and Risk: Can the Council confirm whether the liquidated damages provision at Condition 4.6 of the Sample Contract (2 per cent of Price per week of delay, capped at 15 per cent) is intended to apply to

implementation/deployment milestones for this contract, and if so, how those milestones will be defined?

Response Query 13

The liquidated damages provision set out in Condition 4.6 of the Sample Contract is a standard contractual provision and would only apply where a delay is attributable to the Contractor and results in a failure to meet agreed contractual delivery obligations.

The Council's requirements will be implemented following contract award, the specific implementation and milestones have not yet been defined. Any such milestones will be agreed with the successful tenderer during the contract phase.

Accordingly, any application of Condition 4.6 would be assessed by reference to the agreed implementation programme and the specific circumstances giving rise to the delay.

Query 14

Contract Terms - Liability and Risk: In the event the Council terminates the contract under the 3-month notice provision (rather than for Supplier breach), what compensation, if any, would apply to unrecovered/unamortised setup and implementation costs?

Response Query 14

The Council refers tenderers to the provisions of the draft Contract included in the procurement documents.

In particular, Clause 15.3 provides that where the Council terminates the Agreement under the termination for convenience provisions, the Council shall pay the Supplier for Services and/or Materials delivered up to the date of termination and for its reasonable and vouched costs incurred in connection with the Agreement up to the date of termination.

Tenderers should therefore satisfy themselves as to the allocation of risk under the proposed contract and price their submissions accordingly. The Council does not propose to provide any additional compensation beyond that set out in the Contract and does not guarantee recovery of any anticipated profits, future revenues, or unamortised investment costs.