

Appendix A – Requirements

The following must meet international recognised standards and be compliant with Irish Data Protection and Freedom of Information Legislation.

Cork County Council wishes to procure an off the shelf Parking Fines Management System (PFMS) including Mobile Data Storage and Transmission Devices.

The requirements are as follows:

1. Solution

This section is split into the following areas:

- High level overview
- Functional requirements
- Technical requirements

1.1 High Level Overview

Within the County of Cork, Traffic Wardens are empowered under the Road Traffic Act, 1994 and Section 11 of the Road Traffic Act, 2002 to issue Fixed Charge fines for parking offences.

Cork County Council employs Traffic Wardens to monitor instances of these offences in the County of Cork. The locations include car parks and on-street parking in several towns.

Therefore, we require a Parking Fines Management System (PFMS) that is used to manage the full lifecycle of Parking Fines including the management of Fixed Charge Offence Notices (FCON), provision of operational and financial management reports, collection of fines and issue of summonses. Tenderers shall consider and be responsible for developing a comprehensive transition and migration plan including testing and commissioning.

In line with Government Policy a full cloud-based solution is required.

Cork County Council currently operates a parking fine system that deploys 14 Traffic Wardens across 8 Municipal Districts. In addition, there is a requirement for up to 15 administration staff.

Please provide a high-level summary including diagrams of the solution you propose to address the requirements.

Confirm that the Tenderer is fully GDPR compliant in accordance with the Data Protection Act 2018.

1. Functional Requirements

Ref	Mobile Device Requirements	Mandatory Requirement
1	Mobile device should be lightweight (ideally 500 grams or less), Android/IOS compatible, have 5G/ 4G / LTE, WIFI and Bluetooth connectivity and ergonomically designed for task	
2	Mobile device shall be of enough rugged design to withstand normal street wear and tear, waterproof to IP67 and to withstand a fall to the pavement. Screen shall be scratch, shock and glare resistant	
3	Device shall include, Wi-Fi, and be capable of taking a standard mobile SIM card for real-time communications to backend system using 3G/4G/5G.	
4	Mobile device should be capable of being charged while in use, and a battery changing solution for any spare batteries should be proposed	
5	Mobile device to incorporate a camera, minimum resolution 5mp, with flash. Multiple Photo to be saved as part of the ticket record	
6	Usable battery life shall be a minimum of 8 hours	
7	All data related to ticket e.g. photos, footnotes to be uploaded to the back-end system on completion of the ticket at a requested timeframe over a secure link or in an encrypted format. Communications must be secured between the handheld/mobile and the application in a cloud or hosted solution. (Application is required on a device). If no connectivity, data is stored in encrypted format on the device and transmitted when connectivity is restored. Such temporary storage should be available on the devices in such instances to accommodate a normal working day. Device must also be able to store data when battery runs out.	
8	Support for character sets including Irish language fadas to be displayed and printable	
Ref	Handheld Printing Requirements	Mandatory Requirement

9	Printing onto a suitably ruggedized (IP54) 3" (approx.) thermal printer (connected by Bluetooth or wirelessly to the mobile device) if not integrated.	
10	Usable battery life should be a minimum of 8 hours based on a loading of 100 printed tickets with multiple printable fields.	
11	Ergonomic design with accessories for wearing on either a belt or over the shoulder..	
12	Printer to use existing printed ticket roll. A scanned copy is provided in Appendix B and a paper copy can be furnished upon request.	

Ref	Handheld App Requirements	Mandatory Requirement
13	Warden Log in - Using a unique assigned identifier, the Warden logs into the Application. - The application must record date/time and geo-reference each time the Warden logs in and out of application and sync this with back office system. - Warden login details should be managed by the Back-office application, including password changes, assigned areas, etc. - Warden must have the facility to choose the Town they are currently in. - Warden/App Settings – support multiple towns/areas so that offences and locations are limited to the operating town of the Warden, and this should be easily configurable from the back office application via lookup tables.	
14	Logging a Vehicle - The purpose of Logging a Vehicle is to apply grace periods and for limited time parking. The warden can use the logged vehicles to later issue FCNs, if an offence has been committed, without the need to re-enter the logged details. - When logging a vehicle, it must be possible to record the valve positions of the vehicle wheels. - If a warden logs a vehicle with a valid permit or payment assigned by 'pay by app' this is recorded in the backend system only. This is for reporting purposes.	
15	Adding A Log When the Warden enters the reg number, an automatic download of the vehicle details is made from an	

	external database e.g. make of vehicle, colour of vehicle, type of model • Warden Chooses Offence type and description. • Select Location (The Location will be available in the drop-down list in order of what was configured in the administration menu in the back-office application) • Once the location is chosen, that field will contain that location and the warden can make any number of observations, until the location is changed. • Selection of the Location will automatically determine the grace period allocated for the vehicle e.g. if it is Location A - the grace time is 45 minutes free parking. • Warden records the valve positions on the wheels, if applicable to the offense. • The Traffic Warden, date and time of the log will be stored against the record automatically. • If the Warden enters a reg number and an observation has already been previously made on the vehicle, the system must ensure that the vehicle does not have a valid permit. Then the warden can issue an FCN if the grace period has elapsed, there is no parking ticket on the vehicle and the valve position are unchanged. • Otherwise, if an observation has previously been recorded for the vehicle, and there is now a ticket on the vehicle and the valve positions are unchanged, the Warden records this as a new instance on the same observation. This observation will now record the length of stay allowed e.g. 2 hours plus the grace period e.g. 45mins. • The option must exist to convert the logged record into an FCN when an offence has occurred. • Based on the location of the offence i.e. vehicle park or on street parking, the list of offences should filter automatically. • Handhelds shall be interchangeable between Traffic Wardens. If a traffic warden changes handheld in the middle of a shift, any observations they logged earlier that day must be downloaded to the new handheld.	
16	Recording a FCN • Select Location (The location will be available in the drop-down list in order of what was configured in the administration menu in the back-office application) • When the Warden enters the reg number, an automatic download of the vehicle details is made from an external database e.g. make of vehicle, colour of vehicle, type of model.	

	• Warden picks offence from dropdown list-The drop-down list of offences will show only those associated with the location selected and will be ordered by most common occurrence. • Warden Automatic Number Plate Recognition (ANPR) with Optical Character Recognition (OCR) to allow capture of license plate information if possible.	
17	Recording Images of the Offence • The Application must prompt the Warden to take, select and attach images which show the offence. These will be attached to the FCN case. • The application will ensure that a minimum of three images are recorded up to a maximum of twelve	
18	Savings or Cancelling a FCN The Application then offers the Warden the option to Save or Cancel the ticket. • If the Warden saves the ticket, they must be offered the option to add a note at this stage • All data related to ticket e.g. photos, footnotes must be transmitted to the back end on completion of the ticket at a requested timeframe over a secure link or in an encrypted format. • CCC current practice is that only the Traffic Warden Supervisor can cancel FCN and may require this feature to be disabled for Traffic Wardens.	
19	Printing a FCN • After the FCN is printed, the system should allow you to reprint if necessary. • If possible allowing for a photograph to be added at this stage. • Ticket to be capable of producing ticket to include all information required as per template attached in appendix C	
20	View FCN History • This option will be available from a View History Details menu option. The period for which the Mobile Device stores a local copy of Issued FCN's will be just that day. • Warden enters Vehicle Registration. • The software will list the FCN's recorded against that registration in date order for that day. • The warden can then select to view a ticket. • The warden should be able to append notes and media at any stage to the FCON case with a time stamp.	
Ref	Back Office System Requirements	Mandatory Requirement

21	The interface design should be very clear, easy to navigate and intuitive e.g. tasks should be in logical succession/associated fields grouped together/each screen dedicated to single task and there is a clear visual hierarchy	
22	Use auto-complete where possible instead of dropdown boxes	
23	Minimal use of tables, if any, for layout.	
24	It will be browser based and fully responsive so that it can be used with multiple screen sizes.	
25	It will be compliant with all main marketing operating systems and browsers.	
26	Use of clean font and clear labelling and placeholder text.	
27	Provide informative feedback/help.	
28	It will incorporate accessible design i.e. conform with AA level on the Web Content Accessibility Guidelines	
29	All tasks must be carried out within the application and at no point should the User have to leave the current application to perform a task using another system	
30	Admin staff must be able to populate all dropdown boxes by using lookup tables.	
31	Admin staff must be able to amend or change ticket details, and this will reset the ticket back to relevant stage in process	
32	All dates must be date picker fields.	
33	Full audit trail on data events - viewing and updating of data.	

	Back Office System Minimum Requirement
	Search/View FCN Details
FCN lookup	Can Search for FCN on following criteria: • Ticket Number and/or Vehicle Reg Number and/or Date • Advanced Search on all or some of the following criteria Owner, Address, Location, Ticket Issued, Warden • Option to be available to add other searchable fields via lookup table. Lookup table to be updated by admin. • Results must be presented in clear, user friendly design. • User can click on a record in the returned results, which will then display full data on record: e.g. ○ <i>Owner name/address</i> ○ FCN Number ○ Reg Number ○ Date/Time Ticket Issued ○ Ticket Status

	○ Vehicle Details ○ Warden ○ Offence Details ○ Associated Images
	View Payment Details Process
FCN Payment Details	Can view the payment history on the offence for the related FCN e.g. fully paid, not paid etc. • All payment fields must be protected. • Automatic update of payments from online payment • Automatic update of payments made at front desks and via Agresso. • This screen will typically display following fields: ○ Type of Offence ○ Offence Fee ○ Additional Fee Amount(courts) ○ Amount Paid ○ Amount Outstanding
	View Images Process
FCN Images	All images captured on the Mobile Device related to the FCN should be visible, when viewing the FCN • Images should be zoomable • Bulk print of images should be available including date and time stamp • Bulk export of images should be available including date and time stamp • Admin must be able to look at the metadata of an image
	Appeals Process
Appeals	• Offender makes appeal online or sends in manual appeal. • Offender informed by email/letter that appeal received, dependent on process used. • Appeal only accepted within 14 days of date of issue of FCN • FCN status is set to Appealed on receipt of appeal by admin. • System must be able to facilitate the scanning of an appeal and attachment to the relevant customer record. • Pause 28-day payment period automatically as soon as status set to on appeal ○ start from date/stamp date recd. • Option must be available to backdate date of receipt of appeal. • Generated letter sent to Customer with Appeal Result for manual appeal. • If Admin changes Appeal status to unsuccessful Appeal from on appeal, then the payment period restarts automatically.

	○ If the appeal was made 5 days after the offence occurred, and the appeal is unsuccessful, then the payment period restarts as day 6 i.e. the offender has 23 days to pay. ● If Appeal successful, the status is changed to Successful Appeal. Sets the fee amount to zero. ● Appeal status must be updateable by Admin from a lookup table. ● Generated letter or email appeal result to be saved to individual ticket history. ● Must be a facility to add a discount period. ● Must be facility to increase the 28-day payment period. (Can a payment period be extended for any length of time?)
	Reminders Process
1st Warning Letter	● All Reminder Letters generated must contain an electronic signature of Admin who generated the letters. ● Fixed Charge Reminder Letter generated via Mail Merge batch and recorded on each individual ticket history. Change status to '1st Reminder Sent'. ● Fixed Charge Reminder Letter must contain following details: - Template attached in Appendix C
Final Warning Letter	● All Reminder Letters generated must contain an electronic signature of Admin who generated the letters. ● Fixed Charge Reminder Letter generated via Mail Merge batch and recorded on each individual ticket history as sent after 28 days for every FCN where status is '1st Reminder Sent'. Update FCN Status to 'Final Reminder Sent'. ● Payment Amount on Letter is increased by 50%. ● 28-day Fixed Charge Reminder Letter must contain following details: - Template attached in Appendix C
	Summons Process
Summons	● Manually generate interactive list of all unpaid fines where 56 days have elapsed since date of FCN issued and FCN Status is 'Final Reminder Sent': Template. ● When Admin reviews the list, they must be able to click on an individual record in the list and manually change data on that record: e.g. change status of FCN where it is decided not to proceed with Summons. (Is it possible for a notification to go to supervisor if admin staff do this?). ● A dropdown box must be available enabling Admin to choose the reason for not proceeding to court. This dropdown box must be updatable by Admin via a lookup table. Change status of FCN to 'Not Proceeding to Court'. ● After making any changes, when the Admin refreshes the list, it should just show the records where the tickets are unpaid (see above). Admin should be able to manually change data on any individual record.

	• Admin must be able to choose a template to create a Director of Service order. When they fill in this template and save it, the System must enable the Admin to enter a date where the document is scheduled for signing off by the Chief Executive. • Director of Service Orders must include a recommendation which states the month of the offences and this must be provided as a template within system • Schedule must be categorized as Tax, Legislation Offence, Off-street Offence or On-street Offence-dropdown. • When the DOS Orders are signed/Recommendation signed/Schedule signed they will be scanned into system and attached to customer record. • Admin must be able to set the Court Date. This will be based on location of ticket issued. • The system must provide the following as dropdown- Court District, Court Location, Date of Court Scheduled, Offence. Must be provided as lookup tables to be populated by admin. • Summons Paid Date is set automatically based on 7 days prior to the Court Date-Payment amount plus 100% of original fine must be editable • Generate Summons-must be template • Generate Cover Letter-must be template • Proof of Postage is obtained related to Sending Summons and this must be updatable on the system. • Admin will set FCN status to 'Summons Sent' • Admin must be able to generate 'Endorsement of Service' for each Summons where the FCN status is 'Summons Sent' - template • There must be a variety of Summons templates • S103 Proof of vehicle ownership – can system generate this?
	Courts Process
Courts Process	• System must automatically update the FCN Status to 'Gone to Court' once the 'Summons Paid Date' is passed • Admin must be able to manually generate list of records with 'Gone to Court' FCN status. • Admin must be able to add note based on FCN Status. • System must facilitate the setting up of a virtual solicitors file which will contain all the information related to that case. This file can be sent to solicitors securely. • The following are included in Solicitors File Letter/Endorsement of Service/Proof of Postage of Summons/S103 proof of vehicle ownership ○ Details of fine/Photos of Offence/Copy of DOS Order/Copy of Schedule/Copy of Summons/Copy of Cover
	Warden Management

Warden Related Management	Tables Directly Updatable by Admin • Add or amend Location lookup • Add or amend Area lookup • Add or amend Traffic Warden details lookup • Add or amend Offence lookup
	Import/Export to our Financial Management System
Financial Management Interface- Customers may pay fines manually in Council and these payments are updated directly into our FMS i.e. Agresso	Import of paid data from our FMS to Parking System • A file containing all tickets which have been paid via Agresso is generated internally daily and placed in an agreed file location. The system must import this file daily, to update the parking records. • This input file contains a record for each ticket receipted with receipt and ticket details included. The Parking System must be able to update the relevant unique ticket no with the receipt details and mark as paid along with producing a report where mismatches/discrepancies have occurred • If this file is not generated for any reason, an alert is sent via the parking system • System must also contain the functionality to manually import this file. Export of unpaid tickets to our FMS • A file containing all unpaid tickets which have a 'live' status is generated automatically by the system daily. • This file is automatically placed in an agreed file location where it is accessed internally. • If this file is not generated for any reason, an alert is sent via the Parking System to a designated person. • System must also contain the functionality to manually generate this file.
	Online Payments System
Secure system for processing online Payments	System should integrate with our current system for paying on line via Cork County Council website.
	Import Customer Details from Vehicle Registration Unit
Import Customer name and address	• System must have the facility to generate a file, which contains a listing of all Republic of Ireland registration numbers on the system, which have blank name and address fields. This file is sent to Vehicle Registration Unit in Shannon to retrieve the associated name and address details for the registration number. • System must have the facility to import the details on the file which is received from the Driver and Vehicle Computer Services Division., into the system database.
	Dashboard

	Initial System Screen after the Admin logs on should display a dashboard clearly outlining details about current tickets e.g. • Current number of live tickets • Current number of tickets on appeal • Current number of tickets where summons outstanding • Number of tickets going to court • Number of reminders ready • Number of jobs waiting • Permit reminders waiting. This should utilize charts and anything which will help the admin to interpret the data in a user-friendly manner.
	Reporting
	Reporting is a key element of the overall system and is used primarily to produce reports for audit purposes, but also to assist in analyzing parking patterns. Reports must be well designed, based on date range and warden dropdowns where applicable. The following reports must be available with initial implementation of system: • Appeals Granted • Appeals Rejected • Times Warden logged in/logged out based • FCNs currently on Appeal • Number of FCNs issued and/or by Warden • FCN issued by Offence and/or by Warden • FCN by location and/or by Warden • FCN cancelled/non-issued by Warden • Non-Republic vehicles Report. • FCN Paid within 28 days • FCN paid within 28 to 56 days • FCN outstanding • FCN paid post court summons issued date • FCN issued based on car national status • Number of Summons issued by town • Court Report by Date ○ FCNs issued by Town ○ FCNs issued by Warden ○ FCNs issued by Offence • List of Parking ticket machines based on Town • Ability within System to generate other reports by Admin • Revenue by Warden • Revenue by Offence • Repeat Offender • Efficiency Report • Ticket Sequence Report • Revenue by Warden/Offence

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a. Technical Requirements

The Tenderer must address each of these requirements and provide their response in the Tender Response Document

Ref	Hosting	Mandatory Requirement
1	The data centre and the backup data centre must be hosted in the EU.	
2	The Tenderer should outline details of their proposed hosting solution. Location of the data centre and the backup/offsite location must be provided.	
3	The data centre must be certified with ISO27001 security or equivalent. However, the onus is on the Tenderer to prove to the satisfaction of CCC that any certification is equivalent and the costs of proving such are at the Tenderers expense.	
4	The Tenderer accepts the right of Cork County Council (or its agents) to visit the physical facility and undertake our own independent security assessment of the application and underlying stack	
5	Vendor should provide details of any certifications it has regarding the data centre.	
6	All Cork County Council data is to be securely separated/ segregated from other customer environments and a design document must be provided which demonstrates this.	
7	The Tenderer should outline its role and responsibility in respect of data protection obligations.	
8	The Vendor should outline details of UAT test and production environments regarding implementation and future releases of software/modules.	
9	The Vendor should indicate if the solution is available via government networks	
10	Adequate oversight to be demonstrated including, by means of contract, of any subcontractors used.	
11	Provide details of any Data Escrow arrangements covering all Cork County Council data in the hosted solution, if such an arrangement is in place.	
12	The hosting solution must adhere to the following criteria: • The platform should provide 24/7/365 availability to users	

	• Provide for a concurrently maintainable site infrastructure with expected availability of 99.982% • Provide for high availability and effective load balancing to ensure that there is a consistency in terms of performance, throughput, minimization of response times and increased reliability through redundancy. • The hosting infrastructure should be patched and upgraded to ensure that it is continuously protected against known vulnerabilities and exploits. Be scalable in terms of data storage and all the component parts of the submissions; particularly in terms of document uploads. • Have the capacity to handle high volumes of traffic and process very large amounts of data. • Demonstrate that adequate measures are in place for the protection of personal data in compliance with The General Data Protection Regulations 2018 • The system must have the capability to delete personal data relating to the individual at a time 2 years after the closure of a fine/court case or appeal whilst maintain non personal details relating to the offence	
Ref	Data Backup and Recovery	Mandatory Requirement
13	The Tenderer must demonstrate clearly their proposed approach to back up and recovery, to include documented high availability, back up and recovery procedures and routines, including frequency	
14	Detail must be given as to how the integrity of such back ups would be reported to Cork County Council	
Ref	Security and Data Protection	Mandatory Requirement
15	The web system should facilitate two factor authentications via email, text message or app on phone	
16	Assurance must be provided that the Tenderer has implemented technical and organizational measures in such a manner to protect all data protection and IT and must provide evidence of data protection and IT security certifications attained by accredited 3 rd parties such as ISO27001	
17	The Tenderer must demonstrate the implementation of appropriate measures to ensure confidentiality of data at all stages in the data cycle which includes provision of end to end effective data encryption for the following situations – data in transit, in rest and in use	
18	Compliance with Cork County Council security policies will be required.	

19	The Tenderer must provide documentation that describes their risk mitigation strategy in the prevention of unauthorized access to the data, system and network, in addition to the protection to cyber vulnerabilities and intruder prevention.	
20	Detail must be given as to how data breaches would be reported to Cork County Council, and how it is dealt with.	
21	The Tenderer should detail how web application (including coding) has been designed/developed so as to comply with best security practices e.g. OWASP (top 10) or ISO. Provide full details as to how this requirement is addressed.	
22	The platform should have strong session management including logging of use (full audit trail).	
23	All software components must be kept up to date by the Tenderer, including operating systems, servers, applications and all code libraries.	
Ref	Interfaces to/from System	Mandatory Requirement
24	The platform should allow for transfer of all data to relevant back-office systems via secure API's, web services, or export to an open format such as CSV	
25	The Tenderer must provide a detailed response regarding how it proposes to interface information from their cloud based system to on premise such as Agresso, GIS. Error checking, validation of information sent correctly, and security should be addressed as part of this response.	
Ref	Data Ownership	Mandatory Requirement
26	Cork County Council reserves the right to delete, remove or transfer its data; either to move the data back under its own direct control or move it to another cloud provider	
27	At the end of the service contract, the technology provider will supply Cork County Council with any electronic data that is deemed necessary, to enable it to move to another cloud provider, should Cork County Council decide to move to another cloud provider	
28	If at the end of the service contract, Cork County Council decide not to renew, the technology provider will be required to delete all electronic data belonging to the council	
29	All personal data must be deletable from the system 2 years after the closure of a parking Fine/appeal or Court case whilst keeping all non personal information relating to any parking fine	
Ref	Compatibility and Accessibility	Mandatory Requirement

30	The platform must be browser based, and accessible by all users using standard internet access methods and main browsers (Chrome, Firefox and Microsoft Edge). The same level of functionality, performance and user experience should be maintained for all.	
31	Any additional browser plug-ins required should be clearly listed but should be avoided where possible.	
32	The platform must conform to W3C standards and must be intuitive to use.	
33	The platform must be responsive by design and provide optimal viewing experience and usability across multiple device types including desktop, smartphone and tablet computers.	
34	The platform must adhere to accessibility standards.	
Ref	Mobile Application	Mandatory Requirement
35	The mobile app should be developed as to comply with best security practices e.g. OWASP (top 10) or ISO. Provide full details as to how this requirement is addressed.	
36	Outline if the mobile app is available on Google Play store or Apple Store.	
37	Detail the encryption within the App and the cipher being used.	
38	Outline how it works – data stored on the device, caching, encryption with the host in the cloud, and how security and data protection is addressed.	
Ref	Mobile Device	Mandatory Requirement
39	Mobile device will require several Council App's to be issued and support remote control such as by TeamViewer Quick Support, corporate policies (such as encryption, locking, password) will be assigned by a Cork County Council Mobile Device Management solution and ensure compliance with GDPR / Data Protection law	
40	Software (firmware) on mobile devices must be capable of being updated remotely using Cork County Council MDM solution	
41	Ability for handhelds/back office to send/receive instant messaging.	
42	The Tenderer should detail the tablets and smartphones with which the system will operate correctly	

2 Implementation

TimeLine for Implementation
The successful Tenderer should be in a position to implement to the satisfaction of Cork County Council within three (3) months of receiving the order
Public Adoption
It is expected that Cork County Council will manage public adoption within its operational planning for launch of the solution.
Methodology & Project Planning
A project plan is required for the implementation to include preparation, delivery, installation of hardware and software, commissioning, testing, migration, training, handover, sign-off and closure phases. This should include at a minimum: • A draft implementation plan with the response that identifies the tasks, resources and timeframes for the implementation of the system. • The number of days required for the overall installation and commissioning. • Details of testing the system. • Outline Cork County Council resource requirements • The project will be carried out in the County Hall Office of Cork County Council • Training to be provided to 15 traffic and 15 Office based staff.
Training
The following information in relation to training is required: • Details of the training that will be provided – internal and external. • Indicate what online training modules are available (if any).
Migration of Data
The Tenderer should demonstrate how the migration of data will be delivered. The transfer of all existing data to the new system is required.
Interfacing of Data
The successful Tenderer must coordinate all efforts between relevant stakeholders to ensure successful interface of information or arranging secure connections to external/on premise platforms.
Mobile Devices/Printers
• The Service provider must provide onsite setup for mobile devices and docking stations. • Onsite setup (initial pairing with mobiles is required).

3 Maintenance and Support

The Tenderer should outline how it can address each of the requirements hereunder and provide the response in the Tender Response Document

Service Level Agreement
• A service level agreement is required and the Tenderer should outline details of the support services and SLA.

- Cork County Council require support and maintenance cover on the proposed solution with a 4 hour response time 9am to 5pm Monday to Friday, excluding bank/national holidays.
- Support must be contactable by multiple channels (web, email, phone etc.)
- Tenderers must provide details of how the maintenance contract/SLA will operate to include:
 - Call logging/reporting service/response
 - List categories included/not included under SLA.
 - A dedicated account manager
 - A single point of contact/call centre with telephone and email contact information.
 - Details of method of tracking calls with ability of Cork County Council to track and trace calls through to resolution.
 - Fault response times by defined categories
 - Details of repair times
 - Details of escalation process
 - The procedure for call escalation within the organisation and the team structures in place.
 - The resolution policy for bugs found with the platform, found by Cork County Council or otherwise.
 - Service availability from 09:00 to 17:00 Monday to Friday and be available for the life of the contract.
 - Initial response times.
 - Monitoring and proactive maintenance of the software and devices
 - Service, repair and replace devices where necessary.
 - In addition, the ongoing contract must include an agreement to undertake to implement any necessary developments/adjustments arising from: - changes to other 3rd party systems i.e. Agresso Financial Management System/Online payments processes or new legislation or changes to existing legislation if necessary.
 - It will be the responsibility of the Contractor to supply and ensure the availability, at all times of batteries, charging devices, or other ancillary equipment as required for the proper operation of the mobile device and printer. The cost for all consumables and necessary items in respect of mobile device units to support the service shall be included in the Tenderers annual maintenance costs.

Testing Upgrades and Systems Issues

- The Tenderer should outline their policy for testing and rollout of upgrades to the platform, including updating and provision of updated user manuals with the upgrades.
- The Tenderer should confirm that system issues and hosting problems, remain with the successful Tenderer and the ultimate responsibility to either solve the problem or provide alternative workarounds rests with the successful Tenderer

Third Party Access Policy

Tenders must comply with CCC third party access and electronic communications policies and agree to sign..

Review

Over the course of the project there will be an on-going requirement to review and monitor the operation of the contract. To this end the successful Tenderer must be available to meet with CCC representatives on a regular basis.

Licensing Requirments

- There must be no limitations on any form of platform usage e.g. number of users using the back office, cases that can be created, number of reports that can be created etc.
- The annual fees should include free access to any upgrades to the platform released for the duration of the contract.

Appendix B – Pricing Schedule

Tenderers must provide details of initial costs. Tenderers should note that Tipperary County Council will assume that the costs listed below are the only ones that will apply to the successful implementation of the proposed solution and will not be liable for any additional costs over and above those listed.

	Year 1	Year 2	Year 3		Total cost
Item	Cost Excluding VAT	Cost Excluding VAT	Cost Excluding VAT		
Proposed Solution				A	
Implementation				B	
Support and Maintenance				C	
Other Cost not requested which are required to deliver and support the proposed solution				D	
			Grand Total (A+B+C+D)		
			VAT		
			Total incl. VAT		

NOTES:

1. Total of A+B+C+D is the tender price upon which the submission is evaluated.
2. It is essential that a detailed breakdown of each of the items above is provided.
3. Provide for daily development costs for works which CCC may use to obtain for functionality not contained in the current tender.
4. Provide costs for any relevant additional functionality that could be supplied (if applicable). Provide full details.

