



BREED VALLEY
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Parking Management Specifications

2022 - 2024

Breedevale Municipality: Traffic Services

1. INTRODUCTION

1.1 Background

- 1.1.1 The Breede Valley Municipality is responsible for the supply, maintenance, and operation of public parking within its area of jurisdiction. Managed public parking within the CBD is designed to support local economic development by ensuring a regular parking turnover adjacent to business and shop fronts.
- 1.1.2 There are two types of public parking managed by Breede Valley Municipality: Type one - On-street parking targeted for shorter-term parkers and Type Two - Parking Grounds designed for medium to long term parking needs.
- 1.1.3 The intention of the Breede Valley Municipality is to have a parking management technique whereby parking marshals with a handheld unit will manage the on-street parking and Parking Grounds.
- 1.1.4 It is intended that the new contract will be modified to try and better address some of the key concerns and lessons learned that have been identified from the previous parking management contract.

1.2 Request for Proposals

- 1.2.1 Breede Valley Municipality intends to invite a suitable qualified, experienced Service Providers to submit proposals for the financing, supply and fit of parking management equipment, implementation thereof, commissioning, and to operation the Parking Management System in the Worcester CBD. This includes both on-street and parking Grounds as shown in Table 1.
- 1.2.3 The service provider will be expected to complete all preparatory work within the first eight [8] weeks after final award. Therefore, it is advisable to all service providers to do a pre-assessment of the parking areas before finalization of their bid.
- 1.2.3 Bidders maybe request to demonstrate their proposal if needed.
- 1.2.4 The required services will include but not limited to the supply of such number of handheld parking meter units with a portable printing facility. The handheld units should be able to capture registration numbers, gather statistical data (date, time, and location); calculate parking fees payable, collected parking fees via cash, debit or credit card or smart mobile application (optional).

1.2.5 Service providers are required to familiarise themselves with all relevant legislation, inter alia:

- All relevant By-Laws of the Breede Valley Municipality
- National Road Traffic Act, 1996 (Act 93 of 1996) (as amended)
- Western Cape Road Traffic Act, 1998 (Act 12 of 1998)
- The Employment Equity Amendment Act
- The National Minimum Wage Bill
- The Breede Valley Tariff List of 2022 / 2023
- Occupational Health and Safety Act 85 of 1993
- The successful service provider must be COIDA compliant prior to the commencement of the contract and must remain so for the duration of the contract period.

1.3 Key elements of the Project

1.3.1 Various criteria have been identified that Breede Valley Municipality aims to achieve through the parking management system. These includes:

1.3.1.1 Promote local economic development and job creation by

Providing persons living within the Breede Valley Municipal Area (Worcester, Rawsonville, De Doorns and Touwsrivier) with the possibility of a job opportunities in the execution of the Tender.

1.3.1.2 Promote efficient rotation of parking bays

Visitors find difficult to get parking due to parking bays occupied for long periods of time.

1.3.1.3 Promote a Safer CBD Area

Visitors to the CBD get robbed or their vehicles broken by perpetrators.

1.4 Employment opportunities must be undertaken as follows:

Local labour is defined as labour that permanently resides within the vicinity of the Breede Valley Municipality. Proof such as a municipal account must be attached to bid.

The names and contact details of the prospective workers not hired once the appointments are finalised must be retained(database) for use when casual workers are required.

All candidates (parking marshals) should have a valid police clearance and drug screening test done before they are employed. Any costs involved with the annual selection and appointment process, e.g. hire of a venue to interview candidates and drug test screening will be for the cost of the service provider.

It must be noted that all planning and appointment of staff must take place prior to the implementation date of this tender. Workers must be employed for the full duration of the contract if possible. Supervisors must be in place for the entire contract period.

Service Providers must be registered with Compensation for Occupational Injuries and Diseases Act (COIDA) and also for Unemployment Insurance (UIF). Proof of both Registration must be submitted with tender documents.

1.5 Communication

The Senior Supt: Law Enforcement of the Traffic Department (Traffic Law Enforcement) will oversee the contract and be the link between the Contractor and the municipality.

1.6 Record Keeping

All record keeping requirements of the successful appointees must be adhered to and include, inter alia:

- The issue of formal legal contracts (even for temporary staff)
- Copy of certified ID documents for every worker
- Proof of police clearance
- Proof of drug test results
- The keeping of proof of payments made (full payslips are required)

For auditing purposes, the above records must be made available to the Breede Valley Municipality's representative.

To be compliant with the Occupational Health and Safety rules, each worker must be provided with the following protective clothing (see section 2.7 for detailed specifications):

- 1 x Company Veld Uniform which consist of trousers, shirts short sleeve and type of boots preferably black)
- Reflective Vest [Not in orange, green or yellow or a combination of the colours]
- 1 x Baseball Cap
- Company jersey
- Company pullover for the not so hot days
- 1 x Rain suit

Note: It is required that the back of the reflective safety bib be branded with the following words "Company Name" contracted by the Breede Valley Municipality and must always be worn. The bib should also be branded with each marshal's time on duty such as 07:00 till 17:00 and Saturdays 07:00 till 14:00 to prevent lending/renting/using of bibs to illegal parking marshals and Name & Surname of marshal.

A sample of this uniform and reflective bib must be submitted to the Breede Valley Municipality's representative for approval prior the purchasing of the branded protective clothing.

1.7 Skills transfer:

The Contractor must ensure that skills such as customer service training are transferred to the community members that are employed on this project. These skills must be recorded and submitted with the monthly report.

1.7.1 Improve Safety and Security

Improving safety and security within the Worcester CBD with greater surveillance and presence of parking personnel on the streets and parking Grounds.

1.7.2 Ease of Payment

People are typically resistant to pay for parking. It is essential that payment of parking is made easy and maximising payment options. For this reason, more pay stations should be made available if needed.

1.7.3 Self-sustaining system

Whichever type of parking management system is chosen, it must be self-sustaining and cannot cost the municipality to keep it in place.

1.7.4 Financial accountability, reporting and auditable transactions

It is critical that the system that is put in place must have software that incorporates accurate reporting and auditable transactions so that levels of income and parking data can be analysed.

1.7.5 Level of technology matches needs

It is essential that the level of technology should be of the latest to address the parking management needs in the Worcester CBD. The technology should be able to provide the necessary level of reporting and management required.

1.7.6 Minimise infringements and theft within the system

The system must limit the possibility for theft or parking infringements. This means that there must be a cash security system in place. Example: Supervisors must collect cash on an hourly basis from parking marshals on street to curb the possibility of theft or fraud.

1.7.7 Good customer service and communications

Customer service and communication is essential to improve effectiveness of parking management. Training of parking marshals is critical to ensure that interaction with customers is of a high level. It is envisaged that the contractor will provide the appropriate training for parking attendants and that such training be registered with the Local Economic Development Department (LED) and Human Resource (HR) Department for reporting and recordkeeping purposes.

2. SCOPE OF SERVICES

This specification is outcome-based, and the following section describes the required system in a fair amount of detail without being prescriptive regarding the exact system required. The description is for the total system, comprising of the services needed from the Service Provider for the provision of a parking management system in Worcester CBD

2.1 Objectives

The objective of this tender is to appoint a service provider who will render an efficient off-street and parking lot management system (Pay and Display) that will promote the following:

- Optimal use of available parking bays
- Efficient rotation of bays
- Payment by means of cash, smart cards, debit, or credit cards and via smart-phone applications with issued receipt always. (pay and display)
- Minimisation of parking non-payment or evasion
- Reduction of crime and theft from parked vehicles
- Elimination of “informal parking attendants” motorists
- Sound financial administration
- Job creation
- A database of all parking bays as-well daily utilization percentages for future planning purposes.

2.2 Concept Overview

The parking management concept will include the following elements:

- Both on-street and parking Grounds will be managed as part of this contract.
- The service provider must be able to point out by means of projections the total income per street and per parking area per month for all parking areas as mentioned in this document (Audit purposes).
- The service provider must set up a specific bank account in its name into which all the parking revenue collected is deposited daily or the earliest the next business day. This ensures that the auditability of the parking revenue becomes very straight forward. The system must have a daily revenue report allowing the banking to be verified against a system generated report showing payments received and this should be submitted to the Municipality on a Monthly basis.

- The service provider must provide the municipality with accurate and concise monthly reports showing the daily statistics of the sites. These statistics shall include site occupancy, site paid occupancy, cars parked, paid, and expired, income for each day of the month as well as the total number of parking violations.
Additional information relating to key performance indicators such as bay to marshal ratios should also be included in these reports.
- Reports to be submitted to the municipality by not later than the 7th of the new month.
- The supply and day to day operation of the full contract must have no financial implication to the Breede Valley Municipality.
- All payments will be made via a pay-and-display unit which will be operated by a Parking Marshall that shall inform all motorist of the applicable amount to pay.
- The service provider may appoint Uniformed parking ambassadors at his own expense in the Worcester CBD. They will not collect parking payments but rather to inform motorists of how the paid parking operates, assist with directions and information to various attractions and offer a surveillance function. They will also monitor any parking infringements and flag traffic officials to ensure high levels of enforcement.
- Parking sensors will be in all parking bays which is linked to the pay and display parking management system, located in the back office.
- The system must be able to communicate parking information and flag expired parking bays to the back-office which will inform the traffic department.
- The parking management system's back office will have to be linked to the Breede Valley Municipal Traffic Law enforcement to facilitate communication between traffic and the parking management system (operational purposes).

2.3 Hours of Operation

The hours of operation will be:

- Mondays to Fridays between 07H00 and 18H00
- Saturdays between 07H00 and 14H00
- Sundays & Public Holidays are free.

The good working condition of all equipment, back-office software, hardware, and attendance of staff is paramount during these hours of operation. Regular checks of the system functioning, and maintenance must be undertaken to ensure that equipment breakdowns are minimised. In the event of emergencies, an emergency repair plan must be in place to reduce the downtime of units.

The service provider must submit this emergency repair plan with his or her bid. The Breede Valley Municipality reserve the right to either shorten or lengthen the operation hours to get full-out performance on the contract.

2.4 Description of the Number and Location of Parking Bays

Both kerbside and off-street parking bays are included in this parking management contract. The following table summarises the number of bays per parking ground and street.

Annexure A includes a table of the study area to show the kerbside and On-street and Off-street Parking bays for Worcester CBD.

Table 1: Number of Parking Bays per Location and Parking Type

Area	Street	Number of parking bays
CBD	High Street (between Riebeeck & Porter St)	206
	Fairbairn Street (between Russell & Church St.)	62
	Stockenstrom Street (between Russell & Church St.)	78
	Baring Street (between Russell and Church St.)	86
	Adderley Street (between Russell and Church St.)	110
	Russell Street (between Riebeeck & Porter)	148
	Church Street (between Riebeeck & Porter St.)	155
	Riebeeck St. (between Russell & Church St.)	
	Porter St. (between Russell & Church St.)	
	Huguenot Parking Lot	46
	Reitz Parking Lot	89
Total number of parking bays		980

2.5 Parking Equipment and operations: On-Street and Parking Grounds

The motorist(s) once parked will identify their bay number via clearly marked signage on kerb or street. They will be approached by a parking marshal with a unit and indicate to the marshal the period they would like to occupy the specific parking bay. They will then pay their parking either by cash, debit / credit card (with tap-on function) or smart mobile application.

Parking marshals must be deployed throughout the managed area at a ratio of 20 parking bays per marshal. A parking marshal must be assigned to a specific set of bays for the day and be able to manage and take payment for those parking bays.

When a motorist parks in a managed parking bay the marshal must capture the vehicles registration number and issue the motorist with a receipt. The printed receipt must be displayed in a visible manner on the inside of the vehicle for law enforcement purposes and the official should be able to

clearly read the print on the receipt. The equipment should be online via a GPRS data link, thus this information is immediately sent to the back-office server and recorded.

On return to their vehicle, the marshal must look up the vehicle on their unit and inform the motorist of the amount owed. After paying the correct amount owing and the unit must be able to produce a final receipt to the motorist.

The required service will include but not limited to the supply of such number of handheld parking meter systems with a portable printing facility as required by the contractor in order to fulfil its obligations in terms of provisions of the agreement, operated by a Parking Marshall used to capture registration numbers, gather statistical data and calculate parking fees payable. These handheld units must have a built-in printer to print parking slips/receipts. It must also be equipped with debit/credit cards, smartcard, and smart mobile application payment options.

Handheld units together with parking sensors in the parking bays and back-office hardware/software will be installed to manage parking. The equipment must be able to communicate and track parking data to the back-office linked to the control room. Handheld units must be able to log a distress call to back office to inform law enforcement and or traffic. Handheld units must operate on rechargeable battery packs. The contractor must document equipment specifications including power source and proven battery life (battery hours and time needed to recharge to 100%).

The table below summarises the **estimated** number of parking marshals that will be required per street. The exact number of parking marshals will need to be confirmed on-site and in consultation with the client. It is estimated that approximate total parking marshals for the 980 bays are 49 which will manage the on-street parking. Parking bays or sites could be added or removed at any time during the contract period. Should the number of parking bays increase due to additional parking locations; this will not be deemed a separate contract but will be considered an addendum to the existing contract.

Table 2: Number of Pay-and Display Parking Units of Parking Grounds

Type of Parking	Location	Parking Bays	Number of Parking Marshalls
Parking Grounds	Reitz Square	89	4
Parking Grounds	Huguenot Square	46	2

2.6 Implementation Methodology

The service provider must describe in detail how they intend to implement parking payment and third-party vendor arrangements. The role of the parking marshal or attendant would be to assist the public to park, alert traffic wardens of motorists who have not paid for parking and serve as ambassadors and drove off.

2.6.1 Parking Marshals

As described in item 1.3 the concept overview, uniformed parking marshals must be appointed by the service provider as part of fulfilment of their contract agreement. As per the parking management concept the parking marshals will facilitate all payments of the parking system.

Their specific duties will include:

- Informing motorists of how the parking system works i.e. where and how to pay, how much, what type of payment methods can be used;
- Parking ambassadors will offer surveillance and a better sense of security;
- Give directions and information on various key destinations or tourist attractions in town;
- Support Law Enforcement by monitoring parking offenders and flagging them to traffic officials;
- Parking marshals to be equipped with handheld radios (walkie-talkies) to communicate to their back office and backwards.

The service provider must recruit parking marshals as required to fulfil its obligations in terms of provisions of the agreement from the EPWP List of the Breede Valley Municipality.

The appearance and etiquette of the parking marshals is vitally important. All marshals will need to undergo police clearance, drug screening test and training every six months. These security check costs will be to the account of the potential bidder. Their appearance would need to be checked daily. Parking Marshals must always be neatly dressed in an easily identifiable uniform. A full summer (including hat) and winter uniform (including rain jacket) as tailored for the appropriate weather conditions in Worcester must be provided by the service provider. It is a further requirement that the parking marshals will wear a distinctive "bib" that clearly identifies the parking marshal.

This uniform / bibs should be highly visible for safety reasons and uniforms needs to be approved by the municipality. Parking Marshals must also display a photo identity tag which contains the following information: full names of parking marshal, company staff number, company name, contact number and time on duty.

2.6.2 Back Office and Reporting

One of the key aspects that impact the effectiveness of any parking system is its capability to record real time parking data. The bidder must describe how their back-office i.e. parking management software/hardware will operate and how they intend use it to administer the system.

The system must be able to provide detailed data and information for the following:

- Research and data analysis on parking in Worcester CBD.
- Flag infringements and provide information to traffic officers to support Law Enforcement;
- Provide reports and audit trails for financials purposes;
- Analyse parking demand to tailor fare tariffs more accurately.
- Monitor utilisation and rotation of parking bays on a weekly/monthly basis per location.

The service provider must appoint back-office official/s to manage the back-office functions. The protocols for communication of parking infringements must be developed in conjunction with the Traffic Department.

Monthly reports on parking related activities must include the following:

- Number of parking bays managed
- Bay occupancy percentage
- Number of paying motorists & total income per location
- Number of non-paying motorists
- Average time spent in a bay
- Number of motorists who exceed the maximum parking period
- Parking Marshal \ Parking bay ratio
- Incidents of criminal activity (parking marshals or other), including anti-social behaviour
- Unit not functioning, the time lost, the reason for breakdown including corrective actions for future incidents.

NOTE: If any discrepancies or shortfall of payment should be picked up in the system the service provider will be liable and immediately must rectify this error. This could also lead to the Municipality terminating the contract of the service provider if non-compliance occurs.

2.7 Signage, Communication and Customer Service

The Breede Valley Municipality will provide all the required signage and parking grounds. Signage must be in accordance with prescribed South African Road Traffic Signs Manual (Nov 1997).

The service provider will also be responsible for introducing the new system to the public to ensure that the citizens of Worcester is fully aware and informed on the new parking management system.

2.8 Maintenance and Upkeep

The system must be regularly maintained and kept in good working condition. Any breakdowns of units due to a lack of maintenance or battery life will be subjected to certain penalties.

3 Preparation Period

It is essential that the parking management system be operational in the shortest possible time. The service provider will be given a maximum of eight (8) weeks lead time to obtain the necessary approvals, clearances as well as to order and install parking management equipment. In the situation where the services provider does not install the parking management system with the eight (8) weeks lead time, Council will terminate such contract and move to second best service provider.

4 Law Enforcement

Law Enforcement on traffic violations is a function solely performed by Breede Valley Traffic Services – LED EPWP Peace Officers. The parking management software must be enabled to flag vehicles that have exceeded their paid time and communicated to traffic officials. Parking marshals will also support with the screening of violating vehicles.

5 Parking Tariffs

The Municipality as part of its annual budget shall prescribe the parking tariffs. These tariffs are to be reviewed annually by the Municipality as required in terms of the Municipal Finance Management Act. Any adjustments to the tariffs will be at the sole discretion of the Breede Valley Municipality. The date on which these adjustments are made shall be of force and effect from the first day of each new financial year (1st of July) of the Breede Valley Municipality.

Should the Municipality reduce or increase tariffs, and this have a significant influence on the service provider's offer than the municipality and service provider may negotiate the revision of the contract.

This table is based on the council approved tariffs for 2022/23. **[see attached copy]**

2.14 Penalties

The following penalties will be applied to the contract.

- 40% of monthly revenue will be applied for the failure of full compliance each month until full compliance has been signed off.
- Units (handheld and boom) that are offline due to maintenance / repairs must be replaced within 24 hours. If not, the average income per hour per unit based on lost revenue will be applied for units that are not reinstated within the prescribed 24-hour's time.
- Non-compliance of staff, ill-discipline and uniform requirements must be corrected within 24 hours; it not a penalty to the amount of R1000.00 will be charge per incident.
- Breakdown of monthly reporting and back-office equipment must be corrected within 24 hours. Failure to do so will result into a penalty of 40% of monthly income.
- Non-compliance of the contract will be viewed in a serious light and a pattern of regular incidences of non-compliance will serve as grounds for termination of the contract.

2.15 Compensation

This request is for the complete financing, provision, installation, operation, and maintenance of parking management system for the municipal on-street and parking Grounds within the Worcester CBD. Compensation to the service provider will be based on performance in terms of Sec 51 of the Supply Chain Management Regulations upon achieving set measurable in terms of all obligations as stipulated in this contract.

The Municipality has capped the total remuneration on 70% as total compensation for all obligations in terms of this contract. The Breede Valley Municipality will be more favourable to any percentage of a qualified bidder that is more feasible to Council. The Tenderer shall tender a set percentage of the gross turnover covering all obligations in terms of this contract.

The Tenderer must provide detailed monthly reports on parking income and rate of payment evasion to the Municipality. These monthly reports must correlate income and parking data and serve as back-up to any invoicing. The format of the monthly reporting and invoice will need to be approved by the Breede Valley Municipality.

Should a number of parking bays in the "Tender Site" be reduced or removed whatsoever, or in the event of the Municipality requiring any parking bays in the "Tender Site" for their exclusive use, such that no parking revenue is generated by these removed bays, then for the period that no parking revenue is generated from the removed bays, the service provider will not be remunerated.

The Municipality shall solely be responsible for issue of official parking permits and for the hiring of parking bays for example, film shoots, advertisements, parades, or any other activity/event approved by the Municipality. Whilst the council will provide the necessary general regulation traffic signage, all other signage pertaining to any system and the successful operation thereof will be for the account of the service provider.

METHODOLOGY GUIDELINE

3.1 Statement of Methodology

Bidders are required to prepare a detailed methodology statement based upon the following:

- Full description of the proposed parking revenue control system.
- Operational processes, including the following:
 - Preparatory work including installation timeframes
 - Maintenance and assistance procedures
 - Collection rate and procedures
- Description of proposed system to create a safer urban environment which will reduce the incidences of petty crime.
- Methodology that will be implemented by bidders to fulfil their contractual obligations. This must be completed in detail for each of the listed responsibilities
- Methodology to be followed to comply with the Key Performance Indicators of the tender process.
- Methodology to be followed to ensure an optimum income from parking activities.
- Management structures to be established to carry out the contract, which must include all key personnel and their CV's.
- Management systems to be implemented to carry out the contract.
- Operational systems to be implemented to carry out the contract.
- Full description of work that the Bidder intends to subcontract and procedures to be followed to ensure subcontractor compliance with percentage value to be subcontracted and the proposed methodology to be followed to ensure empowerment and local job creation must be addressed.

- Full breakdown of the supply chain for the equipment and services that the Bidder intends to contract with and description of service level agreements that will be put in place.
- Full breakdown of the resources available to the Bidder, including information systems, infrastructure, equipment etc.
- Any other information that the Bidder believes will support their claim to be able to complete and manage the contract to the standards required by the Council.
- Full description of proposed Management Information System (MIS). Examples of typical management reports to be included, as well as contact details of current client bodies.
- Full detailed description of proposed accounting and reporting system that will be used. The system should contain adequate audit control. Examples of typical management reports to be included.
- Daily procedures as part of the parking management system must be described including:
 - On-street and Off-street Parking Operation Procedures
 - Start and end of day procedures
 - Supervisory level procedures
- Human resource procedures must be in accordance with South African Employment Law and all applicable legislation. The following must also be shown:
 - Code of conduct
 - Disciplinary code, including all procedures
 - Dress code
 - Shift rotation schedules
 - Typical employment contracts

3.2 Implementation Plan

Tenderers should, in their implementation plans determine the milestones, deliverables and critical path for implementation of the services. Thus, the implementation plan is required to provide a detailed programme demonstrating how the contractual deliverables will be achieved and contractual milestone dates met by complying with the following:

- submitting a programme in a Gantt chart format;
- clearly indicating the tasks (including dependencies and sequencing) required to achieve each of the deliverables required;
- providing staff positions or titles and utilisation for each task. A staff member may not be utilised more than 100%;
- including milestone dates for completion of key phases/activities;
- clearly indicating the critical path of the programme;
- includes testing and commissioning before implementation and
- having a duration not exceeding **eight [8] weeks**.

3.3 Essential background Information

While tenderers must comply with Clause 3.1 above to provide a logical flow of information in the Statement of Methodology, it must ensure that it is referenced in such a manner so as to ensure that information provided in response to Clauses 6.1 – 6.4 below are easily accessible.

3.3.1 Management Experience

Tenderers must provide proof that the main tendering entity has experience and expertise at the most senior managerial level and/or Director level in managing all the different components of this contract in an integrated, turnkey manner. Tenderers must ensure that sufficient evidence is provided to detail the number of years of experience for all categories of management.

This will include but not be limited to project management, parking operations management, financial modelling, expertise and/or experience in the local government environment.

3.3.2 Years of existence of tendering entities

As an initial indicator of expertise and experience, the tenderers must provide details regarding the age of the tendering entity including sub-contractors. Where expertise and experience reside in specific people, the years of experience of such persons will be used as a guideline. In the case of joint ventures/consortium/partnerships the relevant information of the entities forming the joint ventures/consortium/partnership must be included.

3.3.3 Financial Capacity and Financial Resources

The Parking Management Tender is a high value tender and requires of tenderers to finance all equipment and development costs over the term of the contract. As a result, the tendering entity must be of sound financial status. The tenderer is to submit supporting documentation to assist the municipality in evaluating their financial capacity. In the case of joint ventures/consortium/partnerships the relevant information of the entities forming the joint ventures/consortium/partnership must be included. Typical examples of the types of documentation include:

- Annual turnover figures for the past 5 years
- Audited financial statements for the past 5 years
- Level of insurance cover in place
- Statements by Tenderers that they have not been liquidated, sequestered, or placed under financial administration in the past 10 years.
- Any other proof of financial capabilities.
- Tenderers must give details of how they intend to finance all costs of delivering the service for the full duration of the Contract, which may include, but is not limited to, the costs of its own support vehicles, staff training, recruitment fees, first aid and fire training, mobilisation costs, office space rental, computer equipment, furniture and fittings, guarantees and any other financial requirements that may be needed.
- Audited financial statements of the Tenderer for the past five financial years, or to the extent that such statements are not available, for the last two years. Tenderers must note that in the case of a joint venture or special purpose vehicle (SPV) especially formed for this tender, audited financial statements for each participant in the JV / SPV is required.

3.4 Human Resources

3.4.1 Organisational Structure

The tenderer shall submit a detailed organogram depicting the full organisational structure from executive and senior management to operational staff, including support functions such as human resources, finance, and the like.

The typical structure of the staffing under the Contract should include:

- **Executive Management:** CEO / Overall Programme Manager / Business Management
- **Senior Management Personnel:** The designated person/s appointed by the Contractor who will take overall responsibility for the implementation of the Contract, draft reports and attend management meetings with the City as provided in the Contract.
- **Management Personnel:** The designated person/s appointed by the Contractor who will be responsible for the management of day-to-day implementation of the obligations in the Contract, including ensuring that all services are performed in accordance with the provisions of the Contract and to the required service levels. This function may be assigned to Senior Management staff, where appropriate
- **Supervisors:** Supervision of the execution of the parking management and all other elements of the contract
- **Parking Marshals:** Personnel responsible for operating the portable handheld computer [PHC]. Parking marshals record parking information for each parking bay, process payments, issue receipts and generate penalty notifications where necessary
- **Other Personnel:** A proposal of staffing levels, qualifications and cross-functional roles and responsibilities to meet service level requirements and ensure cost-effective execution of the Services
- **Subcontractors:** The functions and responsibilities of subcontractors and their employees, as well as the reporting lines between the Contractor and the subcontractors.

4. COMPETENCY AND EXPERIENCE

It is envisaged that the Bidder(s) must have expertise and experience in the following fields:

- Parking Management
- Parking area Maintenance
- Consultation and Training
- Project Management
- Public liaison and Facilitation

Proposals must contain evidence of applicable expertise and experience in the above fields which will be evaluated by the Municipality.

Where sub-contractors are intended to be used, full details of those proposed sub-contractors must be provided on relevant form. It is preferable that bidders have expertise and/or experience in the local government environment.

The bidder must provide any other information that the Bidder believes will support their claim to be able to complete and manage the contract to the standards required by the Municipality.

Failing to submit information as abovementioned will result in the tenderer being non-responsive.

5. GENERAL INFORMATION TO BE SUPPLIED

5.1 *Are you an accredited, certified systems implementer? If yes, please attach a copy of your certificate.*

5.2 *Describe the extent to which any other software vendor/s will participate in this bid.*

5.3 *Provide a high-level description of your client base with similar implementations*

5.3.1 **Number of customers**

5.3.2 **Geographic distribution of customers.**

5.3.3 System implementers experience with proposed solution.

5.3.4 Length of experience with the product/s specified.

5.3.5 Products implemented. Please include number of times your product/s has been implemented by your organization.

5.3.6 Latest version of the product that your organization has implemented.

Product	Years' Experience	Number of Implementations	Most Recently Installed

5.3.8 Government or Utilities or Local Government.

5.3.9 Geographic coverage: Provide a description of your presence internationally, South Africa, and Western Cape specifically.

5.3.10 Other relevant experience in associated or related industry sectors.

5.3.11 Potential for value-added services. Explain what is already included in the price and indicate what potential value-added services will be available and at what cost.

5.3.12 Tenderer to indicate the following:

Requirements	Response
Meet with key members of the Municipality of the Breede Valley to determine scope, appropriate team structure and costs.	
Present your methodology, approach and case studies in open forum	

5.3.13 Please indicate your total number of staff in South Africa and in the Western Cape. Give a breakdown of the skills and abilities of all South African and Western Cape staff.

5.3.14 Client References:

Please provide references where your organization has implemented a similar solution to what you are proposing in an organization of similar size and complexity as the Municipality of the Breede Valley. Preferential scoring will be given to South African implementations.

- a. A short description of the solution implemented including products used, number of users and the role that your organization played
- b. The length of time taken to implement the solution
- c. The number of staff allocated to the project at each phase
- d. The cost to the client to implement each module
- e. Any subcontractors or alliance partners that worked with you on the project (As supporting documentation, the Municipality would welcome an extensive list of clients with details of the solutions/services delivered to them)

Client 1: _____

Requirements	Response
A short description of the solution implemented including products used, number of users and the role that your organization played.	
The length of time taken to implement the solution (detail the timings for the various phases of the project).	
The number of staff allocated to the project at each phase	
The cost to the client to implement each module.	
Any subcontractors or alliance partners that worked with you on the project.	

Client 2: _____

Requirements	Response
A short description of the solution implemented including products used, number of users and the role that your organization played.	
The length of time taken to implement the solution (detail the timings for the various phases of the project).	

The number of staff allocated to the project at each phase	
The cost to the client to implement each module.	
Any subcontractors or alliance partners that worked with you on the project.	

Failing to submit information as abovementioned will result in the tenderer being non-responsive.

6. GENERAL OBLIGATIONS

The contractor shall:

- Perform all its duties under the supervision of the Breede Valley Municipal Traffic Department (Law Enforcement) and in strict compliance with any instruction received from an authorized representative of the Breede Valley Municipality.
- Nominate a suitable person based in Worcester to act as contract manager with overall responsibility for implementation and management of all aspects of the contract and to serve as primary liaison between Breede Valley Municipality and the contractor.

Replace the contract manager upon receipt of a written request from Breede Valley Municipality, if the Municipality is dissatisfied with the performance of the contract manager.

- Acknowledge that if, during the term of the contract, any law or legal directive comes into effect, or is repealed, or is amended which thereby materially impact on the ability of either party to fulfil their obligations in terms of the contract, then the parties agree to re-negotiate the contract in so far as it is affected by the changes, provided that if the change is of such a nature and extent that, in the sole opinion of Breede Valley Municipality, the only reasonable option is to terminate all or part of the contract, Breede Valley Municipality may unilaterally do so after giving the contractor one month written notice.

7. STAFFING, SUB-CONTRACTORS AND AGENTS

The contractor must:

- Appoint such number of contractor employees as required by the contractor in order to fulfil its obligations in terms of the provisions of this agreement (at least one (1) Parking Marshal per twelve (12) parking bays).
- Open a service centre (back office) in the town of Worcester.
- Provide adequate management expertise and supervision in the service centre to effectively manage all its functions.
- Ensure that all contractor employees are suitably qualified and/or trained to perform duties of the contractor in terms of this agreement.
- The minimum percentage subcontracting to be allowed within the contract is 30 % of the service

providers contracted percentage.

- Take sole responsibility for any sub-contractors and agents the contractor may appoint to assist in delivering the contractor services and acknowledge that the contractor remains solely responsible for ensuring that the contractor services are rendered in accordance with the terms and conditions of this agreement

8. PRE-QUALIFICATION SCORE SHEET

Proof of Contactable References is required and must accompany each proposal.

For the tender to be evaluated from a functionality perspective, the tenderer must provide a succinct written proposed Statement of Methodology as outlined in Section 3 of this document.

The bidder must score a minimum of 50% per evaluation area below to be considered for the total score for all areas. The bidder must score at least 90 out of 130 to be considered for further evaluation. Points, as indicated below, may be allocated to the following:

In order to be considered for the contract in terms of this tender, tenderers must achieve the minimum score for quality as stated below. The description of the quality criteria and maximum possible score of each is shown in the table below. The score achieved for quality will be the sum of the scores achieved for the individual criteria.

Evaluation Area	Functional Criteria and Applicable Values/Weighting	Maximum score	Reference in Pricing Guideline and Specification
Implementation Plan	<p>Detailed programme demonstrating how the contractual deliverables will be achieved. The programme shall include all tasks from signature of the contract up until 1 month after Commencement Date. As per the proposal the Tenderer’s Implementation plan must comply with the following:</p> <p>Clearly indicating the tasks (including dependencies and sequencing) (2 points) Task names must be specific and may not have generic/general names (such as “development”, “installation”, etc.) (2 points) Supply staff positions or titles and utilisation for each task. A staff member may not be utilised more than 100% (2 points) Include milestone dates for completion of key phases/activities (2 points) Clearly indicate the critical path of the programme (2 point)</p>	10	

<p style="text-align: center;">Essential Background Information</p>	<p>The tenderer must submit information detailing proof of Management Experience in the following:</p> <ol style="list-style-type: none"> a. Project Management (3 points) b. Parking Operations Management (7 points) c. Financial Modelling (2 points) <p>The tenderer must submit the following supporting documentation to assist in evaluating their financial capacity:</p> <p style="padding-left: 40px;">Average annual turnover for the past 5 years as per auditor letter (2 points)</p> <p style="padding-left: 40px;">Plan of tenderer to finance all costs of delivering the service for the full duration of the contract. (6 points)</p>	<p>20</p>	
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<p style="text-align: center;">Human Resource Plan</p>	<p>The tenderer must submit information detailing human resources in the following:</p> <p style="padding-left: 40px;">Detailed organogram depicting the full organisational structure from executive and senior management to operational staff which should include a thorough job description for each position. This shall include the following staff:</p> <ol style="list-style-type: none"> i. Executive Management (2 points) ii. Senior Management Personnel (3 points) iii. Management Personnel (2 points) iv. Supervisors (2 points) v. Parking Marshals (2 points) vi. Other personnel (1 point) <p style="padding-left: 40px;">Detailed plan showing the basis upon which personnel will be remunerated, including how personnel's performance will be evaluated and the structure that will be used to pay incentives to the personnel (6 points)</p> <p style="padding-left: 40px;">Detailed training and development plan describing all areas of training to be provided to various staff, how often training will take place, development plan showing process and procedures for re-training and advancements in the organisation. (5 points)</p> <p style="padding-left: 40px;">Details of the recruitment process that will be followed with special emphasis on how job losses of existing staff will be kept to a minimum (2 points)</p> <p style="padding-left: 40px;">Sample draft employment contracts that will be used in employing supervisors and parking marshals (3 points)</p> <p style="padding-left: 40px;">Code of conduct for parking marshals (1 point)</p> <p style="padding-left: 40px;">Disciplinary code, including all disciplinary procedures (1 point)</p>	<p>30</p>	
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<p>Operational Procedures</p>	<p>A full description of the proposed Operational Plan must be provided and must include the following:</p> <p>Duty roster and shift rotation schedule and methodology for all positions that work on a shift basis (1 point)</p> <p>Relief system for parking marshals (1 point)</p> <p>Start of day procedures (1 point)</p> <p>Parking operation procedures (1 point)</p> <p>End of day procedures (1 point)</p> <p>Supervision and record-keeping relating to: Supervision (1 point) Dress code (1 point)</p> <p>Procedures for reporting security issues and By-law infringements, including harassment of motorist by informal parking attendants and those not related to parking operations (1 point)</p> <p>The method to be employed to ensure maximum collection of parking revenue (2 points)</p>	<p>10</p>	
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<p>Financial Management Plan</p>	<p>Tenderers must submit a detailed description of the proposed accounting system, which should provide for adequate audit control (10 points)</p>	<p>10</p>	
<p>Evaluation Area</p>	<p>Functional Criteria and Applicable Values/Weighting</p>	<p>Maximum score</p>	<p>Reference in Pricing Guideline and Specification</p>
<p>Technical Plans</p>	<p>Submission of technical plans which will include details of the following technical components:</p> <p>How will the PHC [portable handheld unit] satisfy the requirements of the specifications (4 points)</p> <p>Detailed description of the EMV [Europay Mastercard Visa] low value payment system, including reconciliation procedures (4 points)</p> <p>Full description of the Parking Sensor System (4 points)</p>		

Technical Plans	<p>Full description of the Data Communications Solution (4 points)</p> <p>Full description of the Back Office and Management Information System (4 points)</p>	20	
Performance Management	<p>Tenderers are required to submit an outline of the methodology that will be used to measure compliance with the performance standards detailed in the Contract. The outline must also note the record keeping systems required to enable Breede Valley Municipality to manage performance of the tenderer. These are in the form of management reports which should deal with issues such as revenue, parking occupancy, report on non-compliance by motorists, etc. (10 points)</p>	10	
Company Experience	<p>Submission of Parking Management Projects Completed or currently undertaken by the Company. Proof and detailed information of each project. As indicated above.</p> <p>2 point for every year of company experience (20 points)</p>	20	
Total		130 (Min score of 90)	

No tender will be regarded as an acceptable tender/responsive if it fails to achieve the minimum qualifying score for functionality of **90** out of a maximum of **130**.

Tenderers shall ensure that all relevant information has been submitted with the tender offer in the prescribed format to ensure optimal scoring of functionality points for each Evaluation Criteria.

Tenderers that have achieved the minimum qualifying score for functionality shall be evaluated further in terms of the preference point systems prescribed in clauses above.

9. PRICING OFFER:

Please note: The percentage for service provider must not exceed 70%

	Municipality	Service Provider
Percentage of Gross turn over Year 1	%	%
Percentage of Gross turn over Year 2	%	%
Percentage of Gross turn over Year 3	%	%

Evaluation will be done on the total average percentage for the last 12 months Period.

10. ANNEXURE “A” - STREET LAYOUT OF THE WORCESTER CBD

