

# **Contract for Notice Processing System**

for the Operation of Civil Parking & Bus  
Lanes & Associated Services



Question 1.

Please confirm your tender submission meets all of the mandatory requirements of the specification in all material respects

YES/NO

If you FAIL this question your submission shall not be considered any further.

Yes.



Question 2.

Please confirm that 75% of the contract (by value) to be provided to be delivered internally by the contactor's own employees and software, and for all of the Council's dealings to be with the contactor

YES/NO

Please provide a method statement detailing how this shall be achieved. Your response must cover all requirements of the specification and should include:

- A breakdown of all elements of the contract delivered internally and how they are provided
- A breakdown of any element of the contract delivered externally and the reason for this
- Details of communication procedure

If you FAIL this question your submission shall not be considered any further.

Clearly label your response to this question AWARD QUESTION 2

Yes, Conduent can confirm that 94% of the contract value provided to Gateshead Council to be delivered by Conduent's own employees and software. In addition, all dealings for Gateshead Council shall be with Conduent, primarily through the identified Contract Manager, Steve Stamp.

In the tables below, the description of the elements, percentage of value, and descriptions have been provided for review:

Internal		
Element	Percentage of Value	Description
Table 1 - Summary of System Costs	26%	<ul style="list-style-type: none"><li>▪ Si-Dem notice processing system and all associated products</li><li>▪ Hosting</li><li>▪ Service and support</li></ul>
Table 2 - Summary of Notice Processing Changes	66%	<ul style="list-style-type: none"><li>▪ CCTV Hardware, including installation</li><li>▪ PCN review/BPO service</li><li>▪ PCN review suite software</li><li>▪ DVLA VQ4 and VQ5 processing</li></ul>
Table 4 - Summary of Hardware Costs	3%	<ul style="list-style-type: none"><li>▪ Compliance Handheld software and support</li></ul>

## External

Element	Percentage of Value	Description
Table 2 - Summary of Notice Processing Changes	5%	<ul style="list-style-type: none"> <li>▪ Print Mail service</li> <li>▪ Postage service</li> </ul>
Table 4 - Summary of Hardware Costs	1%	<ul style="list-style-type: none"> <li>▪ CAT S42 H+ handheld devices</li> <li>▪ Seiko DPU 445</li> </ul>

The print mail and postage service has been outsourced by Conduent and this does not represent existing capability which Conduent deliver in this sector.

The hardware, which consists of the CAT S42 H+ handheld devices and Seiko DPU 445 printers, are manufactured by third parties and are procured and supplied by Conduent as part of the contract.

The communication for the print mail and postage services shall be managed by Elizabeth Whitehead on a day-to-day basis, with oversight from Operations Director Trevor Taylor. Contract Manager Steve Stamp shall be responsible for collecting information internally at Conduent and communicating to Gateshead Council.

Question 3.

Please confirm the System complies with the Council's "IT Technical Appraisal for Hosted Systems" document

YES/NO

If you FAIL this question your submission shall not be considered any further.

Yes.



#### Question 4.

Acceptance of the SLA requirements at paragraph 4.1, scale of charges published for changes requested by Council, and agreement the items specified in para 4.2.3 will not be chargeable to the Council.

YES/NO

If you FAIL this question your submission shall not be considered any further.

Yes.



Question 5.

Please detail how your solution meets the system operational requirements specified in section 3.1 (A Notice Processing System)

Your response must cover points 3.1.1 to 3.1.4

Clearly label your response to this question AWARD QUESTION 5

Award Question 5

Conduent propose the provision of the Si-Dem notice processing system to meet the system operational requirements in section 3.1 for the production and management of parking and bus lane PCNs, as well as environmental FPNs.

Conduent is an experienced provider of the systems and equipment necessary to ensure parking, environmental, bus lane and other moving traffic contraventions can be lawfully processed in an efficient manner. Today over local 50 local authorities in the UK utilise Si-Dem. Si-Dem is scalable, and this is demonstrated through our varied customer base, with solutions processing in excess of 150,000 notices per annum through to small-scale operations of <2,000 notices per annum.

The provision of the Si-Dem notice processing system provides guaranteed continuation of service for Gateshead Council, with the existing platform fully integrated with all other elements included within the specification and currently deployed for the required services.

The table below directly addresses each of the requirements contained within the specification:

3.1.1	<ul style="list-style-type: none"><li>▪ Si-Dem, the Conduent notice processing system, is currently delivering and meets the statutory requirements associated with parking and bus lane enforcement and moving traffic offences. Si-Dem can process all relevant contraventions that take place across the Council’s highway network and off-street car parks.</li><li>▪ Conduent enhanced the existing systems to meet specific challenges of processing moving traffic offences, with features supporting advanced warning notices also included.</li></ul>
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## 3.1.1

- To meet client business and debt management rules, Si-Dem is highly configurable, supporting both legislative dates and “system days.”
- Case progressions can be reconfigured during the life of the contract as required by Gateshead Council or prevailing legislation. For example, warning notices closing after a Notice to Owner (NTO) is sent for specific CCTV contravention codes.
- Back-office progressions are defined using the concepts of “Events” (Actions that happen to PCNs) and “States” (Stages of progression that a PCN can be in).
- Si-Dem uses States and Events to drive workflow, providing the ability to include any ‘additional’ stage which may not be contained within the defined legislation frameworks. This offers Gateshead Council further functionality within the system, leading to efficiency gains.
- Events can be triggered either automatically by Si-Dem, manually by users, or from external triggers (such as payment from cash receipting systems) with no limit on the number of cases included within a batch.
- Providing this powerful State and Event mechanism reduces the manual intervention users otherwise must undertake to complete tasks. For example, the acceptance of a Challenge Letter and Case Cancellation can all be accomplished by simply replying to the incoming letter with the appropriate ‘Challenge Accept’ letter template.
- Foreign vehicle progressions are also supported, through a tick box on the handheld or a change in progression path by a back-office user, where the CEO has failed to select this and the case can follow a separate progression leading to a manual export which includes images files for European Parking Collection (EPC).
- Conduent commit to supporting the interfaces in place today including integration with the existing CCTV provider (System Engineering Assessment (SEA), DVLA, Traffic Enforcement Centre (TEC), Traffic Penalty Tribunal (TPT) and Enforcement Agencies (EA) at the relevant stages of the PCN progression for consistency of service.



## 3.1.1

- Events trigger Conduent's back-office system(s) to deploy bespoke processes. Working collaboratively with Gateshead Council, the Conduent team shall gather requirements and understand the exact process to follow. This is a mechanism we have used successfully for several contracts.
- Si-Dem tooling supports allocation and distribution of cases such as those created for warrant. Conduent can configure Si-Dem to support multiple Enforcement Agents based on a randomised percentage split through a simple tool. This allows percentages to be changed by authorised users as and when required.
- When a case reaches the stage where it needs to be distributed to warrant, a bespoke process can change the state of cases to match specific postcodes, so they can be exported to a different Enforcement Agent, should Gateshead Council wish. This can also be used to perform a pre-TEC (Traffic Enforcement Centre) debt recovery process.
- Conduent's back-office system(s) can export warrants to multiple enforcement agencies by generating a file that can be retrieved by Secure File Transfer Protocol (SFTP). Once exported, an entry is written to the narrative history. Conduent shall work with your Enforcement Agents to allow submission of case update files, which shall be configured to progress the case according to the return code. This functionality offers Gateshead Council full control over what codes the Enforcement Agent can send, and who can process the case.
- Conduent has also worked with other clients and their Enforcement Agents to develop a unique process which allows the Enforcement Agent to transfer a list of vehicles/warrants they wish to be informed about, if spotted in the geography. When a cashless session is imported, or an observation is made by a CEO that matches one of the Vehicle Registration Marks (VRM)s in the list, an email is sent to the Enforcement Agent and the Council (if required). This can be expanded for other uses other than Enforcement Agents, e.g., the Police, fleet managers, etc.
- Conduent case screens shall also support persistent evader configuration, enabling three or more outstanding PCNs on the front screen. Conduent shall configure the system to support a manual progression, pushing a case to a pending write off code. Allowing a 'live' case (less than 365 days) to remain in the event of a persistent evader being issued with a further PCN, showing the information on the handhelds enabling potential removal of the vehicle.

3.1.1	<ul style="list-style-type: none"> <li>▪ DVLA Integration: As provided to Gateshead Council today, this forms a standard interface requirement of all Conduent contracts, and Gateshead Council shall continue to have access to the Conduent approved DVLA bureau service. With the system automatically generating VQ4 batches at a defined time set by Gateshead Council and providing VQ5 batches for Gateshead Council to review. The Si-Dem case screen shall also allow for address updates by Gateshead Council staff, overriding the DVLA address for future correspondence where required.</li> <li>▪ TEC Integration: As already in use today, Si-Dem creates the required output files for TEC and can accept return files from TEC in the support of the PCN cycle for warrant. Si-Dem creates the required output files for TEC and can accept return files from TEC in the support of the PCN cycle for warrant.</li> <li>▪ TPT Integration: The Conduent back-office system has built in features for evidence pack creation. Required information is supplied and the back office system is currently producing evidence for Gateshead Council. Users can print the evidence from a case in a single process which can improve efficiency compared to manually re-creating documents and printing evidence items individually.</li> </ul>
3.1.2	<ul style="list-style-type: none"> <li>▪ To satisfy the requirement of minimised complexity, the Si-Dem solution is a single system which shall handle all the penalty charge notices and notice processing needs of Gateshead Council.</li> </ul>
3.1.3	<ul style="list-style-type: none"> <li>▪ Si-Dem suppliedd with external hosting within a UK-based Tier 3 data centre outside the Gateshead Council network, and meets the following technical requirements:</li> <li>▪ The Conduent solution is compliant with the Council's IT Technical Appraisal for Hosted Systems (Appendix 4).</li> <li>▪ The hosting infrastructure shall be managed by Conduent, with responsibility with Head of Infrastructure and Operations Stephen Courtney.</li> <li>▪ All integrations shall be the responsibility of Conduent and shall be hosted on our infrastructure.</li> <li>▪ The Conduent solution integrates with the Gateshead Council corporate payment taking application, Capita's Pay360 system.</li> <li>▪ Si-Dem shall receive payment reconciliation file from the Income Management System.</li> </ul>

3.1.3	<ul style="list-style-type: none"> <li>▪ Si-Dem can transfer files securely using Secure File Transfer Protocol (SFTP).</li> <li>▪ Si-Dem includes an appropriate range of management reporting functions. This includes an easy to use “Case Search” tool, with the functionality in the modernisation of Si-Dem to export data directly into Microsoft Excel, and approximately 250 Crystal Report templates to support the generation of fixed reports on all parking data.</li> <li>▪ Conduent additionally offer an Analytics Platform, providing off-the-shelf data visualisations for each user to create their own personal dashboards, which can be discussed with Gateshead Council. Similarly, Conduent can provide self-Service Reporting Module (SSRM), allowing users to create their own data visualisations.</li> </ul>
3.1.4	<p>The Si-Dem system also meets the following operational requirements:</p> <ul style="list-style-type: none"> <li>▪ i-Dem provides Individual unique case records which can be imported into the system from the enforcement officers’ smart phones.</li> <li>▪ Si-Dem shall store all previous contraventions against vehicles/vehicle registration marks (VRMs) within the data retention period.</li> <li>▪ Si-Dem includes user-friendly search facilities.</li> <li>▪ Si-Dem includes a clear and detailed audit history for each PCN, showing each interaction as it takes place on the PCN.</li> <li>▪ Si-Dem enables photos and video clips to be saved and on display for the corresponding ticket within the PCN record.</li> <li>▪ Si-Dem generates automatic letters and progressions depending on what stage the PCN is currently at, and the timescales associated with that progression.</li> <li>▪ Si-Dem enables emails to be received in Microsoft Outlook and logged against the case and have the facility for outgoing correspondence to also be issued via email directly from the system in a PDF format.</li> <li>▪ Emails are received within a Microsoft Outlook mailbox, which is configured so these emails are imported into Si-Dem through Email Manager. Emails are then processed through the email indexing function. Emails are logged against the case as an incoming correspondence item and is automatically allocated to workflow for users to respond.</li> <li>▪ Si-Dem enables officers to include memos against the case, which is referred to within Si-Dem as ‘notepad.’</li> </ul>



## 3.1.4

- Si-Dem allows for cases to be closed following payments, with a facility for the payments which are made be to automatically imported into the system from the Gateshead Council payments system.
- Once the payment is posted into the PCN processing system either from the web payment service or Council ledger, the PCN record with detailed payment information becomes a permanent and auditable record that cannot be altered. These details include the payment date, the process time, the method of payment such as cash, cheque, credit card, etc.; the amount of the payment; and the source of payment (such as web, mail, and IVR).
- Unique code identifiers of all users who enter updates, as well as the date and time they are entered, are captured and displayed as part of the transaction record. This information becomes a permanent part of the record to ensure an audit trail.
- Si-Dem can be configured to only accept the total amount due, not accept payment (based on the state of the case, such as when it is with an Enforcement Agent) or accept an underpayment. Workflow rules can be configured to manage these exceptions.
- The Conduent proposal includes up to 50 licences for Gateshead Council officers to access and input into the system.
- Officers shall be able to run and have the flexibility to create a wide number of reports relating to Penalty Charge Notices and payments received within Si-Dem. These reports shall include number PCNs issued in a week, at a certain location, or by issuing CEO, number of PCNs appealed, cancelled, appeal rejected, how many PCNs paid and at what stage. Conduent shall work in partnership with Gateshead Council to agree and configure a fuller list of reports.
- Conduent provides an online web portal to facilitate the submission of informal and formal representations/appeals and the Gateshead Council response to those.

## 3.1.4

- This online web portal is known as Online Case Management (OCM) and is fully integrated into the Si-Dem back-office. All evidence submitted by motorists is imported into the case on Si-Dem automatically to allow for review and response.
- OCM enables a motorist to:
  - Access pages with the visual impression of existing Gateshead Council webpages, using Gateshead Council style sheets as in use today.
  - View their PCN details including photos and/or video, as well as information collected, as part of the issuance process.
  - Challenge their PCN, where the case is at the discount stage and no payment has been received.
  - Make a Representation, selecting reason for making a representation.
  - Allow evidence to be uploaded in non-editable formats such as JPEG and PDF formats.
  - Provide a confirmation email to the customer correspondence has been received.
- Si-Dem provides the ability to import documents received by email into the system conveniently, without having to print them off and scan them in.
- Emails are received within a Microsoft Outlook mailbox, which is configured so these emails are imported into Si-Dem through Email Manager. Emails are then processed through the email indexing function. Emails are logged against the case as an incoming correspondence item and are automatically allocated to workflow for users to respond.
- In the instance of attachments are included within the email, these are also processed, and users are not required to manually print off and scan in documents to cases.
- The Correspondence module within Si-Dem is tightly integrated with the other modules of the application including PCN Processing, Permits, Reporting and configuration. This allows Gateshead Council to choose between letters being printed locally, configured per letter type or for letters to be exported to an external print house. Externally printed letters are exported from the Conduent Domain, through SFTP or webservices and are passed through a firewall before exporting to the defined service provider.

## 3.1.4

- Si-Dem utilises Microsoft Word for the creation of letter templates and merge fields to insert variable data and formula from the database into letters. This can include any data from the Si-Dem SQL Server database in addition to external data sources. The list of available merge fields can be edited from within the Configuration module. Once generated it forms a permanent part of the narrative history on the case. Amendments can be made to letter templates by Conduent staff at no cost to Gateshead Council.
- Si-Dem includes a workable, simple and convenient method of scanning any physical documents received into the system.
- Gateshead Council can scan documents and complete an indexed bulk upload for the documents, within the Si-Dem Correspondence Module.
- Si-Dem enables incoming correspondence to be scanned and logged onto the PCN and to be visible within the PCN history.
- Si-Dem allows the management of incoming documents via our integrated document management facility (scanning and indexing module) and our Email Manager, which uses an integrated Optical Character Recognition (OCR) engine to read the contents of the email to assign the content to the correct case.
- Due to the complexity of handwritten letters, OCR has proven to be ineffective against written letters although it can and is used in our Email Manager product.
- Si-Dem can be configured to receive letters and not change the current referral code or workgroup. This functionality can be explored and demonstrated to Gateshead Council.
- Si-Dem (and the wider Conduent offering including EasiPermits, Online Case Management and Compliance Handheld) has been designed to reduce the amount of human intervention required in basic processing tasks by facilitating an online portal for appeals, automatic transfer of PCN-related emails into the notice processing system and ensuring electronic responses can easily be integrated into Gateshead Council systems and sent out accordingly.
- The Conduent solution is fully integrated with all elements included within the specification, and through this communication and integration between the multiple functions of the system, the objective of reduced complexity and human intervention is achieved.



## 3.1.4

- PCNs can be issued in Si-Dem from fixed or mobile type approved enforcement cameras, allowing video footage to be imported and reviewed before the issuing of a PCN. The Conduent solution shall be able to import video footage from both the Conduent cameras and the SEA enforcement vehicle to meet this requirement.
- Conduent shall provide unlimited storage. Si-Dem can set certain data fields to be redacted automatically after a set period of time, to ensure full GDPR compliance.
- Conduent has deployed the following to meet GDPR requirements:
  - Privacy statement/links to privacy statements and consent tick boxes added to web based public internet sites such as OCM and EasiPermits.
  - Privacy statement/links to privacy statements printed on the printed PCNs.
  - Right to be forgotten, where customers can log a support call to have specific data removed and redacted from the Si-Dem system.
  - DVLA address data redaction.
  - GDPR redaction.
  - The ability to easily request a data export of the Si-Dem system (data portability).
  - Developed GDPR scripts which redacts and deletes Si-Dem data based on a set of criteria.
- Conduent shall provide a test site and a live site to ensure upgrades are tested.
- Si-Dem and EasiPermits are WCAG 2.1 AA compliant, to satisfy the requirement to accommodate people with visual impairments.
- As Si-Dem is the incumbent system, there would not be a need to import data from the existing system for Gateshead Council to retain contravention histories going forward. The data shall be retained as part of the new contract according to existing policy.
- Conduent shall import an up-to-date street history via the national gazetteer, and update it every two years.

## Question 6.

Please explain how your solution meets the operational and integration requirements set out in section 3.2 (Smart Phones and Software)

Your response must cover points 3.2.1 to 3.2.4

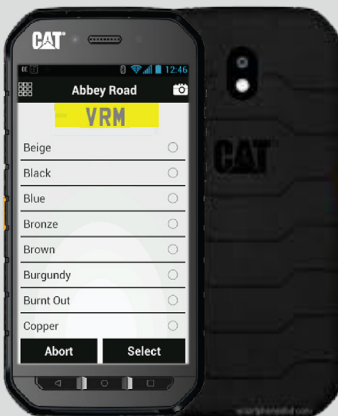
Clearly label your response to this question AWARD QUESTION 6

### Award Question 6

Conduent shall provide the CAT S42 H+ smart phone, Seiko DPU-445 printer, and Compliance Handheld software to deliver the requirements of 3.2.1 to 3.2.4 of the specification.

This combination of hardware and software is the Conduent preference due to interoperability, leading performance specifications, and our experience of deployment. Indeed, our trust in this combination extends so that our own enforcement teams in Oxfordshire County Council use this combination to deliver equivalent requirements to those of Gateshead Council.

#### Introducing the CAT S42 H +



##### High Photo Quality

With a 13 megapixel camera and a powerful LED flash, the risk of inadequate photographic evidence is minimised.



##### Weatherproof

The S42 H+ is fully operational even when the touch screen is wet. No other smartphone device of a similar calibre can operate whilst wet. This is a benefit for efficient operation of the enforcement software in all weather conditions. In addition, the device handles low to high temperature differences between -30°C to 75°C.



##### Extreme Toughness

The S42 H+ has had its toughness guaranteed by the US Military Standard MIL-std-810g testing, which means the device can withstand harsh weather conditions and mechanical shocks and vibrations. The device is specified to meet Ingress Protection IP68 and IP69, which guarantees sand, dust, and dirt resistance. The device is also waterproof up to 1.5m (5ft) for 35 minutes and drop-proof up to 1.8m (6ft).



##### Powerful, Long-lasting Battery

The 4200mAh battery provides up to 31 hours of heavy use and up to 35 days of standby time from a single charge. This battery power is more than enough to ensure the device shall last through an entire shift without needing a second device or charging during breaks.



##### Lightweight

Weighing just 220g, the S42 H+ is a comfortable to hold, lightweight, and resilient device. At this weight, the device is similar to a mid-market personal smartphone.

The S42 H+ offers the perfect balance between device performance and ruggedness. This model provides truly impressive value for money in comparison to other models in the market. Previously, suppliers have navigated between device performance and ruggedness, however the S42 H+ impresses in both departments.

The S42 H+ uses the Android Operating System (AOS) which Conduent deploys complete with SOTI (MDM) MobiControl software. This software pinpoints asset location from the most recent device signal, manages applications and content, keeps devices and data safe and secure and manages device lifecycle. Our support team handles operating system updates.


The 2300 MHz, Octa-core, Cortex-A53 processor is capable of running required software features and includes 3GB of RAM, 32GB of memory and a microSD slot for 2TB additional memory – ample to manage data from the central system.





### Warranty and Repair Service

In addition to the 24-month standard warranty on CAT S42 H+ devices, Conduent has secured an extended additional 12-month warranty guarantee that also covers the glass screens.

Our in-house repair team, based in our UK Headquarters in Hampshire, shall ensure the swift return of faulty equipment, thereby minimising the risk of service interruption. The additional warranty on the glass screen means all aspects of the device are covered in case of malfunction. Should any Conduents supplied hardware malfunction, our repair service caters for all devices under warranty.

### Introducing the Seiko DPU 445



	<b>Easy Load Operation</b> Supporting label and cut sheet paper.		<b>Compact &amp; Lightweight</b> 245 x 135 x 58 mm
	<b>High-Speed Printing</b> Maximum print speed of 90 mm/sec.		<b>Bluetooth Capability</b> Bluetooth technology to allow CEOs to print tickets

When connected to the CHH application the Seiko S445 shall print PCNs, including warning notices, in a format which is compliant with current legal requirements and shall be reviewed as legal requirements change throughout the contract, supporting different ticket formats such as PCN, Fixed Penalty Notice (FPN), Warning and Information Notices.



## Introducing Compliance Handheld

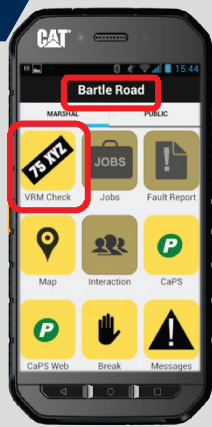
Compliance Handheld (CHH) shall be provided for use by Gateshead Council, and its key features are outlined below:

- **Compliance Handheld has been designed to allow the issuance of a PCN within 15 seconds** - this 'Quick Issue' option to capture only the minimum required legislative information offers efficiency to position CHH as the software of choice for local authorities.
- **Compliance Handheld utilises the latest in real-time GPS and GPRS technology to support the tracking of handhelds and transfer of data** - this supports the accurate real-time monitoring of CEO locations for both security and efficiency purposes as required for the team to execute their deployment plan effectively and safely. This also pushes PCN information to the back office "live" to allow payments and challenges to be made whilst the CEO is still on shift.
- **Built-in ANPR recognition as standard** - the high-speed real-time number plate reading technology is a feature of the CHH solution which allows CEOs to issue a PCN faster and drive efficiency of the enforcement operation.
- **The Electronic Pocket Book Notes eliminates the need for CEO to handwrite notes in their pocketbooks** - and eliminates the associated administration required to support the use of pocketbooks.

## CHH PCN Issue Process

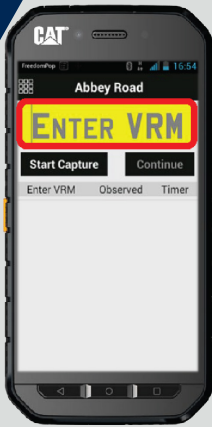
An illustration of the 12-step process a CEO shall follow on-street to issue a PCN using CHH on their CAT S42 H+ has been illustrated below:

1



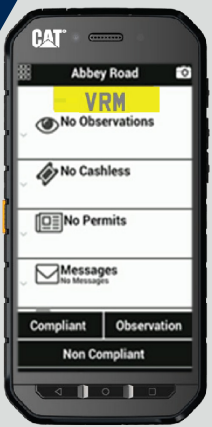
CEO logs their location in CHH and will run a VRM check against the vehicle

2



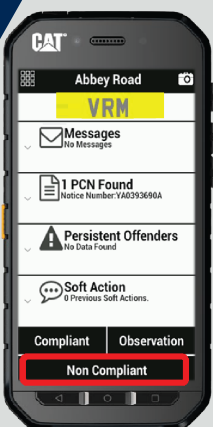
'Start Capture' turns the camera on and ANPR enters the VRM automatically

3



A check for a parking right and will return observations, messages, existing PCNs found, 'Persistent Offenders' or warnings given

4



'Compliant', 'Observation' and 'Non-Compliant' options are shown; select action accordingly

**5**



If 'Non-Compliant' option is selected, progress to Contravention Screen and select relevant contravention

**6**



Select the colour of the vehicle

**7**



Select the make of the vehicle

**8**



Recording type of contravening vehicle

**9**



Choose to issue the PCN, Delay or Abort the process

**10**



PCN details are displayed for final review

**11**



'Print' button will print the ticket, once printed use the 'Serve' button

**12**



Enter destination of ticket. Once 'Next' has been pressed, case uploaded to Si Dem

### Access and Reliability for Real-Time Information

CHH utilises the latest real-time data connectivity via 3/4/5G, allowing i) downloading between the device and notice processing system ii) a full download of data, recommended at the end of each shift, and iii) real-time data transfer from the device while the CEO is on-street.

Information is transferred to the notice processing system in real time, sharing data collected by the CEO with the back-office system. This includes Global Positioning System (GPS) location, Penalty Charge Notice (PCN) information and associated images. Images are date and time stamped and automatically linked with the associated penalty charge record.

The devices are no longer required to be returned to base for a download, supporting deployment from home, as CHH uses HSPA+ or Wi-Fi to transfer all data. PCN and on-street log data is sent in real-time to the back office system.

CHH regularly checks ticket book availability for each device at the beginning of each shift. This creates unique notice numbers that cannot be duplicated, while supporting Gateshead Council allocated number prefix and format.

Once transmitted to the back-office system, configurable workflows allow on-street actions to trigger system events, including processes such as i) generating correspondence ii) referring the workflow to a back-office team, or iii) notifying third parties of an action required.

### Support for Other CEO Activities

In addition to processing PCNs, the Conduent CHH application can be configured to allow CEOs to issue FPNs, assisting in the management of other activities. Having managed PCNs in the Conduent CHH application for many years, we have extended this to enable FPNs.

The Fixed Penalty Notice functionality has been used since 2017 by several local authorities. Conduent's approach considers the questions required by the CEO, providing different options for response types. This includes a drop-down list, yes/no, or a text box, as well as varying levels of penalty, discounts, and the likelihood for the level of penalties to change. Any changes can be adapted as part of the ongoing support provided.

### Additional Functionality

Conduent understands the role of the enforcement officer and the requirements of the software will continue to evolve and have designed the CHH application with this in mind. Existing functionality enables:

- **Access to Google Maps:** Assisting drivers to find the nearest available space to park or load/unload compliantly.
- **Fault Logging:** Allowing for detects or site surveys to be logged and sent, in real-time, to specialist back-office teams to log or resolve. With the application tightly linked with the Conduent workflow management system, Conduent can share data with third-party applications automatically, reducing the labour-intensive processes in place at some parking operations.
- **Notes:** Ensuring there is no need for the traditional pocketbook. CEOs can log notes against a vehicle or PCN and the data is shared with all cases associated with it.
- **CEO Actions:** Allows users to log actions such as breaks or admin duties, ensuring their time is allocated to a specific role throughout the day, for future management. All CEOs shall be required to sign in and out of their shift for reporting purposes.
- **Test Routine:** At the start of each shift, the device will perform a test routine to check the time/date and allow the printing of a test PCN, to ensure the device is accurate and ready for the shift.



- **Messages:** Back office users (with the relevant permissions) can enter messages based on VRM, Location, CEO or global messages that shall be seen by the CEOs on street.

## Valve Position Evidence

Our latest feature allows CEOs to capture valve position photos and notes when logging observations. The process is simple and can be set to be enforced as a mandatory process that CEOs must follow if desired by Gateshead Council.

All evidence collected is imported into Si Dem. Valve position photos can be viewed as standard photos with notes available on each case and can be used when responding to appeals.



3.2.1	<ul style="list-style-type: none"> <li>▪ Conduent shall supply CAT S42 H+ smartphones to generate PCNs, which exceed the requirement in terms of performance to be equivalent to Samsung Galaxy devices currently in use by Gateshead Council.</li> <li>▪ Conduent shall supply data cards to ensure Gateshead Council has no additional costs outside of the contract in this regard.</li> <li>▪ Conduent has described the Compliance Handheld (CHH) solution within this method statement to satisfy the requirements for officers to process cases and export in real time to the Conduent notice processing system, Si-Dem, to include the photos taken by the officers.</li> </ul>
3.2.2	<ul style="list-style-type: none"> <li>▪ Every case generated using the Compliance Handheld (CHH) software shall be with a unique ticket number, with no possibility of duplication occurring when enforcement officers issue tickets at the same time.</li> <li>▪ This is achieved as Conduent developed CHH with the functionality for each handheld to download batches of ticket books unique to the handheld before they any issuance commences.</li> <li>▪ In the event of a system outage, instead of reverting to manually issued tickets, officers could continue to use their handheld device and all tickets issued and actions taken will be stored locally on the device. Once system connectivity is restored, the handheld will begin the upload. As all devices have their own unique batch of PCN numbers, the upload from multiple officers shall not cause any issues of duplication of case numbers.</li> <li>▪ In the case of a system outage the efficiency of the on street operation shall be maintained and eliminate the need for extensive administration resource to manually upload each ticket issued during this time.</li> </ul>

3.2.3	<ul style="list-style-type: none"> <li>▪ Conduent is currently integrated with PayByPhone, formerly Verrus), who Gateshead Council currently uses to allow customers to pay for their parking using their phone.</li> </ul> <p>Live data from the cashless provider is stored in real-time on the Conduent parking rights database, which shall allow for enforcement officers to verify the right to park of vehicles using the Compliance Handheld software.</p> <p>Vehicles with valid cashless parking sessions shall be verified as having the right to park due to paying for their ticket through this service channel, and therefore a penalty charge notice should not be issued by the enforcement officer.</p> <ul style="list-style-type: none"> <li>▪ In addition to the existing integration with PayByPhone, Conduent is also integrated with many other providers including RingGo, JustPark, and YourParkingSpace. Conduent also supports the National Parking Platform (NPP). The NPP allows the customer to use their preferred service provider app (or integrated in-vehicle system) to find and pay for their parking at any participating location. The different service providers compete for business by offering the best customer experience. This can be discussed with Gateshead Council if desired.</li> <li>▪ Therefore, regardless of the outcome of the Gateshead Council procurement process for the cashless service provider, Conduent is likely to already have integration with any chosen supplier.</li> </ul>
3.2.4	<ul style="list-style-type: none"> <li>▪ Within Compliance Handheld it is possible for an enforcement officer to 'scan' vehicle registration marks (VRMs) to verify a right to park, as well as retaining the ability for enforcement officers to manually input the VRM.</li> <li>▪ The Compliance Handheld application provides GPS data to the back-office system in relation to each action taken on-street by enforcement officers.</li> </ul>

## Question 7.

Please set out how your solution meets the requirements set out in section 3.4 (Camera car and software)

Your response must cover points 3.4.1 to 3.4.4

Clearly label your response to this question AWARD QUESTION 7

3.4.1	<ul style="list-style-type: none"><li>▪ The proposed Conduent solution shall enable Gateshead Council to continue operating in the same way as today. The existing SEA ROADflow Vision enforcement system shall be upgraded to SEA's newest Vision system, and the vehicle itself shall be upgraded to a fully electric vehicle.</li></ul>
3.4.2	<ul style="list-style-type: none"><li>▪ A new vehicle shall be provided for this contract through (SEA), and the low emission vehicle shall be an allelectric Peugeot e2o8.</li><li>▪ The vehicle shall be equipped with a type-approved camera and software to allow Gateshead Council to continue issuing for a range of contraventions as permitted by law (particularly, but not exclusively, contravention codes 34, 47 and 48 at present) Regulation 10 PCNs.</li><li>▪ The notice processing system shall receive data from the vehicle wirelessly and in realtime for evidence packs to be processed</li></ul>
3.4.3	<ul style="list-style-type: none"><li>▪ Additional cars can be provided at the price included within the tender, which has been agreed with SEA.</li><li>▪ The maintenance agreement provided also includes a "hot swap" vehicle should the Gateshead Council enforcement vehicle be off the road. This shall allow enforcement activity to continue whilst your vehicle is repaired.</li></ul>
3.4.4	<ul style="list-style-type: none"><li>▪ Conduent has chosen to upgrade the existing SEA ROADflow Vision enforcement system to SEA's newest Vision system. This shall be installed into a fully electric Peugeot e2o8.</li><li>▪ Conduent has chosen to upgrade the existing system to enable the continued use of all the enforcement schedules and exclusion list which have built up over the years. This shall enable Gateshead Council to use the vehicle for enforcement without the need for lengthy system set up and training if the system was to be replaced for another provider's system.</li></ul>

## 3.4.4

- The ROADflow Vision system comes with attended and unattended enforcement modes enabling you to use the car to enforce a wide range of offences as stated contravention codes 34, 47 and 48. Conduent shall deliver the vehicle fully VCA certified, and these type approvals shall be obtained and retained for all ANPR-equipped vehicles supplied under this contract.
- A fixed fee per unit has been included within our proposal, which includes integration with the notice processing system, for call off during the contract term.
- Lifetime maintenance is SEA's gold maintenance package, which provides maintenance and servicing of the vehicle CCTV and IT equipment. Maintenance of the car itself shall be the responsibility of Gateshead Council.
- The system shall be fitted with a 4G SIM allowing for evidence packs to be transmitted back to the back office encrypted for review while the car is in operation. This shall utilise existing interfaces already in place, reducing the risks during implementation. The solution shall ensure secure, real time wireless data transfer with the notice processing system.
- The system can support directed enforcement of CEOs.
- The system shall be able to support vehicle counting and data collection for vehicle type, through integrations to the Conduent back-office and extended to query required databases to retrieve external desired data sets for analysis.



## Question 8.

Please explain how you will deliver the permit management system set out in section 3.5 (permit management system) and how it will meet the specified requirements (in particular, how it will work without paper permits).

Your response must cover points 3.5.1 to 3.5.3

Clearly label your response to this question AWARD QUESTION 8

EasiPermits, the Conduent dedicated permit system, allows for permit applications, renewals, and payment for multiple different permit types. EasiPermits is currently in use in multiple UK local authorities including the Royal Borough of Kensington and Chelsea, London Borough of Hammersmith & Fulham, and Cambridgeshire County Council. The EasiPermits web portal can be accessed through a computer, tablet, or smartphone.

### Integrated Back-office System

The EasiPermits portal is tightly integrated with the main notice processing system Si-Dem. Si-Dem allows applicants to apply for, renew, Pay and maintain permits.

The back-office supports users with the management of new permit applications, supporting the generation of duplicates and replacements, with configurable administration charges, should this be required. In addition to allowing for definable information fields, forms, workflow, pricing structures, zones, and issue rules, should Gateshead Council administrators wish to enhance or modify the configuration over the contract term.

The back-office case management and permit management modules share correspondence, finance, and security elements, ensuring a consistent and common interface and data store.

The Conduent support team (and/or nominated Gateshead Council administrators who have had sufficient training) can apply changes to the system under the Annual Support contract (within the defined Change Control process) without the need for costly and time-consuming 'hard coding' which is common with other IT suppliers.

### Customer Agent and Back-office Administration

Permits can be configured in many ways to meet a wide range of requirements. Permit types can be grouped into any number of configuration types to serve different purposes such as residential permits (zoned or nonzoned), visitor permits, business permits (zoned or nonzoned) or service permits (for example social care workers).

These permit types and schemes allow for a wide range of business rules to be configured to meet the client's needs. These features are designed to maximise the efficiency and automation of the permit processing.

Features provided to back-office staff can be replicated for customers to self-serve, enabling permit types to be administered either through back-office processing only or being made available to the public.

3.5.1	<ul style="list-style-type: none"> <li>▪ The proposed Conduent solution, EasiPermits, shall enable Gateshead Council to issue different types of permits for use in car parks and residents' parking zones on the highway.</li> <li>▪ The Conduent permit system fully supports both virtual and paper permits, which can be configured per permit type and amended during the contract term, as required, with minimal configuration changes.</li> <li>▪ EasiPermits shall enable Gateshead Council to transition to a fully digital permit solution, whilst retaining the ability to also issue paper permits where it is considered necessary. These paper permits shall still be administered within the digital database, which means a paper permit shall be issued but enforcement relying upon digital records of a right to park can still be queried and relied upon.</li> <li>▪ Conduent has technology in use today within many local authorities where a permit is still printed, either by the permit holder themselves via their own printer, formed from a tailored email layout or a traditional perforated disc supplied by the Council. However, the Civil Enforcement Officer (CEO) shall always use the real time data provided on the Compliance Handheld (CHH) software to check with the back office to confirm it is still valid.</li> </ul>
3.5.2	<ul style="list-style-type: none"> <li>▪ EasiPermits is capable of managing different types of permits (parking, residents', dispensations, health professionals, etc.) at different prices. In the future, should Gateshead Council wish to move to a system of emissions-based charging, the system is currently delivering this capability to other local authorities in the UK. The Conduent team can consult on the objectives of Gateshead Council in this area and assist in the design of the system to be implemented in the future should this be desired.</li> </ul>
3.5.3	<p>EasiPermits delivers upon the functional requirements as required:</p> <ul style="list-style-type: none"> <li>▪ Each permit shall be generated with a unique reference number.</li> <li>▪ The system shall be capable of linking with Gateshead Council's web based application and payment system and issuing both virtual and paper permits. A standard permit solution shall be delivered, with bespoke integration with GOSS.</li> </ul>

## 3.5.3

- Conduent shall enable scanned copies of the application form and supporting documentation to be added to the case record to maintain an electronic record for audit checks.
- Correspondence can be scanned and indexed against any permit record. If any supporting evidence is required, this can be scanned and indexed against the permit record within Si-Dem's Correspondence module. Or alternatively supplied by the applicant through the submission of supporting documentation during the permit application or renewal (bmp, jpeg, jpg or pdf with a configurable size limit). This can be setup for a range of different configurable reasons, including:
  - Residency proof
  - Business proof
  - Vehicle proof
  - Question Responses
- Conduent shall hold records of all previous permits issued for that customer to provide an audit trail of renewals.
- The Conduent solution shall generate a range of configurable statutory and non-statutory documents (including postal PCNs, Notices to Owners, Charge Certificates, TE3 court documents, as well as informal and formal representations responses and generic letters) from stored templates within the system that includes mail merge of key customer data, with the type of correspondence selected triggering relevant system events, where appropriate.
- The Conduent shall support case progressions through application process; associated correspondence through to permit issue.
- Authorised officers shall have access to periodically alter templates.
- Authorised officers shall be able to manually override permits fields and payment amounts.
- Authorised officers shall have access to create and amend permit types.
- Memo facility to store notes on key events for future reference.
- Configuration shall include a wide variety of permit types with variables including tiered and period pricing; capped limits of permits; vehicle registration numbers; periods of validity; re-issue/duplicates and renewal; multiple issue; safeguard question to ensure eligibility has been established; establish eligible properties for each zone.

## 3.5.3

- Permits can be configured in many ways to meet a wide range of requirements. Permit types can be grouped into any number of configuration types to serve different purposes such as residential permits (zoned or non-zoned), visitor permits, business permits (zoned or non-zoned) or service permits (for example social care workers).
- These permit types and schemes allow for a wide range of business rules to be configured to meet the client needs. These features are designed with a view to maximise the efficiency and automation of the permit processing.
- Features provided to back-office staff can be replicated for customers to self-serve, enabling permit types to be administered either through back office processing only or being made available to the public.
- Within the permit system there are pre-configured entitlement rules stating if there are any limitations to what applicants can apply for. These rules can consist of property validation, question responses and/or interface validation.
- Along with the in-built entitlement rules Conduent's solution has been designed to allow for bespoke restriction scripts to be triggered upon the issue of an application or renewal. These restriction scripts allow for permits to be restricted based on multiple factors:
  - Number of permits per property and/or person within a defined period
  - Question responses
  - Vehicle criteria
  - Property type
  - Permit type
- Where multiple applications have been requested online and a restriction has been met, the system can present the applicant with a notification stating how many permits can be purchased, to allow the application to be amended.
- Both EasiPermits and Si-Dem shall allow for restriction scripts to refuse the issue of permits based on a wide range of criteria.
- Conduent has redesigned how permits can be priced within our application, as traditionally permits would have a fixed fee based on type. Due to the political push by our UK clients to flex pricing based on multiple elements, initially based on emissions, Conduent reviewed this element of our application.

## 3.5.3

- The new service allows our clients to choose how a permit price is made up by choosing pricing broken down by specific segments, including Emissions Based Pricing. This allows clients to introduce emissions-based permit schemes without the need for heavy development costs and allows charging based on set vehicle criteria including:
  - Fuel Type
  - Engine size
  - Vehicle Emissions (CO<sub>2</sub>)
  - Vehicle Registration Date
- In addition, Conduent can now support other pricing components including permit base costs, tiered pricing, question modifiers and price caps, stopping the combination of price components exceeding a specified value, with pre-defined start and end dates. This enables our clients to create a permit scheme that meets the needs of local stakeholders but is also easy to deploy from a technical point of view.
- The Conduent system shall provide the ability to edit customer details for up-to-date records, including once a permit has been issued (e.g., for change of vehicle or address).
- The Conduent solution shall record payments and refund details for reconciliation purposes.
- The Conduent solution includes a print spool facility for batch printing rather than at the point of each individual permit.
- Conduent shall provide up to 50 licences for Council officers to access and input into the system.
- The Conduent solution provides the ability to import records for current permits.
- Officers shall be able to produce out a series of management reports using different variables (such as issue/end dates; zones; permit status; payments).
- Conduent shall provide the facility for existing permit holders to be able to renew their permits online, with the permit system recording the payment and issuing the new permit automatically via links to Gateshead Council's internal system.



## 3.5.3

- Our online web portal can be accessed through a range of devices including a computer, a tablet, or a smartphone. The standard features available within the Conduent solution include:
  - Creating permit applications: Configured permits can be made available online for customers to self-serve.
  - Auto-issue applications online: Where there are no restrictions on number of permits or pre-issue checks, permits published online can be set to auto issue requiring no engagement from the back-office teams.
  - Permit renewals: Enabled per permit type, the online portal can allow for renewals to take place with configurable rules on whether further proof documents are required and whether these documents need to be provided at every renewal.
  - Zoned and non-zoned permits: Permits configured in Si-Dem can be set by pre-defined addresses (zoned) or allow anyone to apply irrespective of their address (non-zoned). This is configurable per permit type.

Additional features, which can be provided following further discussion include:

- **Second stage payments (which allows for payments to be collected outside the application process):** This feature facilitates payments outside of the permit application/renewals journeys for example, should Gateshead Council decide they would like to approve applications prior to payment being received, Conduent can use our second stage payment feature, configurable per permit type.
- **Penalty charge notice check:** As Conduent PCN and Permit systems are tightly integrated, Conduent has been able to complete a check during the permit application process on vehicles with outstanding PCNs forcing the payment of PCNs to happen prior to a permit being issued.
- **Vehicle Registration Mark (VRM) lookup:** Through integration with the DVLA, we can pull vehicle information back, creating a better customer journey for the applicant. These details are presented to the applicant. Once saved these details can be used as part of the pricing rules, allowing for charging based on a multitude of parameters including fuel type and emissions.
- Conduent can explore with the payment provider the possibility for online permit applications to populate appropriate fields and import applicants supporting documentation within the permit database automatically; with the permit system recording the payment and issuing the new permit automatically with no manual intervention.

3.5.3

- Conduent shall provide the facility for existing permit holders to be able to renew their permits online, with the permit system recording the payment and issuing the new permit automatically with no manual intervention
- The data from the permit management system shall transfer in real time to the enforcement Smart Phone.
- EasiPermits is WCAG 2.1 AA compliant, to satisfy the requirement to accommodate people with visual impairments.

## Question 9.

Please detail how you will deliver the requirements in section 3.6 to deliver fixed ANPR bus lane/moving traffic enforcement cameras.

Your response should include how these will integrate with the back office notice processing system

Clearly label your response to this question AWARD QUESTION 9

### 3.6.1

- Conduent shall provide VCA type-approved bus lane cameras to detect and issue PCNs for a range of moving traffic contraventions.
- Conduent shall meet the initial requirement for three VCA type-approved bus lane cameras, whilst providing the ability to call off additional cameras in the future as part of the contract (for bus lane or for other moving traffic offences as referred to elsewhere in the specification).
- Conduent has provided a fixed fee per camera, which includes integration with Si-Dem (one off and annual) for call off during the contract term.
- The CiteWeb5 system proposed to review camera footage is fully integrated with both the cameras and the Conduent Si-Dem notice processing system, as opposed to multiple standalone systems.
- The Conduent camera proposed is legally and operationally compliant with all guidance and legislation necessary to enforce any and all contraventions under Traffic Management Act 2004 including Part 6 as well as the following:
  - Statutory guidance for local authorities outside London on civil enforcement of bus lane and moving traffic contraventions 2022;
  - The Road Traffic Regulation Act 1984 (RTRA 84);
  - Traffic Management Act 2004 (TMA); including Part 6
  - Health and Safety at Work etc. Act 1974 (and any subsequent modifications);
  - Human Rights Act 1998;
  - The Data Protection Act 2018;
  - The UK General Data Protection Regulation (UK GDPR);
  - Freedom of Information Act 2000;
  - Equalities Act 2010;
  - The Deregulation Act 2015;
  - Traffic Signs Regulations and General Directions 2016; and
  - The Bribery Act 2010.

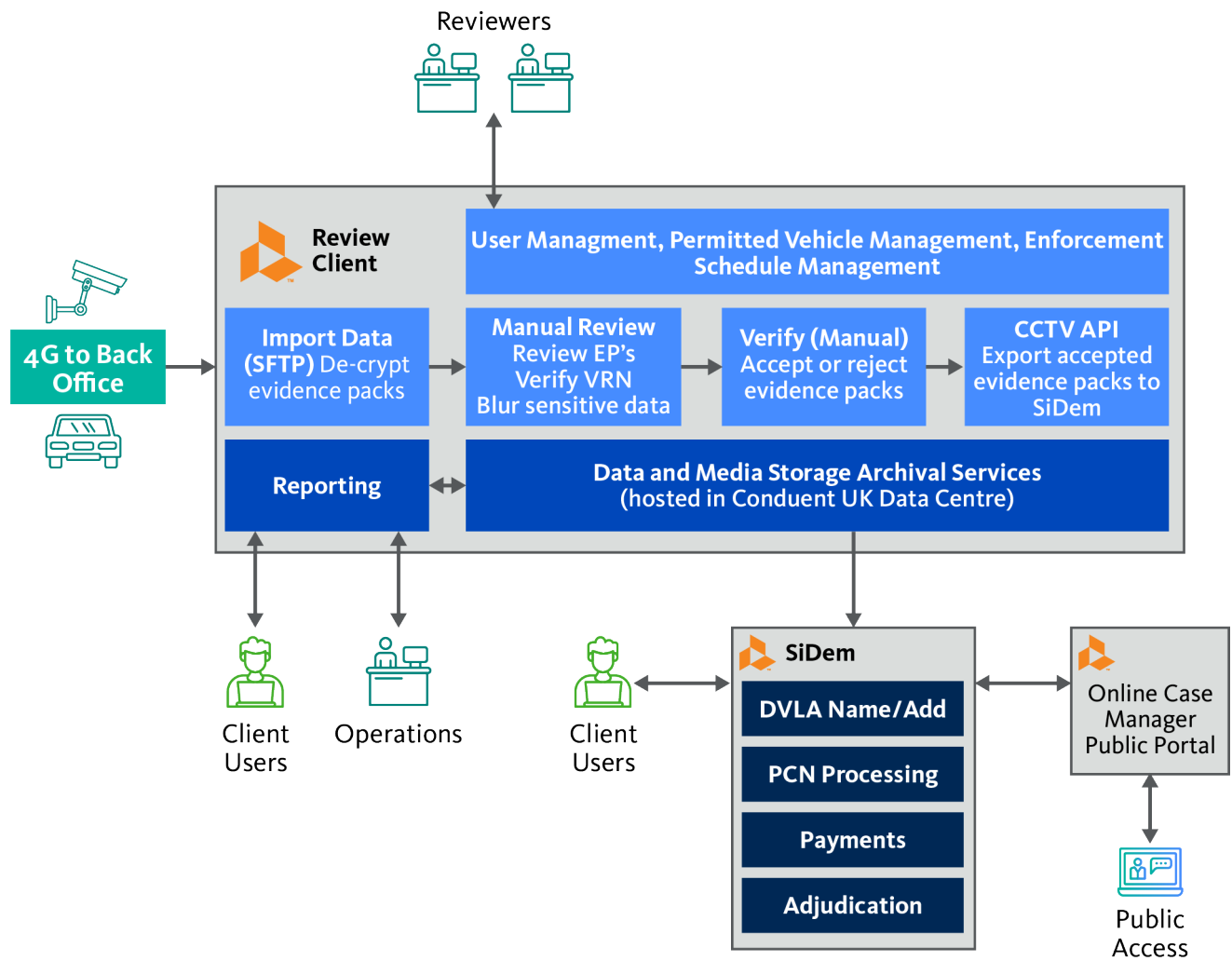
## 3.6.1

- Conduent can provide a camera which supports object detection and counting for other uses during the contract term. This cannot be provided by a VCA certified camera, however Conduent has capability to support with traffic pattern recognition analysis (TPRA) which has recently been developed.
- Conduent shall ensure integration with an enhanced exclusion (white) list.
- Conduent shall obtain the relevant type approvals for any ANPR enforcement camera supplied under this contract, including any site-specific approvals.
- The Conduent DriveSafe Cameras shall be certified with the VCA for enforcement purposes prior to installation.
- Site Surveys: Conduent shall conduct a site survey for each camera site prior to installation to determine the following:
  - Identify the ideal camera location to accurately detect potential contraventions.
  - Determine whether a dedicated camera post is required or if the camera can be mounted on existing infrastructure.
  - Recommend cable runs to provide power to each camera.
  - Determine any traffic management requirements for installation and maintenance work on each camera.
  - Perform a mobile data signal survey at each site to ensure that the selected SIM will meet the requirements.
- When selecting camera locations, Conduent shall take account of possible sunlight interference at different times of day and choose the best location to minimise obstructions and occlusions.
- An installation and commissioning plan shall be provided after the site survey with measurements, camera positions, cable runs and traffic management. This will be discussed and signed off by Gateshead Council before installation work commences.
- The site surveys and discussion with Gateshead Council shall identify any mediation work required such as pruning of trees as well as the need for Traffic management and work permits required before work can commence.
- Required maintenance has been included within our tender price, and therefore Conduent shall conduct maintenance as is required by the Type Approval, at no additional cost to Gateshead Council.

## 3.6.1

- The Conduent maintenance plan is in line with the VCA certification required to enforce using our cameras. Which includes one annual preventative routine system check which includes:
  - Visual inspection of the camera in situ.
  - Checks related to the installation to the pole/vehicle, including sun shields, housing, cables, connectors and screen, joystick, and USB for enforcement vehicles.
  - Cleaning of camera lens and other components.
  - Checking battery condition as well as Pan & Tilt unit if fitted to enforcement vehicle.
  - System test such as 3G/4G reception and battery back up unit.
- Conduent shall provide one move per camera per annum (averaged across all cameras supplied) from one site to another of Gateshead Council's choosing, at no additional cost. It has been noted that such costs shall include any traffic management costs.
- Conduent has included within the maintenance agreement one move per camera per annum as requested. A site survey of the new location shall be completed to identify the best possible installation position including field of view and potential obstructions such as trees or other street furniture. The site survey shall also identify any traffic management needs which have been included within pricing, as well as any required permits. This site survey shall be signed off by Gateshead Council before installation is carried out.
- Conduent has provided a technical diagram overleaf setting out how photographic and video evidence will move from the cameras in Gateshead (bus lane, camera car, officers) to the Si-Dem back-office system.
- All evidence collected by the car shall be encrypted and transmitted over the 4G network to the review suite where it shall be de-crypted and made available to replay the client.





*How photographic and video evidence will move from the cameras in Gateshead (bus lane, camera car, officers) to the Si-Dem back-office system.*

## Question 10.

Please tell us how you will deliver the requirements listed in section 3.8 to deliver a bureau and processing service for all of the functions set out in that section.

Clearly label your response to this question AWARD QUESTION 10

### 3.8.1

- The Conduent team shall review and process the CCTV car and moving traffic footage to identify contraventions, in line with a protocol to be agreed with Gateshead Council.
- The team delivering this service shall report to Elizabeth Whitehead, who shall administer and oversee the process. Multiple personnel are trained to perform the services, based in Oxford or Portsmouth.
- Conduent shall arrange for the printing and issuance of the relevant PCNs in line with statutory requirements (noting in particular that PCNs must be served within 14 days).
- The supplier which shall provide these services is Parking and Secure Documents. Conduent shall provide a file for printing with associated images for documents, where needed, that shall then be processed and printed.
- Conduent currently work with Parking and Secure Documents to deliver equivalent requirements for Oxfordshire County Council. Conduent selected Parking and Secure Documents to support our service delivery as the organisation are the market leader for these services in the sector.
- The company manufactures the base product required for the issue of 10 million Penalty Charge Notices a year as well as mailing out around 15,000 statutory documents each day via Royal Mail and other postal service providers.
- The company has quality, data security and environmental standard accreditation. The management and security of data is of primary importance to the organisation and its customers. The mission of the company is to always produce 100% correctly printed and inserted mailings by the required dispatch deadline. In the traffic offence industry this usually means the same day dispatch of received data by Royal Mail First Class Post.

## 3.6.1

- Parking and Secure Documents are leading UK providers of print and related services to the car parking, parking enforcement and traffic management (moving traffic) sectors. Their experience runs across all sectors including parking contractors, car park management companies, local authority, higher education and healthcare.
- Parking and Secure Documents has a broad range of products that are custom manufactured to required specifications. Many of their products are reliant on Original Equipment Manufacturer (OEM) specifications providing assurance of reliable performance time after time.
- The Parking and Secure Documents team are experienced at interpreting and understanding client needs and translating this into the finished product. This is all backed up by our artwork and origination team who bring designs to life.
- Parking and Secure Documents operates from a 16-acre site just outside of Bath, employing over 300 people to deliver outstanding print solutions.
- Elizabeth Whitehead shall manage the service and be in close contact with Contract Manager Steve Stamp to report on performance and continued suitability of the supplier to serve Conduent, and in turn Gateshead Council.
- Conduent shall arrange for the printing and issuance of other relevant bulk documentation, including Notices to Owner, Charge Certificates, and County Court notices (TE3s and TE9s).
- The Conduent solution shall allow Gateshead Council officers to print the above documents themselves.
- For charging purposes, the Conduent system shall be capable of distinguishing between those documents printed by Conduent and those printed by Gateshead Council.
- Si-Dem shall audit the user(s) that print documents. For example, 'system' where automated, "username" if initiated by an individual either Conduent or Gateshead Council.
- Conduent note Gateshead Council shall not pay any charges when documents have been printed by Gateshead Council.
- Conduent shall ensure designated Gateshead Council officers can prevent the issue of documents scheduled for printing (either directly or by contacting Conduent).

## 3.6.1

- Conduent note Gateshead Council shall not pay any charges for documents not printed.
- In view of the statutory nature of the documentation referred to above, Conduent has robust quality control procedures in place to ensure compliance with statutory requirements.
- This includes the requirements for the date of printing and the date of posting to be the same for all statutory documents and that statutory documents to be sent by first class post.
- To enable Gateshead Council to deal confidently with any complaints that statutory documents were not received, Conduent shall have fully auditable processes in place to ensure all statutory documents printed reach the postal system on the date of posting referred to above.
- Conduent shall provide Gateshead Council with the ability to view any documents generated/printed in accordance with this section.
- All documents shall be fully and conveniently viewable from within the Si-Dem system, as with any documents generated/printed by Gateshead Council itself.
- Conduent recognise Gateshead Council expect to be charged on a “per item basis” under a graduated set of charges.

### Parking and Secure Documents follow the process illustrated below





## Question 11.

Please tell us to what extent you can deliver the supplementary services set out in section 3.9 (other supplementary services)

Your response should address any inability to provide the supplementary services.

Clearly label your response to this question AWARD QUESTION 11

Conduent can deliver the supplementary services as set out in section 3.9. A detailed description of capability has been provided.

### Business Processing Overflow (BPO) Overflow Support

Conduent can provide this supplementary service, and has provided business processing overflow support and resilience services to London Boroughs and other local authorities. Conduent retain team members trained to the relevant standard, and further resource can be recruited for should a commitment of length of service be provided.

Any overall service shall be managed by Elizabeth Whitehead, Support and BPO Manager, who shall be based in Portsmouth and reporting directly to Trevor Taylor, Operations Director. Elizabeth shall be accountable for the success of the operation through effective management, promoting best practice, ensuring the team fulfil the obligations of the project, and maintaining prescribed standards of quality and continuous improvement. Conduent is committed to delivering the highest standard of service management. Gateshead Council would benefit from the quality and calibre of the proposed Conduent team. The governance process is assured by our ISO 9001 accreditation.

Conduent is already operating to a high standard of service delivery in line with current UK and European legislation. Our solutions are fully TMA Compliant, and all card payment related components are PCI DSS compliant.

Conduent and its partners shall deliver services conforming to the list below:

- The Road Traffic Regulation Act 1984 (RTRA 84)
- Traffic Management Act 2004 (TMA)
- Human Rights Act 1998
- Data Protection Act 1998
- EU GDPR legislation
- Freedom of Information Act 2000
- Regulation (EU) 2016/679 (known as General Data Protection Regulation or GDPR)
- Equalities Act 2010
- The Deregulation Act 2015

- Traffic Signs Regulations and General Directions (TSRGD) 2016
- Statutory Guidance
- Council Policies

### Innovation Centres to Enhance Capability throughout Contract Term

Conduent continuously improve our products and services, and our Innovation Hub and research areas are the forefront of ensuring Conduent continues to deliver technology solutions at the cutting edge.

#### Innovation Hub by the Numbers

**607 Active US Patents**  
**31 Pending Applications**

**130 Active Foreign Patents**  
**71 Pending Applications**

**839 Global Patents**  
**360 Patents and Applications for Image and Video Analytics**

The research areas Conduent focus on are computational data analytics, machine perception and systems and process analytics to develop solutions for clients. These research areas are focused on Urban Mobility Analytics, which focuses on helping public transit agencies and transportation service providers understand and respond to the rapidly changing landscape of urban transportation services, and user attitudes and behaviour.

Of significant relevance to this contract and relationship are the breakthroughs made on Machine Perception & Systems: Detection, Recognition, Video Analytics.

The digital age spawned an abundance of data gleaned from transactions, surveys and forms. Analysis of those data sets has generated insights that improve business outcomes. Now, exponentially growing data from the Internet of Things (IoT) and pervasive video and audio content has become the next frontier.

Imagine isolating and summarising valuable information from hundreds of hours of video, taken from many locations and perspectives, in real-time without human intervention. Conduent makes that happen every day. Conduent develops real-world systems that integrate and interpret data from video, imagery, and other sources and make meaningful and scalable solutions for process optimisation and automation. As experts in imaging and vision systems, Conduent develops and delivers solutions, which include fixed surveillance networks, smart phones, iPads, unmanned ariel vehicles (UAVs), or body cameras.



#### Our ideas and solutions help clients identify opportunities to:

- Improve profitability and productivity
- Reduce costs
- Provide greater value to customers
- Predict future trends and disruptions

The scientific and technological depth we apply to solutions and our client-focused, agile approach to innovation are what sets us apart. We deliver solutions that bring competitive advantage to customers using our experience and expertise in disciplines such as:

- Detection
- Recognition
- Tracking of people and objects from multi-camera networks
- Analysis of human behaviour
- Analysis of video originating from a variety of systems (mobile, wearables, etc)
- Fast identification and access of rare or unexpected events
- Systems engineering and optimisation

### **A bureau service for the submission of VQ4s to, and receipt of VQ5s from, DVLA**

Conduent currently provides a bureau service for the submission of VQ4s to, and receipt of VQ5s from, the DVLA. This shall be continued to be provided as a supplementary service as required by Gateshead Council.

### **Demand management software to assist the Council in identifying the most effective way to deploy CEOs**

Conduent has technology solutions available which can provide demand management to varying degrees, which can include the provision of insights to identify the most effective deployment methodology of CEOs. The collection of data is of paramount importance to ensure the insights generated are reliable and accurate, and Conduent has solutions which can be introduced to Gateshead Council which would support data collection on a vast scale. The greater the amount of data collected, the greater value of the analysis process to ultimately provide actionable insights.

Conduent has experience of supporting clients with camera solutions, hardware (such as sensors), and software to combine and provide an accurate picture of occupancy, compliance, and trends across times of day and across days. Factors such as weather conditions and special events can be included in analysis to support this activity.

A solution of particular significance, which may be the most cost effective for the needs of Gateshead Council, would be the KERBSight solution. A major source of data can be provided by the KERBSight ANPR camera solution, which is mounted to operational vehicles to collect data on-street and feed this to Conduent systems in real-time. This can be retained to develop a long-term enforcement strategy, but also as a vital tool to inform operational activity in real-time.

The success of the Conduent Four Pillars operational strategy depends upon the continuous collection and processing of valuable operational data. While educated assumptions and predictions can be made based on experience, there is no substitute for evidence to inform continuous improvement and the growth of a forward-thinking technology-led parking enforcement operation.

The Conduent methodology has been developed over many years of identifying which data sets provide actionable insight to improve parking enforcement operations. Not all data is good data, and it is through the process of filtering and analysis which connects data to decisions, where Conduent subject matter experts offer market-leading value to the local authorities we provide our services for. Data must be collected on a vast scale to become statistically relevant. Multiple data sources including CEO devices, geo-tagged PCN issuance, feedback from residents, and Pay and Display and cashless transactions, are blended to create required insights.

KERBSight can be deployed to patrol the geography of Gateshead Council to capture the Vehicle Registration Marks (VRMs) of vehicles parked within the patrol zones. This VRM data can be uploaded in real-time to the Conduent system and automatically compared to permission databases, such as resident's permits, Pay and display sessions, CEO observations, and against relevant restrictions in place at specific locations.

However, a major source of data can be provided by Conduent's KERBSight technology platform. KERBSight is an ANPR camera solution which shall be mounted to operational vehicles to collect data on-street and feed this to Conduent systems in real-time. This can be retained to develop a long-term enforcement strategy, but also as a vital tool to inform operational activity in real-time.

In addition to generating data required for longer term planning, where potential contraventions are identified through this data matching, the nearest CEO can be sent a notification to their device to investigate further and issue a PCN, where warranted, to vehicles suspected to be in contravention.

The KERBSight technology would be configured to incorporate the Traffic Regulation Orders (TROs) of every street in the enforcement geography. This allows for data collection on exact location of identified vehicles for the purposes of interpreting what restrictions are in place for each location and cross reference against the relevant data sets to verify a right-to-park for each scanned VRM.

Intelligence from KERBSight can be configured to be presented to CEOs via their handheld devices, advising of locations where there is a high volume of VRMs detected without a valid permit or with first observations, as well as instances of over-stay. Additionally, KERBSight shall collect data on vehicles parked in Pay and Display parking spaces which have valid, invalid, or expired tickets.

By using analytical tools to identify trends and create action plans, Conduent can support the development of a cutting-edge approach to enforcement.

Our advanced in-house technology, along with the knowledge and experience of our team, can enhance your service delivery and provide significant service and cost efficiencies to benefit Gateshead Council.

An illustration of the data sources accessed by the KERBSight platform in real-time as operational vehicles patrol the geography and scan VRMs to verify the right-to-park and feeding tasks in real-time to the enforcement handhelds used by CEOs is provided in Figure 11.1.

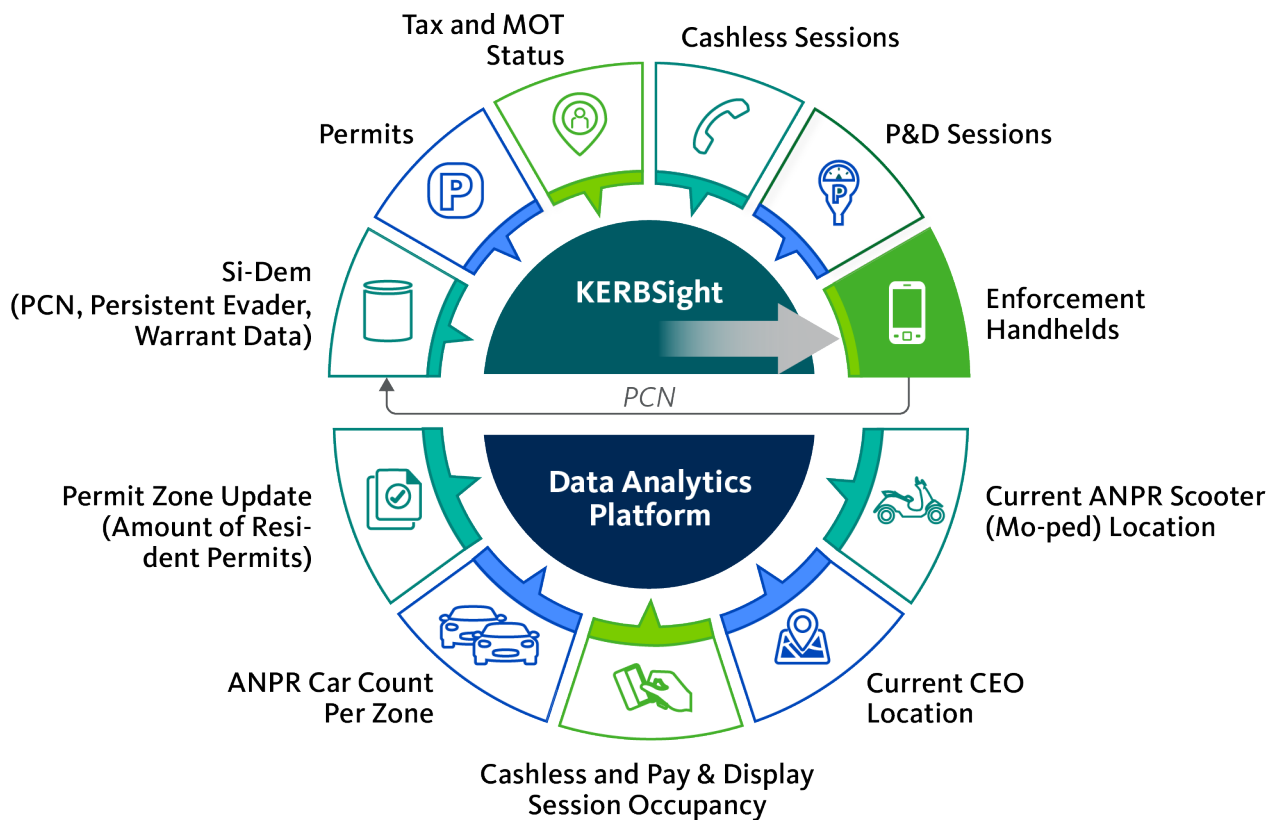


Figure 11.1 KERBSight accesses multiple data sources in real-time when scanning VRMs to inform CEOs on-street of VRMs in potential contravention and requiring further investigation. KERBSight increased VRM detection by almost 700% in our trial in a live environment at our operation in Oxfordshire County Council.

## Deployment Planning/Mapping

Conduent retain the personnel within the organisation able to support with deployment planning and mapping services.

The KERBSight solution described above provides the tools required to capture data required to begin deployment planning and mapping activities, and further discussions can be held to discuss ways in which Conduent personnel may be able to support directly with the development of deployment plans for enforcement teams on street.

## Question 12

Please set out how you will deliver the contract management requirements detailed in paragraph 4.3.4, and provide, in the form of an organigram, an organisation structure chart showing everyone involved in the operation of the contract and their roles in the delivery of the contract.

Clearly label your response to this question AWARD QUESTION 12

Conduent nominates Steve Stamp to become the contract manager for solution delivery for Gateshead Council. Steve has an unrivalled understanding of both the contract and Gateshead Council's requirements.

This is in part due to the fact Steve was responsible for the implementation of the bus lane enforcement contract in 2019 and has been working on the wider contract for Conduent since 2018.

Given Steve's position as Project Director within Conduent, he has significant resources available at his disposal both within his team and the wider organisation to provide support on an ongoing basis and drive a successful relationship.

Steve would ordinarily act as an escalation point, but due to the strategic importance of the Gateshead Council contract to Conduent, the solution involves a three-person leadership team to manage.

Steve represents the perfect choice to introduce the benefits Conduent shall deliver to Gateshead Council through an extension of our service delivery.

Steve shall be supported by the wider team responsible for delivering the opportunity. This includes Chris Newman, who has been selected as the Executive Sponsor to support in the strategic relationship.

Additionally, Operations Director Trevor Taylor shall have a significant involvement in the implementation and delivery with the support of his specialist teams for each element of the contract.

This account leadership team consisting of Steve, Chris, and Trevor offers over 50 years' experience in the parking and transportation sector, with a range of different experience and perspectives to offer.

A profile highlighting the experience of Steve Stamp has been included on the following page:





## Steve Stamp

### Contract Manager

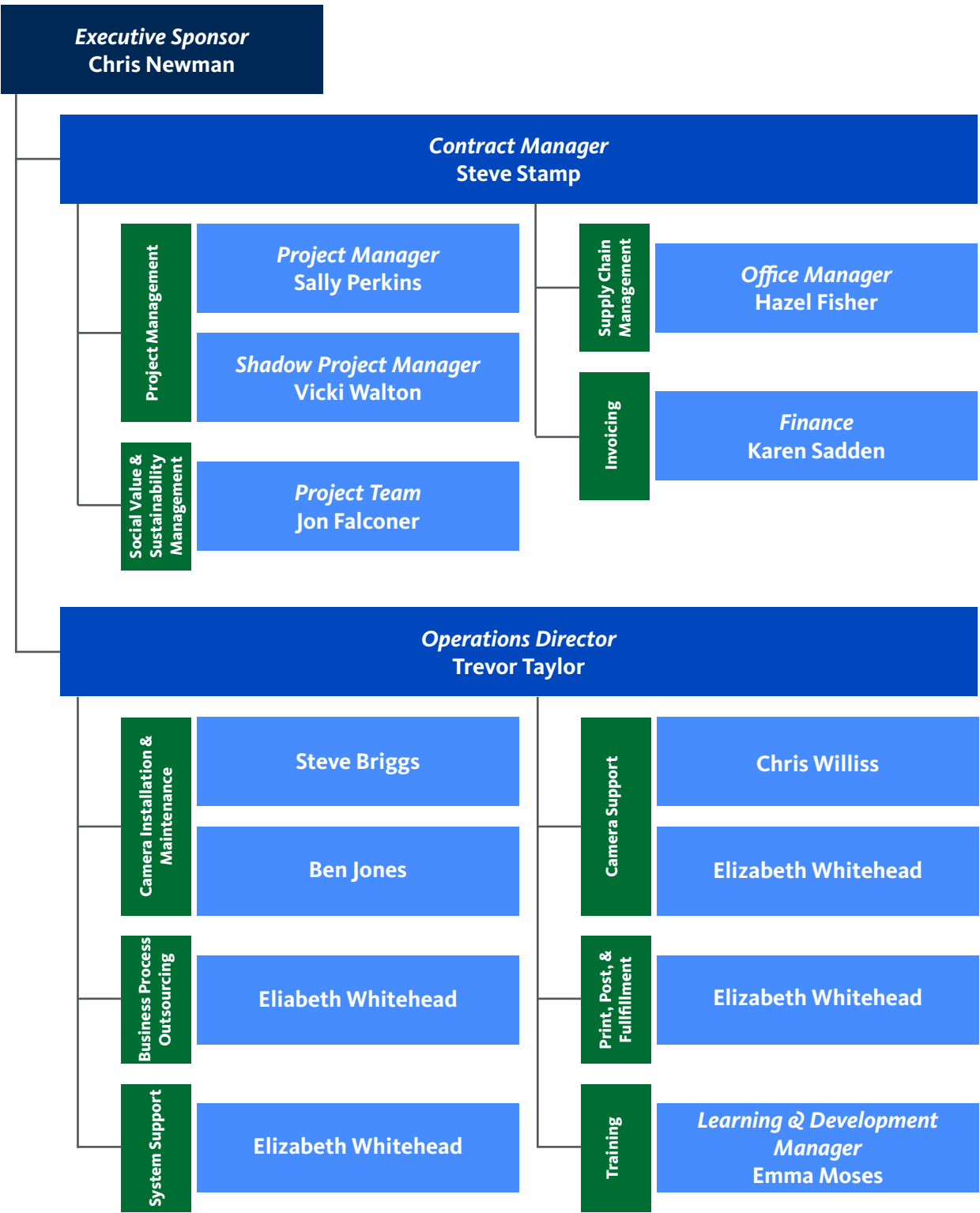
Steve leads our Project Management team as Project Director, and has 15 years' experience in the transportation sector, with 10 years in project delivery roles. The Project Management team has been built on the solid foundation of Steve's leadership and experience.

Steve has directed the successful mobilisation of many contracts for equivalent services to those in the specification, including the bus lane enforcement contract for Gateshead Council in 2019. Steve shall bring this knowledge and insight to his role as Contract Manager to oversee the implementation and manage the relationship with Gateshead Council.

Steve's experience includes 12 years with Conduent and 3 years with Serco. Steve has been involved in several high profile implementations including the Transport for London (TfL) project to introduce bus lane enforcement and Red Route enforcement; delivering parking enforcement for the West London Alliance – comprising the London Boroughs of Ealing, Brent, and Hounslow, and implemented the parking enforcement and technology contract for Oxfordshire County Council in 2019.

Overleaf, Conduent has provided the requested ornanogram, which introduces each key member of our team involved in the design, implementation, maintenance, and delivery of our solution for Gateshead Council.

Proposed Organisation Chart



## Account Management

Our approach is under-pinned by three types of engagement, which involve different stakeholders and schedules:

- **Day-to-day operational communication channels** – Links between various senior managers and senior stakeholders shall be established to ensure a constant communication channel remains open to Gateshead Council. Conduent shall present a clear and effective communication plan to ensure the most appropriate individual is available to support with any queries on any element of the solution. This shall include requests, support requests, requests for information, or status updates on aspects of service delivery.
- **Monthly Review Meetings** – Conduent shall schedule a monthly review meeting with a pre-set agenda. These meetings shall typically be held by conference call, although from time-to-time as seen appropriate Conduent can attend Gateshead Council premises or Gateshead Council representatives are welcome to attend Conduent premises. Ops director shall attend once per quarter.
- **Annual Review Meetings** – To be scheduled to take place at Gateshead Council premises, the Executive Sponsor, Contract Manager, and Operations Director shall convene to discuss performance of the contract over the past 12 months and set out guidelines and objectives for the future.

A pre-set agenda shall be followed, which will include a review of performance of the services over the past year, determine performance improvements to be implemented in the following year, determine whether improvements can be made to the partnering arrangements in the next contract year, and to assess the extent to which value for money is being achieved, and whether opportunities to reduce costs or improve services or procedures have been identified and implemented.

In support of the structure set out above, we propose a schedule of pre-set meetings and suggested attendees as set out in the table below. These are by no means intended to be an inflexible meeting structure, as we recognise that requirements may well fluctuate depending on the current needs within the contract:

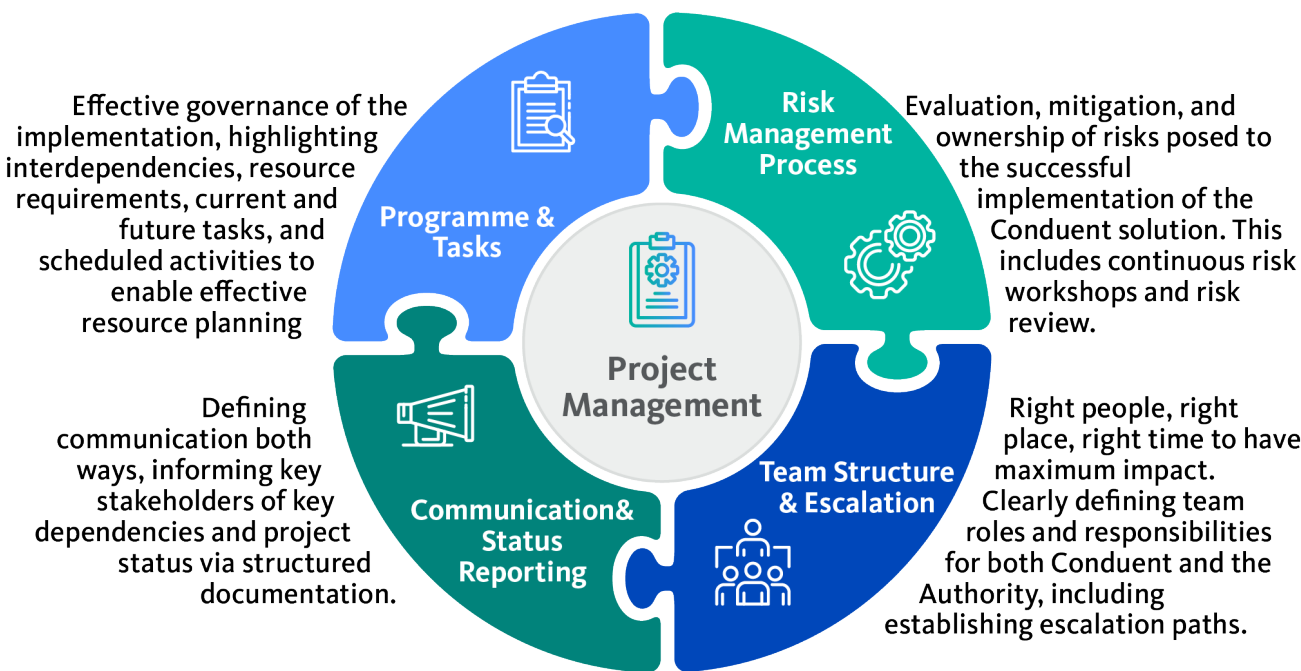
	Monthly	Quarterly	Annually
<b>Conduent Attendee</b>			
<b>Contract Manager</b>			
<b>Operation Director</b>			
<b>Executive Sponsor</b>			

Mobilisation Methodology and Plan

To further demonstrate the ability of Conduent to meet the delivery of the requirements of the specification, details on our project methodology have been included below. In addition, a Mobilisation Plan and Risk Register have been prepared as Appendix A and Appendix B for your review.

Introducing Conduent methodology to meet the requirements in the specification

The Conduent mobilisation process has been developed over our 20 years’ experience in the UK parking sector, and our methodology has been tested through the implementation of over 100 solutions for local authorities in the UK. In the illustration below we have presented four core elements of our approach which has proven successful:



Detailed Mobilisation Approach

Conduent has selected Sally Perkins as Project Manager, who shall hold ultimate responsibility for the mobilisation. Sally shall be supported by the identified leadership team and Shadow Project Manager, Vicki Walton. The Shadow Project Manager works alongside the Project Manager throughout the mobilisation and is prepared to assume the role of Project Manager should there be an unexpected absence, while the Project Director shall supervise the mobilisation and act as an escalation point.

The Mobilisation Plan has interdependencies which have been marked clearly in the Gantt chart, and these interdependencies demonstrate the significance of the ordered execution of the mobilisation plan. On contract award all parties shall convene to review all aspects of the plan, make any recommended or required changes, and agree upon a Project Implementation Document (PID).

**Governance:** The Gantt Chart is validated, and all calls and meetings are planned at the outset of the mobilisation process. Meetings between Conduent and Gateshead Council shall be scheduled regularly throughout mobilisation to discuss ongoing project activities.

Conduent encourage a counterpart to be established for each major deliverable area to ensure the active flow of communication and progress. Status Reports shall be distributed by the Project Manager and shall include updated versions of the Milestone Report, Risk Register, and Gantt Chart.

The online workspace for project documentation is updated continuously and shall be made available to access and view at any time by Gateshead Council. This workspace has been utilised in our mobilisation for many contracts, and we received positive feedback as stakeholders at all levels found this very useful to support their departmental reporting.

**Milestone sign-off:** Throughout the mobilisation phase, when milestones are reached, sign-off and approval is secured to validate passing of each milestone. Specific meetings shall be scheduled with correct stakeholders for this purpose.

**Change:** If change is requested by Gateshead Council, requirements are captured. This is followed by consultancy from Conduent subject matter experts to ensure change is the best way of delivering desired outcomes.

The priority of change is then established and impact to the mobilisation is assessed. Following this, the cost, impact, and timeline for implementation is investigated, and if necessary, the plan is re-designed for approval.

**Project closure:** All sign-off points are wrapped up into a master sign-off at the conclusion of the agreed mobilisation. A support handover document is delivered, including an introduction to the operational management team.



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