



# Procurement of Tolling Operation Contract

Information session for Bidders

17 February 2016

# Agenda

## 9:30 Start

- Introduction – [Cathal Masterson](#)
- Tender Overview -
- Overview of the key elements of the Contract -
- Overview of the requirements -
- Overview of the delivery plan requirements -

## 11:00 Break

- Information on the services offered by the Enforcement Services Provider-
- Overview of the payment mechanism -
- Overview of the One Business Model –

## 12:10 Q&A session

**Abridged version for OECD Submission**



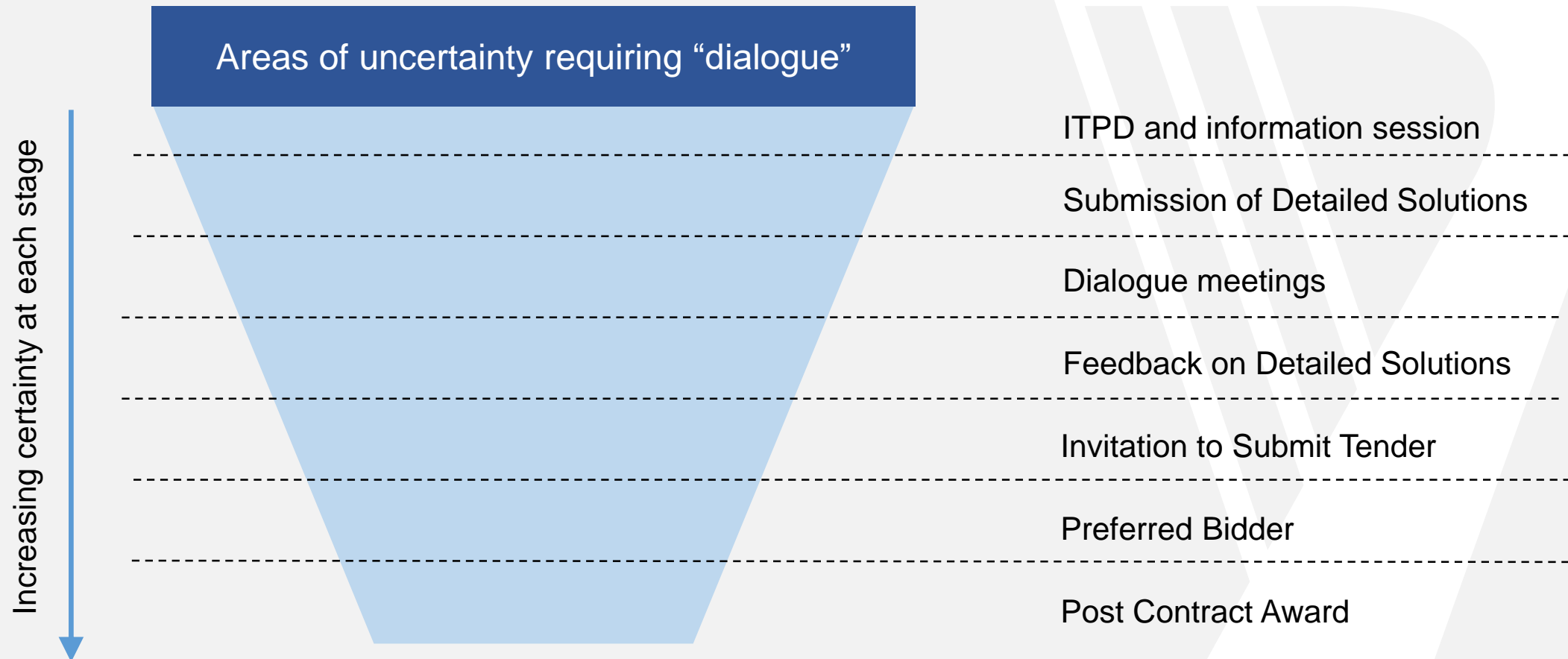
# Tender Overview

## Tender Overview

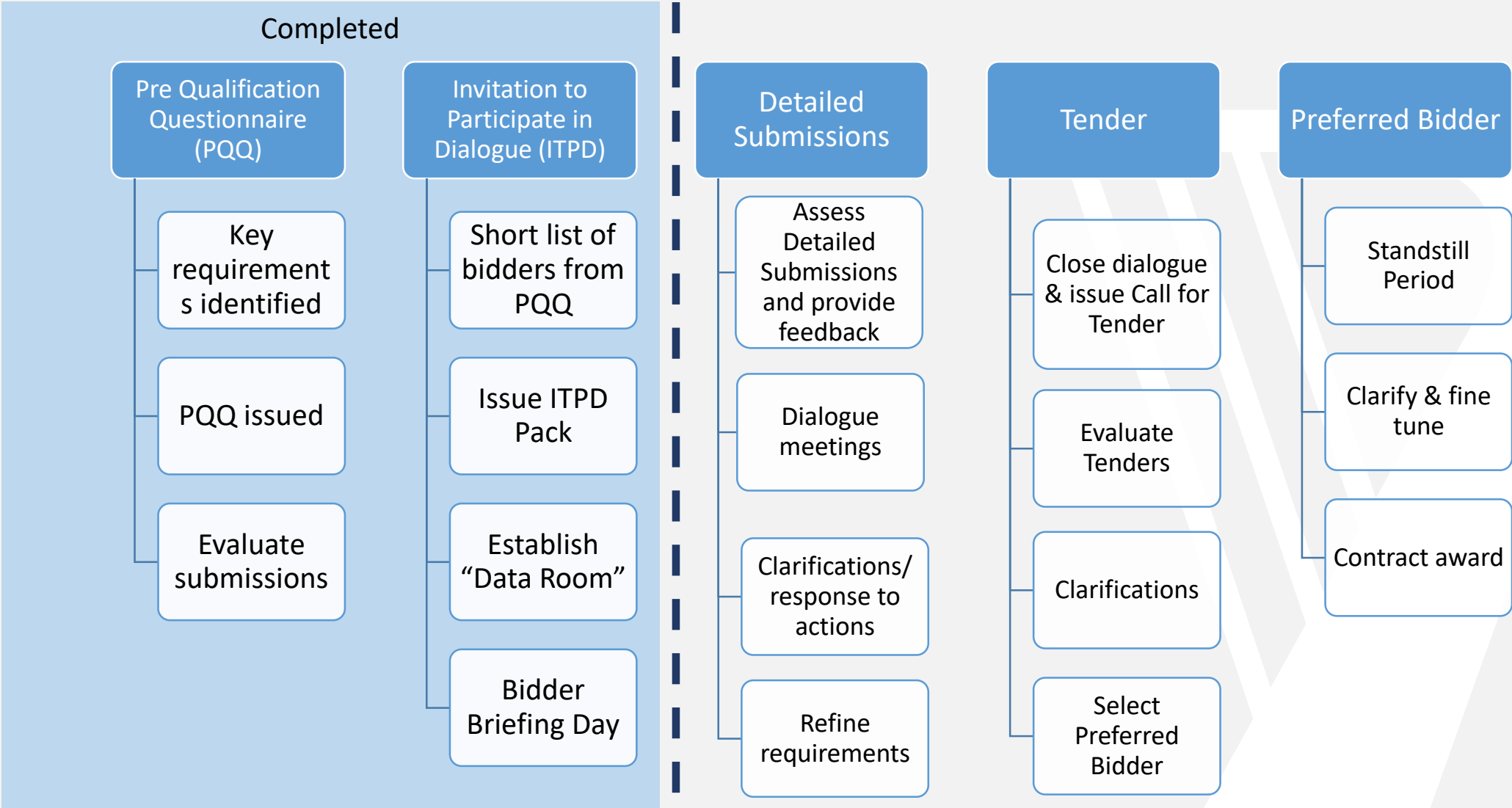
1. Dialogue
2. Procurement process under competitive dialogue
3. Key Stages
4. Detailed submission requirements
5. Detailed Submission Assessment
6. Tender Evaluation
7. Virtual Data Room

## Dialogue process

Dialogue seeks to resolve areas of uncertainty through discussion with Bidders, allowing the refinement of requirements and helping identify the preferred bidder for the Authority



# Procurement Process under Competitive Dialogue



## Programme / Key Stages - Dialogue and Tender

Tender Stage	Duration	Start	End
Stage 1 – Detailed Submissions Period	13 weeks	03.02.2016	28.04.2016
Stage 2 – Review of Detailed Submissions	6 weeks	02.05.2016	10.06.2016
Stage 3 – Dialogue Meetings	2 weeks	13.06.2016	24.06.2016
Stage 4 –Tender Documentation	3 weeks	27.06.2016	13.07.2016
Stage 5 –Tender Period	11 weeks	14.07.2016	29.09.2016
Stage 6 – Evaluation of Tender	8 weeks	30.09.2016	25.11.2016
Stage 7 – Contract Award	3 weeks	28.11.2016	14.12.2016

## Detailed Submission Requirements

### Information required to be submitted (as set out in 4.3 of the ITPD):

- Quality submission –Delivery Plans (mobilisation, systems and operations);
- Operator Business Model – operator projected revenues and costs over the life of the contract;
- Initial pricing – tender pricing form as part of the Operator Business Model (pricing **only** here);
- Pre qualification submission confirmation;
- Contract amendments – proposed amendments, clause, mark up, explanation;
- Parent Company Guarantee – confirmation where applicable; and
- Insurance – letter of undertaking from insurance broker.



## Detailed Submission Assessment

- Detailed Submission assessment and Tender evaluation process will be similar but the assessment will not award final scores
- Detailed Submissions assessment - assessment of the submissions and feedback but no final scoring
- Completeness and compliance and pre qualification confirmation
- The Quality Submissions assessment of three delivery plans:
  1. Mobilisation & Transition Plan;
  2. Systems Plan; and
  3. Operations Plan.
- The Operator Business Model assumptions and outputs will inform the quality assessment
- The Pricing will be assessed based on two scenarios
- Financial robustness – abnormally low Tenders

# Tender Evaluation

- Final tender stage will involve the steps as set out for Detailed Submission but with scoring of the quality and pricing tenders
- Quality Submissions will be scored out of a maximum of 650 marks
- The Quality Submissions evaluation of three delivery plans:
  1. Mobilisation & Transition Plan – 150 marks
  2. Systems Plan – 150 marks
  3. Operations Plan – 350 marks
- The Pricing Evaluation will be assessed based on two scenarios and scored out of 350 marks
- Maximum marks available are 1,000
- Details on the evaluation methodology are set out in section 6 and supporting appendices of the ITPD.

# Virtual Data Room ('VDR') – Overview

Site Actions Browse Library Tools Documents Library Caroline Traynor

**TTII**  
Bonneagar Iompair Éireann  
Transport Infrastructure Ireland

NRA Tolling Operations Contract > Background Information > All Documents  
Share a document with the team by adding it to this document library.

NRA Tolling Operations Contract All Sites

<input type="checkbox"/> Type	Name	Modified	<input type="checkbox"/> Modified By
	01_Authority Policies and Business Rules	2/1/2016 10:17 AM	Lillis Paula
	02_Infrastructure	1/25/2016 3:33 PM	Sewielski Arkadiusz
	03_Legal	1/25/2016 3:37 PM	Sewielski Arkadiusz
	04_Operational	1/25/2016 3:38 PM	Sewielski Arkadiusz
	05_Systems	1/25/2016 3:38 PM	Sewielski Arkadiusz
	06_Volumetric	1/25/2016 3:38 PM	Sewielski Arkadiusz

Libraries  
Clarification Circulars  
Background Information  
Tender Documents  
VDR Folder Structure and Volumetric Data Detail  
All Site Content

# Virtual Data Room ('VDR') – Background Information



The screenshot shows a web interface for a Virtual Data Room. At the top, there is a header with the text "transport infrastructure ireland". Below this is a navigation bar with the title "NRA Tolling Operations Contract". On the left side, there is a sidebar menu with the following items: "Libraries", "Clarification Circulars", "Background Information" (which is highlighted in yellow), "Tender Documents", "VDR Folder Structure and Volumetric Data Detail", and "All Site Content" (with a document icon). The main content area on the right displays a table with the following structure:

<input type="checkbox"/>	Type	Name
		01_Authority Policies and Business Rules
		02_Infrastructure
		03_Legal
		04_Operational
		05_Systems
		06_Volumetric

# Virtual Data Room ('VDR') – Clarifications

The screenshot shows an Internet Explorer browser window with the title "Non Confidential Queries - New Form - Internet Explorer". The address bar displays the URL: [https://extranet.rpa.ie/sites/external/Procurement/cc400/\\_layouts/FormServer.aspx?X:](https://extranet.rpa.ie/sites/external/Procurement/cc400/_layouts/FormServer.aspx?X:). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. Below the menu bar is a toolbar with icons for home, back, forward, stop, refresh, print, and search. A secondary toolbar contains icons for Submit, Close, Paste, Cut, and Print Preview. The main content area features the TIIV logo (Bonneagar Iompair Éireann / Transport Infrastructure Ireland) and the title "Non Confidential Query Form". The form fields are as follows:

- Query Type:** A dropdown menu with a downward arrow.
- Document Type:** A dropdown menu with a downward arrow.
- Section/Page No.:** A text input field.
- Question:** A large text area with the label "Question: (Maximum of 6,000 Characters)".



# Contract Overview

# Contract Overview

## Outsourced Services Agreement Model

- Designed to reflect latest generation outsourced services agreement
- Details of services set out in the contract schedules
- Intention to take reasonable approach – fair allocation of risk - protective of Authority whilst not unduly onerous on Operator
- Standard warranties and indemnities
- Reasonable limitations and exclusions on liability and reasonable insurance provisions
- IP – Acceptance that Authority not in business of IP ownership and exploitation, so rights to system can vest in Operator

## Contract Overview (Cont'd)

### Long Term Agreement

- 18 months for mobilisation and transition phase
- 10 Year Initial Term (from Operational Commencement Date)
- Capable of extension by 4 years or more at option of Authority
- Potential for Agreement to last until at least 2032



## Contract Overview (Cont'd)

**Agreement includes appropriate provisions to encompass all stages of project, including:**

- Mobilisation and transition phase
- Operational services/BAU phase
- Exit management phase

### **In-built flexibility and Scalability**

- Potential to expand the scope of the services to include additional toll points on the M50 or other toll roads
- Dealt with via Change Control Procedure

# Overview of Schedules

## Legal Schedules

- Definitions Schedule
- Change Control Schedule
- Business Continuity and Disaster Recovery
- Exit Management Schedule
- Insurance Schedule
- Trade Marks and Branding Guidelines Schedule

## Services / Technical Schedules

- Governance and Delivery Schedule
- Mobilisation and Transition Schedule
- Services Schedule
- System Requirements Schedule

## Construction Schedules

- Design and Construction Schedule
- Health and Safety Schedule

## Commercial Schedules

- Payments Schedule
- Performance Schedule

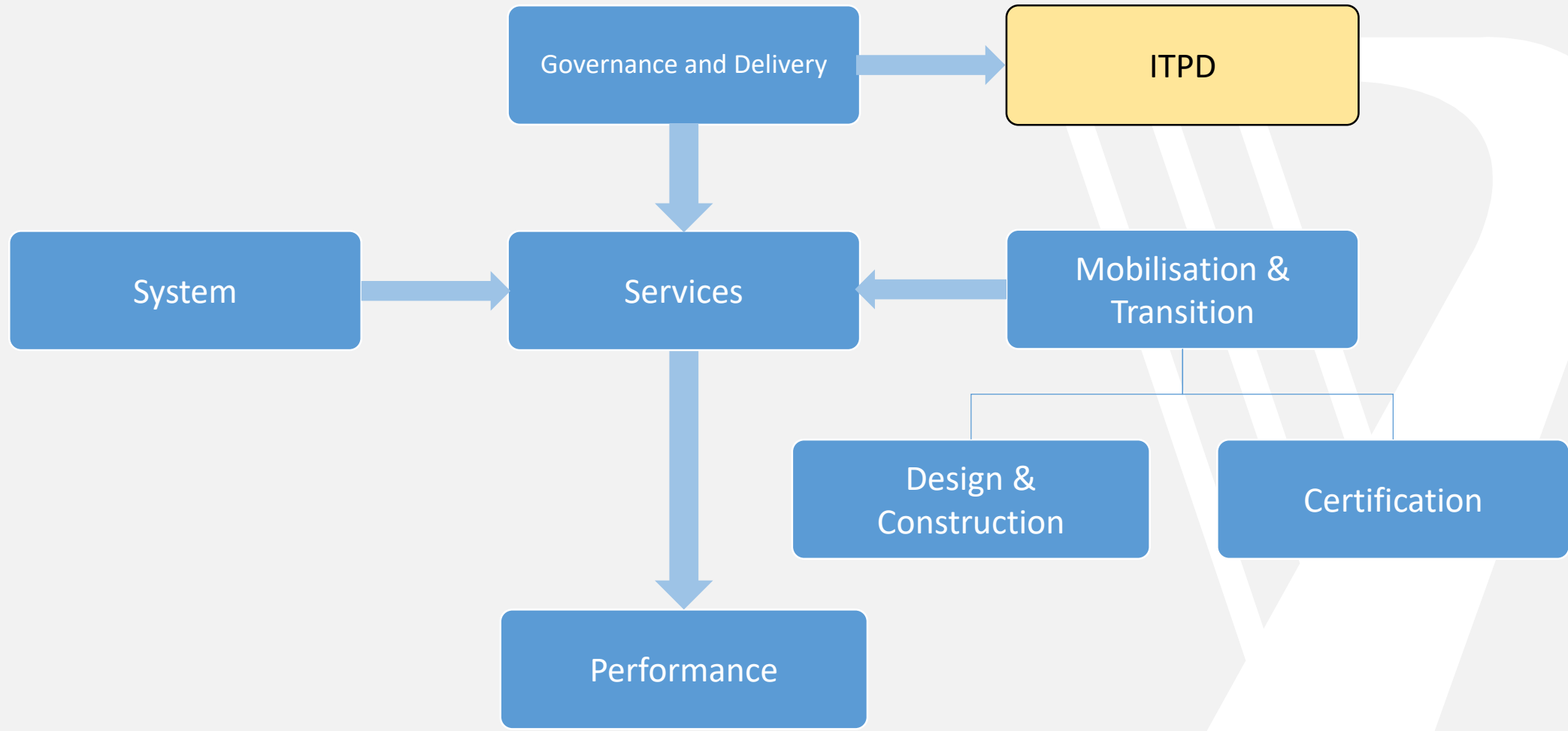
## Schedules of pro-forma documents

- Form of Escrow Agreement
- Form of Parent Company Guarantee
- Form of Property Licence



# Requirements & Delivery Plans

# Interrelationship between contract schedules



# Overview of Requirements

## **Governance and Delivery**

- Outsourcing requires measures to ensure appropriate controls in place
  - Governance, Risk and Compliance – collaborative relationship
  - Delivery Plans – how services to be delivered
  - Link to ITPD
  - Key Roles
- 

## **Services**

- Detailed – we know certain things work!
  - Collect toll revenue as early as possible in the cycle – it's good for all of us
  - Financial Management – clear traceability and reporting on all the flows
  - Excellent customer service – it pays in the long run but we want to make sure of it from the start
- 

## **System**

- System requirements driven by service requirements
- Capability/key attributes – future-proofed, adaptable, configurable, scalable, robust – no payment for changes!
- Performance
- Design and testing – Operator's responsibility
- Asset management – Operator to own assets

# Overview of Requirements

## **Mobilisation and Transition**

- Activities
  - Plan – programme, risk, reporting, etc.
  - Milestones
- 

## **Design and Construction**

- Operator's responsibility
  - Authority oversight
  - Requirement to construct new gantries and provide for additional toll points
  - Health & Safety
- 

## **Certification**

- Self-certification
- Milestones
- Design and Construction activities

# Overview of Requirements

## **Performance Schedule**

- Align Operator's objectives with those of Authority
  - Performance points and payment deductions where targets not achieved
  - Capture of vehicle passage – transaction processing – customer service – fault management – management info
- 

## **Business Continuity and Disaster Recovery**

- Have a plan in place and test it
  - Requirements for returning service to normal
- 

## **Health and Safety**

- Link to Design and Construction Schedule
  - Obligations relating to Safety, Health and Welfare at Work Acts and Construction Regulations
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## **Exit Management**

- Need to plan exit and transition to next generation
- Payment incentives



# Q&A

**Abridged version for OECD Submission**