

3. Specification

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1 Scope of Works

Port Phillip City Council are seeking to lease twenty (20) individual handheld infringement issuing machines and sufficient multi-port chargers/docking stations capable of housing 20 handheld infringement issuing machines.

Included in the provision of this equipment, will be the following:

- Provision of all consumables
- Licences
- Installation
- Training
- Software updates
- Service and maintenance

The contract term will be for a period of five (5) years.
Payments for this contract will be once annually.

It is anticipated that approximately 175,000 infringements will be issued annually.

There is an existing lease agreement which will conclude on November 30, 2010, but this contract will commence on November 15, which will provide for sufficient transition time.

2 Specific Provisions and Requirements

2.1 The following requirements to be built into the handhelds will include the following;

- ❖ Printer
- ❖ Camera (minimum 2 megapixels)
- ❖ Bar code printing/scanning
- ❖ Full QWERTY keyboard
- ❖ USB 2+ Connectivity
- ❖ GPS positioning and data collection

2.2 The following requirements are to be included in the handheld system functionality:

- ❖ All drivers are digitally certified
- ❖ Must have minimum two level rights management (User and Administrator)
- ❖ Data transfer must be encrypted
- ❖ Each device must have sufficient memory capacity to support the needs of the business, up to 200 parking infringement notices

- ❖ Devices must incorporate penalty notice templates used for the capture of infringement notice data when issuing on the spot penalty notices
- ❖ Devices must allow Council officers to select from an easy to use pick menu when entering data
- ❖ Devices need to be capable of a minimum of 10 hours of continuous use before needing to be re-charged
- ❖ Devices must provide for each issued penalty notice to be individually tracked / reviewed

2.3 The following requirements are to be included in the docking system client:

- ❖ Must be Windows XP and Windows 7 compatible
- ❖ Must be compatible with the Port Phillip City Council's standard operating environment
- ❖ Must be able to run without Administrator privileges

2.4 The following minimum requirements are to be built into the management software:

- ❖ server based (MS Windows Server 2008 R2)
- ❖ integrated security and compliance capabilities
- ❖ be enabled for integration with:
 - Councils GIS (ESRI's Dekho and ArcGIS)
 - Council's records management system (TRIM)
 - Council's reporting system (Crystal Reports)
- ❖ Software and related technology for the secure storage, transfer of data, backup and retrieval

2.5 The following outlines the servicing and maintenance requirements:

- ❖ Provision of technical support and urgent maintenance within 12 - 24 hours.
- ❖ There will need to be a provision for the supply of replacement handheld infringement issuing machines, in the event of a machine being returned to the contractor for repairs during this period.
- ❖ Continuous provision of phone and email support
- ❖ Routine Maintenance
 - The contractor will provide rapid and effective servicing and maintenance support 24 hours a day, 7 days a week. This maybe via phone, email support, training or software updates.

- In the event that repair work is necessary to any handheld supplied by the contractor a replacement unit will be provided free of charge within three working days upon request. Replacement units will be provided on a loan basis for the duration of any time required to complete necessary repairs.
- Annually the contractor will undertake an on-site assessment and inspection of all handhelds to ensure they are operating at their maximum operating capacity. At the completion of each inspection and test, the Contractor shall compile an Inspection and Test record sheet indicating that the works above have been completed. The Inspection and Test record sheet shall include as a minimum: each test, pass or fail, date of test, testers name and signature and comments in relation to the overall operational status of the handhelds.

2.6 The following outlines the minimum training requirements

- ❖ Training for approximately 26 staff
- ❖ Sufficient training sessions to ensure staff are proficient in the use of the technology
- ❖ For the **Officer** training component, enforcement officers will be shown as a minimum, how to issue an infringement notice for each type of offence module included with the hand held configuration. The aim is to ensure officers are competent with the use and care of the device, including preventative maintenance, trouble shooting and system configuration.
- ❖ For the **Operational Administrator** training component, administration staff are as a minimum, to be taken through the system and taught how to download the devices as well as transferring the data for reconciliation and reporting purposes. Troubleshooting and other daily functions are also encompassed in this module.
- ❖ For the **Administrator** training component, relevant staff will be provided with training encompassing system administration, system backups, installation, agency changes and further configuration options.
- ❖ User manual for both Operational and Administration operations are also to be provided in both hardcopy and softcopy formats.

2.7 Occupational Health and Safety

- ❖ Each device's total weight needs to allow for officers to use them for extended periods of time without causing harm/injury.
- ❖ Devices need to be suitable for outdoor use, display screen easily read in variety of lighting conditions and operate in all weather conditions day and night.