**Request for Tender**

**FOR THE SUPPLY & INSTALLATION OF A**

**PARKING ACCESS CONTROL SYSTEM**

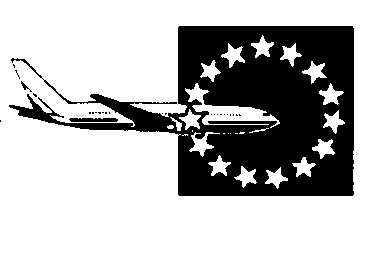
**FOR**

**RAROTONGA INTERNATIONAL AIRPORT, COOK ISLANDS.**

Reference No. 151637

Date of Release: 11 March 2016

Airport Authority Cook Islands



## Glossary and Definitions

|  |  |
| --- | --- |
| Term | Explanation |
| RFT | Request for Tender |
| Tender Management Team | The team that is responsible for the management of this Tender, including the evaluation and administrative functions |
| Evaluation Committee | The group of people within the Tender Management Team that will evaluate this Tender |
| Manual | The Cook Islands Government Financial Policies and Procedures manual |

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## Introduction

### Summary of Requirement

Through this RFT, the Airport Authority Cook Islands wishes to procure the supply and installation of a Parking Access Control System for the Rarotonga International Airport, Cook Islands.

The works of the Contract for the supply, installation, testing, commissioning, programming, training, maintenance and twelve (12) calendar months of defects liability of a Parking Access Control System for Rarotonga International Airport, in Rarotonga, Cook Islands, all in accordance with the attached Performance Specification. This invitation will be used to source the preferred equipment and supplier for use in the existing public car park area.

The works shall generally comprise of:

* Entry control terminal (ENT) and barrier;
* Exit control terminal (EXT) and barrier;
* Automatic pay station (APS);
* Data Base Server (DBS) software and hardware;
* Card reading / encoding;
* VOIP (Voice over IP) Intercom system
* License Plate Recognition (LPR) system
* Interface with intercom facilities, space availability system etc.

The scope of works of the Automatic Car Parking Systems contract shall comprise the supply, installation, testing, commissioning, programming, training, maintenance and twelve (12) calendar months of defects liability and service of:

* Entry control terminal with Intercom and LPR;
* Exit control terminal with Intercom and LPR;
* Barrier (with internal vehicle detector loops) for entry and exit;
* Automatic pay station;
* Interconnecting conduit and cabling, unless where specifically detailed as being supplied by others;
* Signage and labelling mounted on the user equipment to clearly indicate how the equipment is to be used;
* A quantity of plain white tickets for commissioning;
* Interfaces to the central processing system, connected to all entry, exit and payment equipment, for the time and cost processing of parking transactions, and for the historical storage, analysis and management reporting of system usage and operation. Remote control of boom raise and lower functions will be a part of the control system PC functionality;
* Control system to maintain all equipment functionality local and remotely,

### Submission of Tender

Tenders shall be submitted in six complete hard copies, packaged and labelled “CONFIDENTIAL” and have the following information clearly exhibited on the outside:

* Airport Authority Cook Islands
* ‘Tender for the Supply and Installation of a Parking Access Control System for Rarotonga International Airport’
* Tender closes: Friday 8th April 2016

Tenders must be placed in the Tender Box and submitted in the form specified in Appendix A by the due date. Failure to do so will result in the tender being disqualified.

All costs incurred by the Tenderer associated with preparing its Tender shall be borne by the Tenderer.

Tenders received by electronic data transmission **will not** be considered.

### Tender Closing Time

Tenders close at 4:00 pm on Friday 8th April 2016 (Cook Islands Time). The Tender Box is located at the Airport Authority Cook Islands, Control Tower Building Level 2, Rarotonga International Airport, Cook Islands.

The tenderer is responsible for ensuring that the tender is placed in the Tender Box by the closing time.

Late tenders will not be accepted.

### Contact Officer

Negotiations will not be permitted between the Tender Team and any prospective tenderers during the tender advertising period. However, prospective tenderers may seek clarification of the tender documents prior to submitting their tenders. ‘Request for Clarification’ that are solely a consequence of a Tenderer's proposed methodology or equipment and is deemed to be of a commercially sensitive nature such information will be provided only to the requesting Tenderer and not to other Tenderers. Any enquiries in relation to this tender should be directed to the Contact Officer identified below. Tenderers should note that to ensure no disadvantage to any tenderers, responses to ‘Requests for Clarification’ from a Tenderer for any further information for the tenderer or clarifications from the Purchaser will be issued in writing either to all tenderers by way of sequentially numbered Notices to Tenderers or to an individual Tenderer which is deemed commercially sensitive.

Any enquiries in relation to this tender should be directed to the Contact Officer at the address given below.

**Name of Person:** Mr Joseph Ngamata

**Title:** Chief Executive Officer  
**Address:** Rarotonga International Airport, Rarotonga, Cook Islands   
**Phone:** +682 25890 or +682 55890  
**E-mail:** [jngamata@airport.gov.ck](mailto:jngamata@airport.gov.ck)

## Selection Process

All tenders deposited in the Tender Box by the Closing Time will be considered. Tenders submitted in the form specified in Appendices A to this RFT will then proceed to the evaluation stage.

Evaluation of the responses to this RFT will be in accordance with the Evaluation Criteria described in Appendix C. Failure to comply with the tender conditions will result in immediate exclusion from the evaluation process.

The Purchaser may, where it deems appropriate, request any Tenderer to clarify and/or adjust aspects of its tender.

Meetings with selected Tenderers may be required during the evaluation period and such meetings would be held in Auckland, New Zealand or Rarotonga, Cook Islands. The Purchaser may also require, at its sole discretion, to have the Tenderer’s designated key people attend such meetings. The costs of attending such meetings will be borne by the Tenderer.

## Notification of Acceptance

Tenders shall remain open for acceptance and shall not be withdrawn for a period of sixty (60) working days from the Closing Date of the tender. Unsuccessful tenderers shall be notified in writing by the Principal or their representative within 10 working days of acceptance of the successful tender.

If no tender is accepted by the Principal within twenty (20) working days after the Closing Date, each tenderer will be notified in writing by the Principal or their representative whether their tender is still under consideration or is no longer being considered.

The Tender Team reserves the right to contact referees and/or customers regarding the performance of the tenderer as it may pertain to this RFT.

The Principal shall not be bound to accept the lowest priced tender or the highest scored tender or any tender.

The tenderer must confirm their acceptance of the terms of the contract for services attached at Appendix D. If the tenderer is unable to agree to any clause, it must set out in a table form the clause reference, reason why the tenderer cannot accept it and proposed alternative wording.

The successful Tenderer will be advised in writing that it's tender has been accepted.

## Probity

No gifts or entertainment of any nature will be permitted between any parties involved throughout the tender process, including: tenderers or potential tenderers, tender team members, evaluation team members, the Head of Ministry, or any other member or organisation that may have an involvement with any aspect of the tender process.

## Confidentiality

Drawings, Specifications, Schedules and written technical information supplied to Tenderers shall not be used for purposes other than the preparation of a Tender without the approval of the Principal.

Information submitted by a Tenderer shall be regarded as confidential and shall not be disclosed to a third party except with the prior written agreement of the Tenderer.

The Tender Documents together with all other information, Performance Specification and documentation whatsoever concerning the proposed Contract shall be kept strictly confidential by the Tenderer and shall not be disclosed to any third party except for the purpose of preparing a tender. Tenderers shall ensure that any such third parties also keep confidential any information disclosed to them.

## Statement of Requirements

**CAR PARKING CONFIGURATION**

**MAIN PARKING AREA**

1. 2 x automatic ticket dispensers, LPR, VOIP intercom, with all reporting
2. 2 x entry boom gates and vehicle detection loops for the boom gates
3. 1 x exit reader, LPR, VOIP intercom, with all reporting
4. 1 x exit boom gates and vehicle detection loops for the boom gates

**LONG TERM PARKING AREA**

1. 1 x automatic ticket dispensers, vehicle detection loops and intercoms capabilities with all reporting
2. 1 x entry boom gate and vehicle detection loop for the boom gate
3. 1 x exit readers, vehicle detection loops and intercoms capabilities with all reporting
4. 1 x exit boom gate and vehicle detection loop for the boom gate

**AUTOMATIC PAY STATION**

1. 1 x Automatic Pay Station as per detailed technical specifications

**CAR PARK CONTROL CENTER**

The car park control centre shall include the following:

* Networked Workstations
* Full access and control, including report generation of the parking system, intercom
* Intercom facilities
* CCTV monitors and multiplexer
* Encoding unit for the production of access control cards (used by staff members)

**OUTDOOR INSTALLATION**

All of the equipment will be mounted outdoors and will be subject to all weather conditions. In particular the equipment shall be suitable for use in a coastal and extremely humid tropical environment.

All equipment shall be suitable for outdoor use and shall be sealed against moisture ingress and dust, without degradation of ventilation during continuous operation.

**MANUALS AND DOCUMENTATION**

All manuals and operating instructions shall be provided in the English language.

**WORKS BY OTHERS**

Tenderer to quote for the following works to be provided:

Conduits by Civil Contractor

* 1. Conduits located for:
     + For power
     + For communications
     + For parking system
  2. Power cables
     + For power
     + For communication
  3. Equipment plinths
     + For islands
     + For Paystations

The Parking Systems Contractor shall be responsible to co-ordinate the provision of the above.

**EXPERIENCE, PERFORMANCE RECORD, SERVICE CAPABILITIES**

The bidder shall clearly detail their experience, performance record and service capabilities **for the equipment.** The supplier shall provide 5 reference projects similar in size, together with contact information of the parking manager. The supplier gives the consent to contact the references provided in the list of references.

The supplier shall clarify the steps that will be taken to guarantee a trouble free installation and commissioning.

The supplier shall specify all procedures necessary to keep and maintain the equipment in the operational mode to the best of its ability.

**DELIVERY PERIOD**

It is a requirement of the Purchaser that the Tenderer clearly states in their Tender the Time for Delivery in Rarotonga of its offer of a Parking Access Control System from the Date of Award of the Contract (‘the Commencement Date’). The delivery period of the car park management equipment shall be the earliest possible and not more than 12 working weeks. Delivery is defined as the arrival of the equipment to the site or port of entry.

## Conditions of Tendering

### Standard Conditions

1. Tenders must be completed in the format contained in Appendices A and B of this RFT. If offers do not comply with this format, they will not be accepted.
2. Tenders must be deposited in the required form in the Tender Box by the closing time as specified in this RFT.
3. All proposals and related documentation in respect of this RFT must be in the English language.
4. Tenderers must tender to provide services or supply materials for the whole of the contract works as specified in the tender Specifications.
5. Tenders must be presented in hard copy format only and delivered in a sealed envelope to the location specified in this RFT. Telefax and electronic proposals will not be accepted.
6. All prices quoted must be inclusive of freight landed in Rarotonga.
7. In order for any foreign entity to carry on business in the Cook Islands an application for approval must be sought from the Business Trade and Investment Board. It is the responsibility of the tenderer to obtain appropriate approval. Any fees associated with the registration are to be covered by the Tenderer.
8. It is the tenderer’s responsibility to visit any site locations of the project in order to assess the true costs to complete the project.
9. It is the tenderer’s responsibility to carry out any site visits necessary.

APPENDIX A

Form of Tender

**Mr Joseph Ngamata**

Airport Authority Cook Islands,

Control Tower Building Level 2,

Rarotonga International Airport,

Rarotonga,

Cook Islands.

Having examined the Tender Documents in relation to Tender Reference No. 151637 and dated 11/03/2016 , released by Airport Authority Cook Islands, we submit the following offer.

We offer to complete, handover to the Principal and remedy defects in the whole of the said Tender Specifications in conformity with these Tender Documents for the sum of [insert the price offered in text with the value in numbers thus (NZD$\_\_\_\_\_\_\_\_\_\_.\_\_)] stated exclusive of Value Added Tax, together with such other sums as may be ascertained in accordance with the Contract.

We undertake to complete and handover the whole/parts of the Contract Works/Goods/Services within the period stated in the Conditions of Tendering.

We agree to abide by this Tender for a period of sixty (60) days from the date fixed for receiving the same and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.

Unless and until a Contract Agreement is prepared and executed, this Tender together with your written acceptance thereof, shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any Tender you may receive.

We understand that no contract shall come into existence, and no legal or other obligations shall arise between us and you (or between us and any other agent of the Principal) in relation to the conduct, outcome or otherwise of the Tender process, prior to and apart from your acceptance of our Tender.

We understand that you may contact the referees nominated by us in this offer and make whatever enquiries you deem necessary regarding our financial health and ability to deliver the Contract Works/Goods/Services. Further, during the assessment stage we understand and agree that you may request specific information from all tenderers in order to assist your assessment. We acknowledge that a failure to provide such information may result in disqualification from the process.

We provide the following information required to be submitted with this Tender:

* Completed Schedule of Prices
* Proposed Subcontractors *(if relevant)*
* Preliminary Delivery Programme
* List of Referees you may contact in relation to this offer.

|  |  |
| --- | --- |
| **Signature:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Printed Name:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Position Held:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Tenderer:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Address:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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| **Date:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **E-mail Address:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Phone No.:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Facsimile No.:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Schedule of Prices

|  |  |  |
| --- | --- | --- |
| **Unit Description** | **NZD$ Cost (Excl VAT)** | **NZD$ Cost (Excl VAT)** |
| 3 x Entry control terminal (ENT) and barriers; |  |  |
| 2 x Exit control terminal (EXT) and barriers; |  |  |
| 1 x Automatic pay station (APS); |  |  |
| 1 x Data Base Server (DBS) software and hardware; |  |  |
| 1 x Card reading / encoding; |  |  |
| VOIP (Voice over IP) Intercom system |  |  |
| License Plate Recognition (LPR) system |  |  |
| Interface with intercom facilities |  |  |
| Tools, test equipment and spares ex-factory |  |  |
| Shipping and associated costs from factory to onsite Rarotonga International Airport |  |  |
| Onsite, civil works, surveying, installation, programming, testing, and commissioning |  |  |
| Training |  |  |
| Other - please specify if applicable |  |  |
| **Total** |  |  |

Preliminary Delivery Programme

Tenderer to provide a delivery schedule. This will be taken into consideration during the evaluation process.

Proposed Subcontractors

|  |  |
| --- | --- |
| **Name:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Company:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Address:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **E-mail Address:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Phone No.:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Facsimile No.:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Works/Skills to be performed.** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Educational/Technical Qualifications:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Work Experience:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Referees who may be Contacted

|  |  |
| --- | --- |
| **Name:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Company:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Address:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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| **E-mail Address:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Phone No.:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Facsimile No.:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Nature of Relationship with Tenderer:** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

APPENDIX B

Tender Specifications

Specifications

**GENERAL SPECIFICATIONS**

**APPROVAL AND TESTING CERTIFICATES**

All relevant Approval and Test Certificates to be provided for supplied equipment.

**Equipment Casings**

All equipment, Entry Control Terminals, Exit Control Terminals, Barriers and Automatic Pay Station shall be environment resistant powder-coated outside and inside. The colour will be confirmed at a later date.

**Operating Temperatures**

All equipment shall be capable of operation within an ambient temperature range between -15C to + 55C and a relative humidity of up to 95%.

**Access Doors**

All access doors to any casing shall be securely locked to prevent tampering and access for unauthorised persons.

**Keys**

All keys in possession of the contractor should be totally secured. Keys for each type of lock shall be supplied to the Airport Authority Contact Officer. (Number to be agred).

**Display Windows**

All display window panels shall be manufactured toughened safety glass or from material to at least equivalent mechanical properties.

**Power Supplies**

Each item of equipment shall operate from an individual 240 volt, 50 Hz, single phase supply which shall be provided by the Tenderer. A wiring diagram for the overall system will be required from the successful bidder.

**Memory**

In the event of a power failure the date, time, tariff and machine identification settings shall be retained in memory for not less than 24 hours.

**Time Changes**

The settings required for a Leap Year shall be present and those for the changeover between summer and winter time should be readily accomplished either by pre-setting (preferred) or by simple operator adjustment. All computer and lane equipment must be able to get the time from a master clock.

**Alarms**

All events of an exceptional nature must activate an audible alarm, appear on the screens and be recorded on a daily report.

**Mounting**

Each piece of equipment shall be supplied with fittings suitable for base mounting to a flat concrete surface. Details of mountings to be supplied with return of Tender.

**Vehicle Detection Equipment**

Vehicle detection equipment shall not be contained in separate casings but shall be included in the barrier gate microprocessor controller. Details of the detection system used shall be supplied with return of Tender.

**Entry Control Terminal (ENT)**

**Method of Operation**

Each entry lane is equipped with one Ticket Dispenser ENT. Upon pressing the 'Ticket Issue' button, a ticket which is magnetically encoded and printed with Date/time and license plate number will be issued. A ticket will only be issued when a vehicle is detected and will only be validated when the vehicle enters the car park and spanning both the ENT ticket issuing machine and barrier presence loops.

The barrier is raised when the parker removes the ticket from the ticket slot. The ENT also serves as a reader for pre-coded cards, like a value card, congress card, season card or staff parker card. The barrier remains open until the vehicle has cleared second buried Vehicle Loop Detector (safety loop) under the barrier arm.

In the event that a parker fails takes a ticket and backs out, or a ticket is taken and returned to the ENT mouth - the ticket will be blacklisted. If a parker drives up to the barrier and removes the blacklisted ticket, the barrier will not raise and will only do so when the parker presses the 'ticket select' button and takes a valid ticket.

The ticket-blacklisting feature ensures that no vehicle will be counted into the Car Park. If such a blacklisted ticket is eventually presented to any other device in the system (like Exit or Pay Station), it will be rejected as an invalid ticket. The central computer (if installed) will display the cause of the blacklisting as well as giving an audible alarm of a blacklisted ticket presentation.

Each lane is equipped with a VOIP intercom link to contact staff if required, as well as a license plate recognition system.

The ENT unit is constructed from a stainless steel housing with a powder coated finish (inside and outside) and includes a thermostatically controlled heater and a TFT to display messages such as 'invalid ticket', 'please wait' and 'please take ticket'.

**Ticket Issue Only When Vehicle Present**

A vehicle detection loop system (or similar detection device) shall be installed prior to the barrier to ensure that tickets can only be dispensed when a vehicle is present.

**Restriction of Ticket Issue**

The following restrictions shall apply to the automatic issue of tickets:

* No ticket shall be issued to any vehicle until the previous vehicle has cleared the barrier closing loop.
* The total number of vehicles entering and leaving the car park shall be constantly monitored and the issue of a ticket shall be restricted when the car park occupancy reaches a predetermined ‘full’ figure.
* Provision shall be made for the issue of tickets to be restricted from the Car Park Control Room by operator command.

**Specification of Ticket**

Individual paper tickets must be credit card size and be of durable material with a magnetic stripe which shall be automatically encoded on issue and with a unique person-readable ticket number printed onto the ticket. Where a unique ticket number is used, this number will enable the Car Park Control Room to identify the time and date of entry. Car park data, ticket number, time and date shall also be printed in plain text on the face of the ticket. Magnetic readers shall be capable of processing central strip tickets in all 4 insertion directions for faster transaction cycles.

**Ticket Stock**

Blank tickets shall be held in a box within the Ticket Dispensing Machine which should have a minimum capacity of 5,000 tickets, with an optional feeding mechanism for a second ticket box with the same capacity. Tickets shall be fan-folded to enable reloading before the box is empty and tickets must be capable of being spliced. Details of the box capacity shall be provided with the return of Tender.

**Ticket Stock Indicators**

A signal shall be generated at the Car Park Control Room when each of the following conditions is identified:

* Ticket Stock Low
* Out of Tickets
* Ticket Jammed

This signal shall enable the operator to identify the nature of the message and identification number of the equipment in which the condition exists. Details of threshold for “ticket stock low” to be supplied with return of Tender.

**Operation of Barrier**

When a ticket is taken from the Ticket Dispensing Machine a command shall be issued to open the appropriate entry barrier.

**Closing a Barrier**

The vehicle detection loop system (or similar detection system) shall include facilities to close the barrier after the vehicle has passed through.

**Climate Control**

The Ticket Dispensing Machine shall contain a thermostatically adjusted temperature control device to prevent humidity, condensation or dampness.

**Front Panel**

The display on the front panel of the Ticket Dispensing Machine is to give clear instructions to the motorist on the procedures to be followed to take a ticket or insert a passcard and then open the barrier or to call for assistance. Messages such as “Take a Ticket” and “Invalid Ticket” must be able to be displayed on an approximate 10” alphanumeric TFT screen (no less than 800x600 pixels). The instruction format and layout of the front panel shall be agreed with the Airport Authority prior to production.

Front panels shall be made from aluminium with environment resistant powder-coated outside and inside.

**Position of Features**

The ticket mouth, and any other features, on the Ticket Dispensing Machine shall be at a height and position which will enable the motorist to reach them easily from the front offside seat.

**Help Button**

A ‘Help Button’ shall be provided on the front panel of the Ticket Dispensing Machine. This will alert the Car Park Control Room that help is required via the intercom.

**Lane controller**

The lane controller shall be an industrial type, with serial, USB and Ethernet connections. Standard PC devices, or controller dependent on Microsoft Windows shall not be acceptable.

The lane controller shall have no moving parts. Storage shall be on flash cards, not hard disks. The lane controller shall be of a microprocessor type and incorporate a VOIP intercom.

**Printer / Reading Mechanism**

The dispensing machine shall be fitted with a magnetic track reader in a modular design that can be individually extended. The design shall allow issuing paper tickets as well as reading pre-made magstripe tickets as well as credit cards, all through one slot. It shall allow rapid access to the complete ticket path without tools. The printer mechanism shall be a self-adjusting dot-matrix printer with a self-sharpening circular knife. The ticket processing speed shall be less than 1.9 sec

**Back-out Tickets**

In the case of paper tickets issued by the device but not passed through the entry barrier, tickets will be marked in a way as to make the ticket useless within the system. The fact that this ticket has been so processed must be transmitted to the other parking equipment within the system, to ensure that this ticket cannot be used at any other device.

**SHUTTER**

The Ticket dispensing machine shall have an optional shutter mechanism to provide protection against water and dust.

**Equipment Protection**

All entry and exit machines and barriers shall be fitted with Ram Protection which comprises two upright posts and a link bar to protect the side and front of the machines.

Ram Protectors shall be of galvanised finish and painted to a colour to match the terminals.

**Connection of CABLES**

All cables shall be introduced, via a conduit or pipe, through the base of the casing. The equipment supplier shall provide a wiring diagram for all relevant equipment.

**Communications**

The ticket dispenser unit shall be capable of communicating with the data control centre via a single Ethernet connection. The same connection shall be used for VOIP intercom and the LPR system.

**Exit Ticket Reader**

**Method of Operation**

On exit from the car park the motorist will approach an Exit Ticket Reader and exit barrier. At this point the motorist should insert into the Exit Ticket Reader a magnetically coded ticket or passcard which has been validated at one of the pay machines. The machine must be capable of providing offline functionality (e.g. validate paid tickets and allow passcards to exit).

**Operation of Barrier**

When a valid ticket or card is recognised from the Ticket Machine a command shall be issued to open the appropriate entry barrier.

**Closing a Barrier**

The vehicle detection loop system (or similar detection system) shall include facilities to close the barrier after the vehicle has passed through.

**Climate Control**

The Ticket Dispensing Machine shall contain a thermostatically controlled temperature control device to prevent humidity, condensation or dampness.

**Front Panel**

The display on the front panel of the Ticket Machine is to give clear instructions to the motorist on the procedures to be followed to insert a ticket or insert a passcard and then open the barrier or to call for assistance. Messages such as “Insert a Ticket” and “Invalid Ticket” must be able to be displayed on an approximate 10” alphanumeric TFT screen (800x600 pixels). The instruction format and layout of the front panel shall be agreed with the Engineer prior to production. Front panels shall be made from aluminium with environment resistant powder-coated outside and inside.

**Position of Features**

The ticket mouth, and any other features, on the Ticket Machine shall be at a height and position which will enable the motorist to reach them easily from the front offside seat.

**Help Button**

A ‘Help Button’ shall be provided on the front panel of the Ticket Machine. This will alert the Car Park Control Room that help is required via the intercom.

**Lane controller**

The lane controller shall be an industrial type, with serial, USB and Ethernet connections. Standard PC devices, or controller dependent on Microsoft Windows shall not be acceptable.

The lane controller shall have no moving parts. Storage shall be on flash cards, not hard disks. The lane controller shall be of a microprocessor type and incorporate a VOIP intercom.

**Ticket Reader**

The ticket reader shall be fitted with a magnetic track reader in a modular design that can be individually extended. The design shall allow issuing validating tickets as well as reading pre-made magstripe tickets as well as credit cards, all through one slot. It shall allow rapid access to the complete ticket path without tools. The ticket processing speed shall be less than 1.9 sec

**Invalid Ticket Indication**

When an exit ticket is rejected by the Exit Ticket Reader for any reason the barrier shall remain closed and a signal shall be generated at the Car Park Control Room. The driver should then be prompted with an instruction e.g. “press for assistance” or “Invalid Ticket” or “Expired Ticket”.

**Enabling of Machine**

After a command has been issued to open the barrier another command cannot be issued until the vehicle has cleared the barrier close loop.

**Used Ticket**

All exit tickets accepted by the machine shall be deposited in a storage bin contained within the machine casting. The storage bin will have a capacity of approximately 6000 tickets.

**Back-out Tickets**

In case a blacklisted ticket is presented at the exit, it will be rejected as an invalid ticket and an alarm is generated.

**SHUTTER**

The Ticket dispensing machine shall have an optional shutter mechanism to provide protection against water and dust.

**Equipment Protection**

All entry and exit machines and barriers shall be fitted with Ram Protection which comprises two upright posts and a link bar to protect the side and front of the machines.

Ram Protectors shall be of galvanised finish and painted to a colour to match the terminals.

**Connection of Services**

All cables shall be introduced, via a conduit or pipe, through the base of the casing. The equipment supplier shall provide a wiring diagram for all relevant equipment.

**Communications**

The ticket reader unit shall be capable of communicating with the data control centre via a single Ethernet connection. The same connection shall be used for VOIP intercom and the LPR system.

**Entry / Exit Barriers**

**Barrier UNIT**

The barriers shall be of the microprocessor controlled type. Heavy duty barriers to handle 500 cycles per hour, operating 7 days per week for a period of up to 10 years. Fast opening and closing cycles to minimize tail-gating attempts. An alarm message in case of displaced / broken arm shall be also generated.

**Construction of Arm**

The barrier’s arm shall be approximately 3.00m in length and should be articulated where required.

The barrier arm shall be a minimum of 12 mm in thickness and a minimum of 60 mm in depth, manufactured by lightweight materials such as anodised aluminium. Plastic or wooden barrier arms are not acceptable. They shall be designed to minimize mechanical damage in the event of an arm breakage and shall be readily replaceable without special tools. Self-illuminated and the underside of the arm shall be faced with a suitable rubber safety strip to cushion impact.

**Opening**

The opening of the barrier shall be initiated by a signal generated from the appropriate Ticket Dispensing Machine or Exit Ticket Reader or from the Car Park Control Room. The barrier should be fitted with a self-locking gear system to ensure that the barrier cannot be lifted manually by unauthorised persons.

**Closing**

The closing of the barrier shall be initiated by a command generated by a vehicle crossing an inductive loop system (or similar) after having passed the barrier or from the Car Park Control Room.

**Barrier Action**

The barrier arm action shall be smooth and non-jolting and the descent of the arm shall be power operated i.e. not free fall. A belt-free, direct drive barrier mechanism is required. A safety mechanism shall be incorporated to stop the motion in the event of an obstacle being encountered. The opening and closing time of the barrier should not exceed 1.9 seconds.

**Impact Protection**

The barrier arm shall be of sufficient strength to resist damage by horizontal impact on the arm by a vehicle. A fracture plate or shear bolts should be fitted between the arm and the lifting mechanism and this connection should be readily replaceable. All barrier arm breakages / removals should be logged by the system.

**Failure Notification**

A signal shall be sent to the Car Park Control Room indicating any interruption to the normal smooth running of the barrier system.

**Manual Operation**

In the event of a power or communications failure the barrier arm shall be capable of being operated manually to open or close and shall be capable of being locked in either the open or closed position.

**Pay on Foot Machines**

**Method of Operation**

The APS shall be provided complete with Coin Validator and self-filling change containers to accept a maximum of 12 different coins types and give change of a minimum of 4 no. different coin types, with an option of 8 self-filling change hoppers. Furthermore the APS shall include a Bank Note Reader accepting up to 13 Bank Notes in 4 directions. Credit card reader shall be included as well, which reads the card through the same slot as the tickets.

Each Automatic Cashier Station is also fitted with a bank note dispenser to issue bank notes as change, with up to two denominations, with each cassette holding approximately 2000 notes.

*The Automatic Cashier Station is also fitted with a bank note reader that recycles bank notes for change, with up to three denominations, with each cassette holding approximately 90 notes.*

The APS unit has a memory battery back-up, door tamper switch, high security lock, thermostatically adjusted temperature control unit, LAN capabilities, self-locking coin boxes, balance sheet preparation facility, facility for accepting additional charges for exceeded grace period and receipt facility.

On insertion of an entry ticket into the APS the unit shall display the 'fee due'. On payment of fee, the ticket is returned validated for exit with a user-selectable 'grace time' and printed with the license plate and time of payment to allow the holder walk to their car and drive to the exit. The Pay Station shall read tickets in all four ways possible.

The APS pay machine shall be equipped with a VOIP intercom link to contact staff if required.

The APS unit is constructed from a steel housing with a powder coated finish and includes a thermostatically adjusted temperature control unit and a 15” TFT display to display messages such as 'invalid ticket', 'please wait' and 'please take ticket'. The APS shall have a minimum of 4 hard buttons for operation, like 'Cancel', 'Receipt' and 'Help', etc. push buttons. An optional Touch Screen function shall be available.

**Cabinet**

The cabinet is to be a large powder coated galvanised steel cabinet. The pedestal and door shall be made from stainless steel, powder coated inside and outside. The door shall be equipped with a high level of physical security including a 4 bolt locking system to inhibit forced entry. Each cabinet shall be painted according to client’s colours scheme requirements. The cabinets have to be waterproof, other than at the coin and notes slots and allow for additional services or functions such as note dispensing to be added. They must also have in-built lighting to illuminate the customer interface area and the inside of the cabinet should be lit for maintenance.

**Ticket Acceptor**

The APS shall be fitted with a magnetic track reader in a modular design that can be individually extended. The design shall allow reading magstripe tickets as well as credit cards, all through one slot. It shall allow rapid access to the complete ticket path without tools.

The printer mechanism shall be a self-adjusting dot-matrix printer.

**Coin Acceptance**

The machine shall accept up to 12 different coins. The mechanism must be clearly signed and fitted with a slot protector, closed unless a ticket is due for payment. The mechanism should have 100% reliability to identify foreign and of similar type coins and reject them instantly. The coin mechanism should be simple to inspect, easy to clean and to be cleared easily of coin jams without any tool. The coin mechanism must also include an escrow facility or its equivalent to enable partly completed and / or cancelled payments to be returned to the customer.

**Storage of Change**

Where overpayment is made, and accepted by the machine, the difference between the fee due and the amount paid will be returned to the motorist from a stock of change held by the system.

**Change Stock Low**

The change specified above shall be taken from a supply of sorted coins inserted by motorists and recycled by the system. Those coins that are recycled must be sorted by denomination and transferred to appropriate hoppers or other storage mechanisms for recycling as change for customers. The capacity of the self-refilling hoppers should be large enough to accommodate a minimum of 800 coins per hopper. Coins that are not selected for recycling, or when the recycling storage is full, must be transferred to a coin safe. Then coin safe must be self locking and monitored within the automatic pay station.

Additionally the machine must be capable to further enhancement (hardware & software) to incorporate one or two Bank note returns as change upon client’s request. A signal shall be sent to the Car Park Control Room indicating that the stock of change held by the machine is low.

**Change Stock Empty**

A signal shall be sent to the Car Park Control Room indicating that the stock of change held by the machine is empty. A message shall also be displayed for customers to indicate that change is not available.

**Cash Box**

Any coins not returned to the motorist or not retained by the APS as change, should pass into a self locking cash box with a capacity of at least 4 litres. This cash box, when fully loaded, must be capable of being carried by one person.

**Cash Box Level**

A signal shall be generated at the Car Park Control Room when the amount of coins in the cash box exceeds a predetermined level.

**Cash Box Full**

A signal shall be generated at the Car Park Control Room when the cash box is full, and the pay machine should automatically close down.

**Removing of Cash Box**

A signal shall be generated at the Car Park Control Room when a cash box (coins, banknotes) is removed. Further the machine shall not be operable without a proper inserted cash box. An audible alarm shall sound in the event of a user removing a cash box without prior authorisation through a magnetic ID card.

**Note Acceptance**

The pay machines must include a high quality note reader and acceptance device which must be programmed to accept the full range of legal tender notes in 4 directions. It should also accept different qualities of the same note and include a note stacking safe into which all the notes that are accepted are inserted in a compact and orderly manner. Instructions for using the note reader should be simple and easy to understand, particularly for first time users. The unit must be easy to access, clean and clear in the event of note jams, with all note jams being logged on an alarm log. The APS shall allow selecting a threshold for each note, for what fee it shall accepted for payment. The APS configuration shall allow notes of specified values to be rejected.

A note recycling unit shall be available, to use notes inserted for payment to issue as change.

**Note Box**

Note stacking safe into which all notes are inserted in a compact and orderly manner. Note box shall have a capacity of at least 700 notes.

**NOTE Box LeveL**

A signal shall be generated at the Car Park Control Room when the amount of notes in the note box exceeds a predetermined level.

**NOTE Box Full**

A signal shall be generated at the Car Park Control Room when the note box is full.

**Credit Card Acceptance**

All pay machines shall have facilities to accept cash – free payment of parking fee by credit cards. Credit cards shall be red and validated through the same mechanism reading the ticket (one slot solution). A thermal receipt printer shall print a receipt automatically with the use of a credit card.

**Cancel Transaction**

The system shall have a facility (‘cancel button’) for interrupting payment at any time during the transaction. If this is activated all coins and the ticket shall be returned.

**Display**

The display should be a full colour screen of approximately 15” with 1024×768 pixels and should be protected behind a toughened glass panel or similar material. The screen shall be button driven.

All pay station TFT displays shall be capable of accepting advertising display as well.

The front of the machine must be designed and configured to be simple and intuitive for customers arriving to pay for parking and follow a simple sequence of events:

* enter ticket here
* see the fee due here
* insert payment here (show the coins and notes accepted for payment)
* request receipt here
* collect change here
* recover ticket and / or credit card here

The screen shall be bright and easy to read, with a button to change the text to other 3 languages. The car park tariff shall be clearly displayed and easy to read by any customer positioned in front of the pay machine.

**COMPREHENSIVE CONTROLS & RECORDS**

The pay station shall provide comprehensive controls and records including (but not limited to):

* amounts tendered and paid (distinguishing between cash and credit transactions);
* analysis of transactions by amount;
* analysis of transactions by cash value;
* monthly summary of transactions;
* shift & supervisor totals indicating volume and value of transactions which are dated and in sequential order;
* Credit card transactions shall be on line and permit the electronic transfer of transactions at a later time day or night. The credit card facility shall be capable to import a black list from a clearing house or bank. An optional online authorization through a centralised credit card server shall be supported.

**Operating Instructions**

Clear operating instructions for the user shall be provided on the front panel of the pay machine. The details of the layout of the front panel shall be agreed with the customer prior to production. The machine shall have no labels or other form of stickers at the front that can be peeled off or removed.

**Provision of Receipts**

The system shall incorporate a thermal receipt printer to print receipt on request only, or by default for credit card transactions. It should be clear that this receipt is not a valid exit ticket.

**Receipt Stock**

Receipt paper shall be thermal paper, readily available through office supply stores. The format of the receipts has to be agreed with the customer prior to production.

**Receipt Stock Level Indicators**

A signal shall be sent to the Car Park Control Room when the receipt paper stock is low. This signal shall enable the operator to identify the location of the equipment in which the condition exists.

**Help Button**

A “help button” shall be provided on the front panel of the pay machine. The pay on foot machine will include a VOIP intercom linked to the master control unit in the car park control office.

**Lost Ticket**

Where a motorist has lost the entry ticket the directions on the front panel should prompt him to press the “help button” or, alternatively, a “lost ticket” button. The lost ticket shall be produced by issuing a fan-folded ticket from the stock within the machine. The price for the lost ticket might be a flat rate, or be flexible and send to the machine by the operator.

**Replacement Ticket**

Where a motorist has an unreadable entry ticket, the directions on the front panel shall prompt him to press the “help button”. An operator will create a copy of the original ticket with help of the printed ticket serial number or license plate found in the system. The replacement ticket shall be produced by issuing a fan-folded ticket from the stock within the machine. Payment for the replacement ticket shall be configured to be either before producing the ticket or after the ticket has been issued.

**CLIMATE CONTROL**

The pay machine shall contain thermostatically adjusted temperature control unit to prevent condensation or dampness.

**Tariff VariationS**

The system shall allow automatic operation of a minimum of 12 charging tariffs in a minimum of 9 time bands (e.g. weekday, Saturday, Sunday, overnight, holidays, special I, special II, early bird, weekend ticket). Details of available tariff structure to be provided with return of tender.

**Future Requirements**

The flexible nature of the pay stations shall be demonstrated. The supplier shall take into account the possible addition of note issuing equipment and other forms of cash cards (e.g. smart card, debit cards).

**Front Line Maintenance**

A clear and simple to follow front line maintenance programme for each station and all the major components is required.

**Wiring & COMMUNICATION**

The Automatic Pay Station shall be capable of communicating with the data control centre via a single Ethernet connection. The same connection shall be used for VOIP intercom.

Power supplies and communication links will be provided by others.

The Car Park Control System supplier shall supply wiring diagrams for all equipment.

**Central Management**

**WORKSTATIONS**

The system shall include a central system management computer (server, VDU, keyboard, mouse & printer) and associated Parking Management Software which allows operators to supervise and manage the car park in a most effective and user friendly fashion. The central computer will be located in the car park control room. All events of an exceptional nature must activate an audible alarm, appear on the screens and be recorded on a daily report.

**Parking Management Software**

The Parking Management Software shall be Windows based to control the system via a Graphic User Interface (GUI). The system shall use standard PCs running the Windows Parking Management software to be linked across a client TCP/IP computer network to the car park server. The control system shall allow connections from up to 5 PCs having the Windows Parking Management software installed. A Web application shall be included to produce reports on all PCs in the network, without the need to install any client software.

**VISUALISATION**

The Windows interface shall allow controlling the equipment by a mouse click. Each device shall be represented by a separate small icon, showing the status:

1. Device Online/Offline
2. Device In service/out of service
3. Device blacklist active/inactive
4. Device antipassback active/inactive
5. Device ticket printer error
6. Device card reader error
7. Barrier up/down
8. Barrier arm broken/ok
9. Barrier locked/unlocked
10. APS low receipt paper
11. APS low change level

The central management system must include network hardware and software and be capable of sitting on the clients proposed computer network so management can remotely access the system and statistics.

**MULTI USAGE**

It shall be possible for system users to run background applications such as MS Word or MS Excel at the same time as the car park management system.

**CONTROL OF DEVICES**

An operator at the Car Park Control Room should be able to carry out the following operations using a keyboard and/or mouse:

1. open entry/exit barrier;
2. close entry/exit barrier;
3. Lock barrier in open/closed position
4. Switch on/off any piece of equipment;
5. Call up management information;
6. Output alarm log;
7. Reset machine;
8. Enable/Disable Lost Ticket issuing at automatic pay station

**Reconciliation of Tickets**

An automatic daily reconciliation of tickets shall be carried out involving tickets issued, returned, lost and replaced and vehicles logged as being parked overnight. This log shall be output daily.

**Replacement Tickets**

A log shall be kept and output daily of all such transactions giving the ticket number (if used), date and time of issue, fee paid and the identity of the issuing operator.

**Credit card processing**

The system must be capable of processing credit cards in real time (online) or in batch-mode (offline) through a service provider. The system must be validated against PABP version *1.4*

**Discounts**

The system must provide several parker discount possibilities. The system must provide possibilities for additional or optional online or offline discount units. The following discounts shall be available:

1. monetary value
2. time value
3. percentage value

**Storage of Data**

Data shall be stored in a MS SQL data base

**Analysis of Data**

A web-based report tool shall be provided which will enable the generation of pre-defined reports and relevant statistics. This will include operational, financial, technical and management reports for the car park.

**MANAGEMENT REPORTS**

Hourly, daily, weekly and monthly summaries and reports shall be provided in a clear and simple to analyse format for;

* Entry distributions;
* Exit distributions;
* Cash takings analysis reports.

Bidders shall clearly identify their capabilities and shall provide samples of standard reports available on the tendered system. It shall be possible to differentiate between “public” and “staff” usage.

Bidders shall detail where system downtime is involved in the processing of reports.

The system shall be installed with the ability to generate the following reports:

* Standard reports, such as:;
  + - analysis of casual transaction by type of payment (cash and credit), by shift, day or date rangespecified (volume and value of transactions);
    - analysis of casual transaction by amount and length of stay by shift, day or date range specified (volume and value of transactions);
    - analysis of casual transactions by type or market segment e.g.: normal and special ticket categories by shift, day or date range specified (volume and value of transactions);
    - analysis of special ticket categories validated by validation unit (volume and value of transactions);
    - analysis of entries by time of entry and type of parker (casual, store value cards, permanent) by shift, day or date range specified (volume of transactions);
    - analysis of exits by time of exit and type of parker (casual, store value cards, permanent) by shift, day or date range specified (volume of transactions);
    - report all alarms with peripheral equipment and exception reporting for unusual items (e.g. large or unnecessary transactions).
    - A flat rate fee shall be incorporated for exemption reporting.
* Specific reports;
* Automatically generated reports.

**SYSTEM MANAGER LEVEL**

To ensure that auditing requirements are met, system operating parameters shall only be alterable by a person having Systems Manager level password access.

Operator, Supervisor and Systems Manager system log-on and log-offs shall be recorded by time and date in a dedicated records file on the central processing system.

Operators shall not have access to system reports.

Supervisors shall have access to the reports, but no ability to alter any system operating data or parameters.

System Managers shall have full system access and shall be able to alter operating parameters, cost rates and password levels. The range of tariff structures offered shall be detailed.

The bidder shall detail the levels of system security and password access.

**REMOTE SUPPORT**

The bidder shall detail their capability to offer remote support for the tendered system. The remote support shall be identical to that which is available at the networks PC.

**TICKETS AND CARDS**

The following tickets types shall be available:

* Short term ticket: This type of ticket will be the standard for most customers
* Pre-paid ticket: Used to allow a customer to pay the appropriate fee in advance. If the customer exceeds this pre-paid time then an additional fee is due. The customer can leave the car park as long as the ticket is in the pre-paid time.
* One-use ticket: A one-time ticket to give the parker free exit from the car park. The ticket can be used for exit only or for one entry and exit. One-use tickets can be created at the entrance or coding station
* Debit ticket: This is a value card that is used to enter and exit the car park. The card can be topped up at the pay on foot or cashier terminal.
* Congress/ event ticket. This is a special version of a One-use ticket that is valid for a defined number of days/hours or parking cycles. During the validity period, the ticket can freely enter and exit the car park, until the pre-defined number of parking cycles is reached. If the customer exceeds the validation period in the car park then an additional charge is due to exit the car park.
* Hotel ticket. This is used to give access to hotel guests. The short term ticket from the entrance will be re-coded into a hotel ticket at the manual pay station terminal. The hotel ticket can freely enter and exit the car park, until the pre-defined validation time is reached
* Staff/VIP card: This card will control access not only to the car park but selected staff cards will also control access to pay on foot and other equipment (magnetic stripe function cards). VIP cards are generally issued free as part of a negotiated “deal”.
* Season card: The customer pays a fee for parking in pre-set periods such as Mon-Wed 9am to 5.30pm only. Parkers entering or leaving the car park outside the pre-set period must pay an excess charge. The card must complete the parking cycle each time (entry and exit) to prevent an anti-passback violation. Season card access rights shall be defined in group of cards, not each card separately.
* Car Pool: This is a special type of season parker, which is a group of cards sharing one or more spaces in the car park. When the pre-defined spaces of this group is reached, access to the car park is blocked

**Other Functions relating to tickets and cards:**

* Record information by date, time of entry, time of exit and ticket number;
* Report by query relating to date/time;
* Anti pass-back facility (general/selected pass cards);
* Display and print out of status of all cards (in/out) for selected date range;
* Record of all changes of card status;
* On-line editing of cards while system is operational;
* Pass cards fields to include card status (active, blocked, neutral, cancelled, replaced, damaged, lost), First Name, Surname, Company Name, Customer Number, Customer Type (e.g.: weekly, monthly, six monthly, annually), Miscellaneous Fields (minimum of 2) and Comments. Searches can be based on any field excluding the Comments Field;
* Encoding of pass cards;
* Flexibility to “block” and “nest” season parker groups;
* Ability to block a card in advance;
* Ability to invoice permanent parkers by tracking card usage rather than flat monthly charge;
* Reporting capabilities as outlined in “Reporting Function” below;
* Full programming capability to provide access levels, nesting zones etc.

**SYSTEM INTERFACE**

There will be a number of systems to be installed on the proposed Car Park.

These systems will require an interface with the car park system and are listed below:

* car park control system interface with CCTV for fault/tamper alarms;
* car park intercom system interface;
* car park control system interface with space availability system;

All interfaces shall operate on a similar basis.

**LICENSE PLATE RECOGNITION SYSTEM**

**GENERAL**

The LPR system shall be fully integrated into the Management Software, providing seamless linking between ticket/card information and license plate.

**CAMERA DESIGN**

The camera shall be of an all-in-one design, with integrated lighting, camera optics, recognition processor and inputs/outputs. The camera shall have an optical zoom with a digital photo processing. The camera shall allow settings to be changed remotely over a text-based or web-based interface.

**COMMUNICATION**

The camera shall communicate over Ethernet to a central server to transmit the license plate information and store recognition images. The camera shall receive trigger signals over TCP/IP.

**LPR FEATURES**

The LPR system shall allow tracking tickets based on license plate information. Other functions of the system are:

* Matching tickets at exit with entrance information
* Deny license plates, which do not comply with minimum quality
* Creating Lost tickets based on license plate information
* Creating Replacement tickets based on license plate information
* White list for license plates to be used with matching cards
* Blacklist for unwanted license plates
* VIP function for tickets-less entry of vehicles

**VOIP INTERCOM SYSTEM**

**GENERAL**

The VOIP system shall be fully SIP compatible and integrated into the Management Software, showing alarm messages at the management station for incoming calls, calls answered and calls ended.

**VOIP SUBSTATIONS**

The VOIP substations shall be fully integrated into the entry/exit/Paystation controller with only minor additional hardware. A dry contact shall be provided to remotely open the barrier over a code entered at the Master stations.

**VOIP CENTRAL**

The VOIP Central should be a standard PC with appropriate software to manage calls between Substations and Master stations.

Calls shall be forwarded if not answered in a defined time. The Central shall allow connecting standard SIP Telephones as Master stations.

**Manual Cashier Station (OPTIONAL)**

**OPERATION**

It shall also be possible to pay for parking at a manual pay station located within the car park control room. This manual pay station shall be able to accept credit cards and coin/note payment. The machine must be capable of providing offline functionality (e.g. allow tickets to pay, issue pass cards).

**Equipment**

The manual pay station shall allow the local operator to carry out transactions and system programming and shall consist of the following equipment:

1. 1 No. keyboard and L.C.D. display
2. 1 No. thermal receipt printer
3. 1 No. cash drawer
4. 1 No. ticket printer
5. 1 No. ticket validator – R/ W unit for encoding access cards
6. 1 No. external LCD (50 mm high) display to show the fee due
7. 1 No. credit card reader
8. Associated software package

It shall be used for charging for lost tickets and generation of replacement tickets for exit. It shall also be used in conjunction with the central computer for generation of season and value tickets.

**SPARES & CONSUMABLES**

**SPARES AND CONSUMABLES**

Supply only as follows:

* 500 Plastic magnetic strip cards;
* 2 (two) spare boom gate arms;
* 10,000 tickets for testing purposes;

Complete spare and consumable unit pricing schedule shall be provided as part of the bidder’s submission. The bidder shall detail the mean repair time for all equipment items and shall confirm that spares will be held for all system components. The contractor shall supply a minimum of one spare part for the major components of the car park system.

Consumables such as tickets etc. shall be compatible with the type used and all other brands available and supplied on the market. They shall be price competitive with existing quality market brands without compromise of equipment performance, warranties and guarantees.

**4 WAY CARD PRESENTATION**

The card configuration shall be one that allows insertion in any of the 4 possible presentation directions. Supplier shall provide further details.

**POWER SUPPLIES**

**FILTERING**The sources of 240 Vac supply for the car park systems throughout the project will be subject to the normal variations in Energy supply and additional variations through the stopping and starting of lighting and local air conditioning units. Surge protection shall be individual in the GPO. All equipment supplied shall be rated to a number of 240V AC ± 5%.It is the responsibility of the Supplier to guarantee reliable operation of the equipment under these conditions. The Supplier for the Automatic Pay Stations shall provide effective power filtering, conditioning and spike protection equipment as necessary to enable operation unaffected by power variances.

**BATTERYBACKUP**Systems components do not require battery backup other than for memory and program retention for this project. (Bidder to detail the effects of power loss).

**POWER LOSS AND RESTORATION**On the loss of power and the subsequent restoration of the mains supply, the car parking systems shall automatically return to normal service.

**INSTALLATION STANDARDS**

**GENERAL**   
All equipment installed shall be new and unused.

All works shall be performed tosatisfy the requirements of all relevant statutory bodies and authorities.

All electrical works shall conform to the latest relevant EN standard.

All works shall be performed in a workman-like manner.

Items in public areas (i.e. highly visible) must be installed in a highly professional and aesthetic manner.

All equipment shall be provided with electrical isolators. No penetrations of the enclosure or the upstand shall be allowed.

**CONDUITS**   
Conduit shall be of high standard. Flexible conduit shall be limited to vibration problem areas only. Conduits will be supplied and installed by the building contractor.

**SEGREGATION**   
Communications cabling (data, intercom etc) shall be physically segregated and electrically shielded from power cabling.

It is the sole responsibility of the general contractor to ensure that all cabling systemsare segregated and electrically isolated from sources of electromagnetic interference.

**EARTHING AND SHIELDING**   
Data communications cabling shall be shielded and earthed to conform to the technical requirements of the equipment supplier. It is entirely the responsibility of the General Contractor to shield and earth the cabling systems to provide immunity from electromagnetic interference.

**CABLE TYPES**Data cable shall be supplied and installed in accordance to supplier’s requirements. All cables must be stamped with the cable type continuously along the cable length. Power cabling shall be installed inaccordance with EN Standards.

**EQUIPMENT ENCLOSURES**   
Equipment enclosures shall be stainless steel cabinets or marine grade aluminium of a common colour, with front opening doors. Associated power supplies, controllers and terminal strips shall be enclosed in cabinets. Cabinets shall be ventilated as required to eliminate heat build-up. Anti-condensation heaters with thermostat controls shall be incorporated in the enclosures. Cabinets shall be protected in water risk areas.

All cabinets shall be externally labelled, on the front door, with screw fixed labels.

All cabinets shall be fitted with locks and shall be keyed alike.

**CABLE LABELLING**All cables shall be labelled at each end with PVC slip on alphanumeric markers. Tape markers are NOT acceptable.

**TRAINING**

**GENERAL**The Supplier shall provide training as follows:

Car Park Operating Staff:

* Two (2) staff;
* Training to include up to the 2nd level of support on site.

The operation staff shall be trained to be competent with the following:

* Rectification of ticket jams;
* Rectification of coin jams;
* Rectification of note jams;
* Change over of ticket machines;
* Change over of note readers;
* Change over of coin and note vaults;
* Refill receipt rolls;
* Clear receipt jams.

Car Park Management Staff:

* Two (2) staff;
* One (1) hour, system familiarisation;
* Six (6) hours system management reports and set-up (Three hours initial training, three hours follow up training).
* Training for IT Department for network connection and report generation.

**DEFECT LIABILITY PERIOD AND REVIEW**

The Supplier shall comprehensively maintain and service all of the works of this contract for a period of twelve (12) calendar months from practical completion of the Head Contract, as a part of this sub-contract.

Suppliers warranties and guarantees shall be extended and paid for by the Supplier (where they may have otherwise expired) to fulfil this obligation.

The Supplier shall supply 24 hour contact numbers for their service department.

The Defects Liability Works shall include:

* Periodic inspections and routine maintenance;
* Breakdown maintenance;
* Repair or replacement of faulty components;
* Reloading of software backups of the central computer data base;
* Maintenance of off-site memory disk or equivalent backups.

**DRAWINGS AND MANUALS**

**WORKING DRAWINGS (SHOP DRAWINGS)**The Supplier shall provide working drawings for all parts of the installation, prior to installation. The drawings must be approved for construction and must be provided with sufficient lead tune for approval. Failure to obtain approval prior to construction will leave the Supplier liable for rectification works.

**AS INSTALLED DRAWINGS**

The Supplier shall provide the following “As installed” drawing media.

* One (1) photocopy of each drawing;
* Two (2) CD’s of all drawings;

Drawings shall include the following:

* Equipment location;
* Cable network diagrams;
* Intercom connection diagrams;
* System reporting flow charts.

The drawings shall detail all cable identification schemes. Preliminary copies shall be submitted for approval.

All copies of the drawings shall be provided in AutoCAD or PDF format.

**MANUALS**   
Two (2) sets of Project Specific Operating and Technical Manuals shall be provided clearly indexed, with Project Title. Manuals shall be provided in Microsoft Word.

A draft manual shall be submitted for approval one (1) month prior to practical completion.

The manual shall include:

a) Technical literature on all installed system components;  
b) Supplier reference lists;  
c) User documentation and system operational data;  
d) Circuit diagrams where applicable;  
e) A4 reduced drawings.

A copy of the manuals shall also be supplied on a CD.

**OPERATOR GUIDES**  
The bidder shall also produce and supply three (3) copies of an operator guide, to be a step by step guide to system operations.

**GENERAL**

All equipment is to be thoroughly tested and commissioned under all normal operating conditions and combinations of events by the Supplier.

As part of the Contract works the following handover and Certification process is to be performed in conjunction with the customer or their representatives.

**PARK SYSTEMS CONTRACTOR**Install equipment, power up equipment, test and commission individual items, test and commission sequences, certify complete;

* Install wiring, label wiring, test for continuity and faults, certify complete;
* Advise customer progressively that logical sections of the works are ready for inspection and performance demonstrations.

APPENDIX C

Evaluation Criteria

In accordance with clause 24.5 of the Policy, Tenders that did not meet the Standard Conditions are deemed non‑compliant.

Standard Conditions

|  |  |
| --- | --- |
| Criterion | Complies Yes or No |
| 1. Tender is completed in the format contained in Appendices A and B of the RFT. |  |
| 1. Tenders must be deposited in the required form in the Tender Box by the closing time specified in the RFT |  |
| 1. Proposal and related documentation must be in the English language. |  |
| 1. Tenderers must tender to provide the whole of the works/goods/services specified in the RFT. |  |
| 1. Tenders must be presented in hard copy format only. |  |
| 1. All prices must be in NZ dollars and inclusive of freight landed in Rarotonga. |  |

Special Conditions

A Weighted Criteria methodology will apply to the evaluation of this RFT as follows:

|  |  |
| --- | --- |
| Criteria | Weight % |
| **Non-Price Criteria** |  |
| 1. Locally established company Locally supplied resources (labour and/or materials) | 5 |
| 1. Compliance with contract terms | 5 |
| 1. Relevant Experience | 10 |
| 1. Past Performance | 5 |
| 1. Compliance with specifications | 10 |
| 1. Time Required from Award to Commissioning | 5 |
| **Total Non-Price Elements** | **40** |
| 7. Price | 60 |
| **TOTAL WEIGHTING** | **100** |

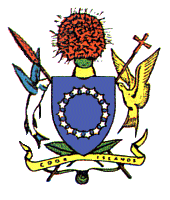
Risk

The Evaluation Committee will conduct a Risk Assessment for each Tender submitted. This will identify the most significant risks presented by the Tender and consider the Likelihood of the risk occurring; the consequence of that risk; and a risk mitigation strategy. In conclusion, the mitigated risk will be determined to form an overall measure of the risk represented by each Tender.

The Risk Mitigation Strategy may include the inclusion of specific clauses in the executed contract. Therefore, a Tender considered to be High Risk might still be selected subject to the Tenderer’s willingness to accept the proposed contract amendments.

APPENDIX D

Draft Contract

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**PURCHASE ORDER**

**Government**: Her Majesty the Queen acting by and though The Airport Authority Cook Islands

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:

Position:

Date:

**Supplier**: [Insert Supplier details]

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:

Position:

Date:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Product and Services**: [insert details of product and services to be supplied including the purpose for which the product and service is being purchased]

**Delivery**: [insert details of where product and services should be delivered to and when]

**Price**: [insert details of the amount to be paid, including if it is as a lump sum or by instalments]

**Insurance**: [insert details of any insurance requirements, i.e. type of cover and cover levels]

**Contact Person**:

Government Contact: [insert details]

Supplier Contact: [insert details]

**Additional Terms**: [insert any special requirements that are not already covered in this Purchase Order or the agreement terms. These may include details of inspection requirements, standards which need to be complied with, whether product can be used or must be new or any other terms that you may require. Please do not hesitate to contact Crown Law with assistance as to whether further terms are required and how they should be worded.]

**TERMS AND CONDITIONS FOR SUPPLY OF PRODUCT AND SERVICES**

The Supplier agrees to supply the Product and Services described and detailed in the Purchase Order issued by the Government of the Cook Islands (the “Government”) on the following terms and conditions:

1. **APPLICATION**

These terms and conditions apply to all purchases of Product and Services except where the Government agrees in writing that they be varied or do not apply. These terms and conditions supersede any contrary provisions in the Supplier’s terms and conditions of supply including those terms that the Supplier normally uses. No right under these terms and conditions shall be deemed to be waived except by notice in writing by each party. In the event that any one or more of the provisions contained in these terms and conditions are declared invalid by an order, decree or judgment of any Court of competent jurisdiction, these terms and conditions will be read as if such provision had not been inserted.

1. **PRICES**
   1. The prices stated on the Government’s Purchase Order are fixed, unless there is a written agreement stipulating the price may be varied, when it may be varied and how the price is to be determined.
   2. The price includes the Services, freight, insurance, packaging, crating, local cartage, customs duty and/or any other services in the delivery of the Product.
   3. The price shall be in New Zealand dollars unless otherwise specified in the Purchase Order.
   4. The price is exclusive of VAT.
   5. The Supplier is not entitled to claim expenses, surcharges or margins or disbursements except if otherwise agreed in advance and in writing by the Government.
2. **DELIVERY** 
   1. The time of delivery and performance of the Product and Services is a fundamental element of these terms and conditions.
   2. The Product and Services shall be delivered and rendered in a prompt and timely manner on or within the delivery dates specified in the Purchase Order. All Product and Services must be delivered and performed within the Government business hours (normal business hours are 8:00 am to 4:00 pm, Monday to Friday), unless otherwise specified in the Purchase Order.
   3. The Supplier shall notify the Government in writing immediately when the Supplier becomes aware there may be a delay in the delivery of Product or rendering of Services to the Government.
   4. The Government is entitled to cancel the Purchase Order or change its specification (without incurring additional charges) if the Product and/or Services are not renderedor suppliedon the supply dates or times specified in the Purchase Order.
   5. All Product and Services must be supplied to the address specified in the Purchase Order. The Supplier shall make itself aware of any special requirements when supplying the Product and Services to Government property.
   6. When Product is delivered to the Government it shall be accompanied by a delivery docket that records the Purchase Order number, the description, quantity with the applicable units of measure, unit rates and dollar values of the Product and Services delivered. The delivery docket must be signed for and retained by a Government officer.
   7. All Product shall be packaged in a manner to prevent damage or deterioration when being delivered to the Government.
   8. The Government may use other suppliers for the supply of Product and Services, or product and services of the same nature as the Product and Services, at any time.
3. **IDENTIFICATION** 
   1. The Purchase Order number must be shown on all packages, invoices and correspondence relating to the Product and Services. Product supplied against an invalid Purchase Order or without a Purchase Order, will be returned to the Supplier at the Supplier's expense including the cost of packaging, transportation, insurance and handling of the Product and Services.
   2. Where applicable, the Supplier grants the Government access to the Supplier’s premises, facilities and staff concerning the delivery and identification of the Product. The Government shall have the right to audit and inspect the Supplier’s records concerning delivery of the Product and rendering of the Services. These rights are for both the Government and any other party that has the use or benefit of the Product and Services.
4. **QUALITY, INSPECTION AND ACCEPTANCE**

It is a condition of these terms and conditions and the Supplier warrants that:

* 1. All Product and Services shall be in accordance with any requirements set out in these terms and conditions and/or in the Purchase Order and shall be free from defects in workmanship, materials and design. These obligations survive acceptance of the Product and Services and payment.
  2. The Supplier shall use the highest reasonable standard of skill, care and quality and employ techniques, methods, procedures and materials of a high quality and standard in accordance with best professional practice in providing the Product and rendering the Services.
  3. The Supplier will comply with all relevant (a) Cook Island standards and international standards (if not in conflict) (both general and industry-specific); (b) statutes; (c) regulations; (d) by-laws; (e) ordinances; and (f) Government policies, applicable in respect of the supply of the Product and rendering the Services.
  4. Where the Supplier has the benefit of any warranties or covenants from a third party in respect of the Product and Services, the Supplier shall disclose and assign the benefit of the warranties and/or covenants to the Government.
  5. The Product and any result or product of the rendering of the Services, its material and workmanship, shall be subject to inspection and testing at all reasonable times and places by the Government (or those parties to whom the Government supplies the Product) before, during or after delivery.
  6. If inspection and testing is to be conducted on the premises of the Supplier or the Supplier’s sub-contractors, the Supplier shall provide (without additional charge) all reasonable facilities and assistance for the safe and convenient inspection and testing required by the Government's inspectors in the performance of their duty.
  7. The Supplier acknowledges that the signing of a delivery note or similar on behalf of the Government does not constitute acceptance of any Product and/or Services. The Government may reject any Product and/or Services (as applicable), even after they have been accepted, that: (a) are not of merchantable quality; (b) are not fit for purpose as stipulated in the Purchase Order; (c) are in an unsatisfactory condition or not functioning in the way they are designed to function; or (d) do not otherwise meet the requirements (including requirements relating to delivery) of these terms and conditions, or in circumstances where the Services do not meet the requirements of clause 5.1("Rejected Product"/"Rejected Services").
  8. For any Rejected Product or Rejected Services the Supplier will, within ten (10) business days of receiving notice of Government's rejection of the Rejected Product or Rejected Services, at the Government's sole and absolute discretion and at the Supplier's sole risk and expense: (a) repair the Rejected Product; (b) replace the Rejected Product; (c) request the re-performance of the Services (d) remove the Rejected Product for full credit or reimbursement; or (e) suspend or cancel the Services.
  9. Title to the Rejected Product will pass back to the Supplier on the earlier of the replacement of the Rejected Product, or refund or credit of any amounts paid by the Government as specified in clause 5.8(c).
  10. Clauses 5.7 and 5.8 do not limit or negate any other rights or remedies that the Government may have under these terms and conditions or at law.
  11. A lack of Government inspection does not relieve the Supplier of any responsibility to perform its obligations according to these terms and conditions.

1. **OWNERSHIP AND RISK** 
   1. Subject to clauses 5.7 and 5.8:
      1. title in the Product passes to the Government when the Product is delivered to the Government or when the Government completes payment for the Product, whichever is the earlier date;
      2. the Product remains at the Supplier’s risk until the Product is delivered to the Government and is declared by the Government as not being Rejected Product or Rejected Services.
   2. Where the Product is delivered to the Government subject to the Services, the Product remains at the Supplier’s risk until the Government is satisfied with the complete rendering of the Services.
2. **PAYMENT** 
   1. The Supplier shall provide to the Government’s Contact Person, within five (5) business days of the end of the month following delivery of the Product or rendering of the Services, a VAT tax invoice for each delivery of the Product and rendering of the Services, stating Purchase Order number, date of delivery and full description of the Product and Services and quantity delivered. Invoices received without all of these details will be returned to the Supplier, unpaid.
   2. If monthly charges are applicable, the Supplier shall supply to the Contact Person specified in the Purchase Order a monthly statement of that month’s deliveries not later than the tenth business day of the month following delivery.
   3. Invoices and statements are to be addressed to the address specified in the Purchase Order.
   4. Subject to clause 5, payment for Product delivered, once accepted, will be effected on the first Wednesday on or after the 20th of the month following the date of the Supplier’s VAT tax invoice or receipt of the delivery of the Product, whichever is the later.
   5. Any invoices provided by the Supplier which have not met the requirements of this Payment clause will not be effected.
   6. Payment will be effected by Electronic Funds Transfer (EFT) (direct credit).
3. **CONFLICT** 
   1. The Supplier confirms it has no knowledge of any conflict of interest in providing the Product and rendering the Services.
   2. If any conflict arises or has the potential to arise during the supply of the Product and Services, the Supplier shall immediately inform the Government in writing and the Government will decide on the appropriate steps to be followed in such event, which may include the right of the Government to terminate the Purchase Order with immediate effect.
4. **INTELLECTUAL PROPERTY** 
   1. “Intellectual Property” includes copyright, designs, drawings, specifications, reports, data and documentation. All Intellectual Property arising from the provision of the Services (“New IP”) is owned by the Government and the Supplier shall co-operate with the Government (including by signing documents) to help the Government protect its rights in the New IP.
   2. To the extent that New IP incorporates or requires Intellectual Property arising outside of the provision of the Services (“Pre-existing IP”), the Supplier licences, or shall procure the licence to the Pre-existing IP for the Government on a perpetual, royalty-free basis.
   3. The Supplier warrants and represents to the Government that the New IP and the Pre-existing IP will not infringe the Intellectual Property rights of any third party.
5. **ASSIGNMENT**

The Supplier must not assign, transfer or sub-contract any rights or obligations applicable under these terms and conditions without the prior written consent of the Government, such consent to be given at the Government’s absolute discretion.

1. **NOTICES** 
   1. All correspondence shall include the Purchase Order number and addressed to the Government’s Contact Person named on the Purchase Order form.
   2. All correspondence shall be in writing sent by email, mail with postage prepaid or by hand delivery to the address for notices as set out above or such other address as a party has notified in writing.
   3. Subject to clause 11.4, notice given in person is deemed to be served upon delivery or by post three (3) business days after the date of posting. Any notice served on a non-business day is deemed to have been served on the first business day after that day. Any notice by email shall be deemed to be received on the first business day after such email has reached the receiver’s designated information system for receiving emails or, in all other situations, when the email comes to the receiver’s attention.
   4. The Government shall only be deemed to have received delivery of a notice upon the Government acknowledging in writing receipt of the notice.
2. **INDEMNITY**

The Supplier indemnifies the Government in respect of all costs (including legal costs), claims, liabilities, losses, damage and expenses suffered or incurred by the Government and any other person claiming through the Government as a direct or indirect consequence of any unlawful, negligent, tortious, criminal, reckless or dishonest errors, acts or omission of the Supplier in the performance of its obligations under these terms and conditions. This indemnity survives the termination of these terms and conditions.

1. **REMEDIES**

The Supplier shall not be entitled to anticipatory profits or to special (including multiple or punitive), incidental or consequential damages or losses.

1. **INSURANCES** 
   1. The Supplier shall take out and maintain at its own cost, at all times during the continuance of these terms and conditions, such insurances as specified in the Purchase Order. All such insurance shall be on such terms and with such insurers as the Government may reasonably require.
   2. The Supplier shall, if requested by the Government, provide the Government with written evidence that all insurances are in force and shall produce, whenever reasonably required by the Government, the relevant policies and evidence of payment of the current premiums. If the Supplier fails to provide such evidence the Government may, after notifying the Supplier in writing, arrange or keep in force that insurance and may, for the purpose of doing so, pay the relevant premiums and deduct a corresponding amount from any moneys payable by Government to the Supplier under these terms and conditions.
2. **LAW**

These terms and conditions are governed by the laws of the Cook Islands. The parties agree to submit to the exclusive jurisdiction of the High Court of the Cook Islands.

1. **TERMINATION FOR CONVENIENCE**

Notwithstanding anything to the contrary contained in these terms and conditions, the Government shall be entitled to cancel any applicable Purchase Order, at its convenience, on 10 days' written notice to the Supplier; provided the Government will pay for all Product and Services rendered delivered to the satisfaction of the Government in respect of any Purchase Order, prior to the date of notice of cancellation.

1. **GENERAL WARRANTIES**

The Supplier represents, warrants and undertakes that:

* 1. it has full power, capacity and authority to execute, deliver and perform its obligations under these terms and conditions or any Purchase Order;
  2. it has and will continue to have, all necessary consents, permissions, licences and rights to enter into and perform its obligations under these terms and conditions or any Purchase Order;
  3. there are no existing agreements, undertakings or arrangements which prevent it from entering into these terms and conditions or which would impede the performance of its obligations under these terms and conditions or any Purchase Order;
  4. it has not offered any inducement in connection with the entering into or negotiation of these terms and conditions or any Purchase Order and;
  5. it has not (nor is any of its representative directors or employees) a party to any litigation, proceedings or disputes which could adversely affect its ability to perform its obligations under these terms and conditions or any Purchase Order.