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Tender

2425-0464 -Parking enforcement, cashless parking and associated services

Islington

F02: Contract notice

Notice identifier: 2025/S 000-001010

Procurement identifier (OCID): ocds-h6vhtk-04cf7f

Published 13 January 2025, 12:08pm

Section I: Contracting authority

I.1) Name and addresses

Islington

Islington Town Hall, Upper Street

London

N1 2UD

Contact

Strategic Procurement

Email

procurement@islington.gov.uk

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<http://www.islington.gov.uk/>

Buyer's address

<http://www.islington.gov.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=3ccbaef7-41cc-ef11-8133-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=3ccbaef7-41cc-ef11-8133-005056b64545>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

2425-0464 -Parking enforcement, cashless parking and associated services

Reference number

DN757816

II.1.2) Main CPV code

- 63712400 - Parking services

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority requires the Bidder to provide the services listed below, which will be evaluated as part of the Bidders Tender with the exception of Resilience Services:

Civil Enforcement Officer (CEO) and CCTV Enforcement

This element of the service includes on-street enforcement undertaken by Civil Enforcement Officers patrolling the street on foot and using appropriate vehicles to ensure Parking Restrictions are enforced 24 hours a day including bank holiday and special events taking place at the Arsenal Football Stadium. The contract requires CCTV Clip Processing to take place to identify Moving Traffic and Bus Lane contraventions and subsequently the issuance of valid Penalty Charge Notices. The Authority currently issues approximately 400,000 PCNs per year with an estimated 200,000 being issued by Civil Enforcement Officers, and an estimated 200,000 which were captured by CCTV. This service will commence on 1 October 2025.

Cashless Parking Services

The Authority requires a high-quality Cashless Parking Service, this will include electronic short stay purchases of kerbside parking permits and visitor vouchers. The Authority's charging

structure is based on vehicle CO2 emissions. There are approximately 1.4 million

transactions

taking place annually. This service will commence on 1 April 2026.

Printing, Posting and Scanning Services

The Authority requires a solution for the printing and posting of statutory and other related documentation along with the scanning and indexing of incoming correspondence not received via our dedicated IT systems. There are approximately 500,000 letters that are printed and posted annually and an estimated 50,000 items for scanning and indexing. This service will commence on 1 April 2026.

Vehicle Removal and Pound Facility

The Authority requires the provision of removal trucks, clamping services and a pound facility to conduct relocations and removal of vehicles identified as persistent evaders and vehicles causing an obstruction on the public highway. There is an estimated 1200 relocations and 300 vehicles removed to the pound annually. This service will commence on 1 October 2025.

Complaints Handling

The contract requires the successful Bidder to be responsible for managing the first line of complaints related the services being delivered. This service will commence on 1 October 2025.

Resilience Services

There is also a requirement to deliver a resilience service upon request by the Authority, for services usually undertaken in house. This includes but not limited to; notice and debt processing, suspensions, sign and line maintenance and business intelligence.

Additional Goods and Services

During the term of the contract, with no obligation on the Authority to proceed with any or all of these options, the Authority may require the Bidder to purchase on the Authority's behalf other services, including but not limited to;

- A parking management and processing IT system
- Purchase of additional CCTV cameras

Accommodation

The Authority will supply three premises for the Bidder to operate from, which the Authority reserves the ability to change the location and number premises during the term of the contract. These premises are currently used by the incumbent for the delivery of all enforcement services within the borough.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 98351110 - Parking enforcement services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Islington Council (the “Authority”) invites suitable expressions of interest from Bidders for this Contract.

1 Background

This contract opportunity is an alignment of a number of existing parking service contracts. The CEO and CCTV Enforcement Service and the Vehicle Removal and Pound Facility Service are due to expire on 30 September 2025, the Cashless Parking Service and Business Processing Service – Printing, Posting and Scanning are due to expire on 31 March 2026. The new single contract being advertised includes; CEO and CCTV Enforcement, Cashless Parking, Business Processing - Printing, Posting and Scanning, Vehicle Removal and Pound Facility, and Complaints Handling.

The Authority is committed to delivering these services to the highest standards at the most economically advantageous price. The contract will include a number of Key Performance Indicators and monitoring mechanisms to ensure the effective delivery of these services.

The Authority will deliver these services to achieve its policy objectives including responding to climate change/net zero carbon objectives, cleaner air, reducing traffic and emissions and creating liveable neighbourhoods, keeping cycle and bus lanes free and ensuring emergency corridors are kept clear. There are strict controls linked to any

income to the Authority generated by the contract meaning it can only be spent on improving transport and environmental services.

Key policy objectives set out in the Authority's Vision 2030 Strategy and Transport Strategy 2020 - 2041 relevant to the contract include:

- Reduce the volume and proportion of trips made by motor vehicles in Islington.
- Reduce carbon emissions by encouraging walking and cycling and transforming the borough's streets.
- Improve local air quality by reducing transport-related pollutants that are harmful to health and the environment.
- Reduce transport-related pollution including noise, light and vibration and associated negative health and environmental impacts particularly in sensitive locations.
- Ensure that new developments reduce the need to travel and are car-free.
- Encourage residents and businesses to switch to low emissions vehicles.
- Excellent Customer Service
- Ease of use to service (cashless payments)

The Authority's strategic priorities that the contract will contribute to are:

- Local jobs and businesses in a thriving local economy, we will be involving community and resident engagement teams.
- We are driven by delivering impact.
- We work in partnership.

1.1 Services to be delivered

The Authority requires the Bidder to provide the services listed below, which will be evaluated as part of the Bidders Tender with the exception of Resilience Services:

Civil Enforcement Officer (CEO) and CCTV Enforcement

This element of the service includes on-street enforcement undertaken by Civil Enforcement Officers patrolling the street on foot and using appropriate vehicles to ensure Parking Restrictions are enforced 24 hours a day including bank holiday and special

events taking place at the Arsenal Football Stadium. The contract requires CCTV Clip Processing to take place to identify Moving Traffic and Bus Lane contraventions and subsequently the issuance of valid Penalty Charge Notices. The Authority currently issues approximately 400,000 PCNs per year with an estimated 200,000 being issued by Civil Enforcement Officers, and an estimated 200,000 which were captured by CCTV. This service will commence on 1 October 2025.

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Complaints Handling

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Resilience Services

There is also a requirement to deliver a resilience service upon request by the Authority,

for services usually undertaken in house. This includes but not limited to; notice and debt processing, suspensions, sign and line maintenance and business intelligence.

1.2 Additional Goods and Services

During the term of the contract, with no obligation on the Authority to proceed with any or all of these options, the Authority may require the Bidder to purchase on the Authority's behalf other services, including but not limited to;

- A parking management and processing IT system
- Purchase of additional CCTV cameras

1.3 Accommodation

The Authority will supply three premises for the Bidder to operate from, which the Authority reserves the ability to change the location and number premises during the term of the contract. These premises are currently used by the incumbent for the delivery of all enforcement services within the borough.

2 TUPE [Transfer of Undertakings (Protection of Employment) Regulations]

Potential providers must be aware that TUPE will apply to this service. Further details will be available in the invitation to tender.

3 Contract Period

The initial duration of the contract will be 48 months from an estimated start date of 1 October 2025 with an option to extend for a further 48 months and a final option to extend for a further 24 months. (Maximum of 120 months).

4 Contract Value

The estimated total value of this contract is £132,560,369 over the maximum 120 months. This is based on an estimated £9.2 million per annum to which interest on an annual basis will be applied. However, the Authority expects the bids received will be lower than the estimated value.

This figure does not include resilience and additional goods and services shown above, which the Authority may utilise during this contract.

5 Award Criteria

The contract will be awarded to the Most Economically Advantageous Tender (MEAT) in

accordance with the Public Contracts Regulations 2015. MEAT for this contract is Quality 60% and Cost 40%. Tender submissions will be subject to minimum quality thresholds, further details will be provided in the procurement documents.

- Cost 40%
- Quality 60%

The 40% Price element will be evaluated by the Schedule of Rates. For further information please see ITT 02a Schedule of Rates Guidance document.

The 60% Quality Element comprises of:

- a) Social Value - which equates to 20%, this will be evaluated by the Social Value Calculator and Method Statement SV1. For further information please see ITT 01b Social Value Information and Guidance.
- b) Method Statements - which equates to 40%, this will be evaluated as set out in section 4a in the ITT 01 Return. For further information please see the ITT 00 Guidance.

Total 100%

Tenderers should be aware that we reserve the right to hold presentations and/or interviews during the tender process. Presentations and/or interviews will be for verification/clarification purposes of the written submission.

We reserve the right to interview leading bidders.

6 Procurement Process

As the value of the contract is above the threshold for wider advertising of the opportunity, a Contract Notice will be published on Contracts Finder and Find a Tender Service.

This contract will be procured using the Open Procedure. The Open Procedure means that all bidders who successfully express an interest will automatically be invited to tender and have access to the tender documents. Those who submit a tender and meet the minimum requirements will have their full tender, method statements and pricing evaluated.

7 How to express an interest

If you wish to apply for this contract opportunity please follow these steps:

- Register your company free of charge via the London Tenders Portal

- When you receive an email confirming your username and password use these to log on to the London Tenders Portal and express your interest in 2425-0464, Parking enforcement, cashless parking and associated services. 63712400 (Parking Services) 98351110 (Parking Enforcement Services)
- Shortly after you have expressed interest, you will receive a second email containing a link to access the procurement documents.

All questions relating to this contract opportunity should be raised via the Messages section of the relevant contract on the London Tenders Portal. Please do not contact any officer of the council directly.

8 Deadlines

The deadline for expressions of interest is: 11.59am, Thursday, 13 February 2025

Submission of Tender documents by: 12.00 noon, Thursday, 13 February 2025

Late submissions will not be accepted.

II.2.5) Award criteria

Quality criterion - Name: Quality of on-street enforcement operations, including CCTV clip review / Weighting: 25

Quality criterion - Name: Quality and functionality of cashless parking / Weighting: 10

Quality criterion - Name: Quality of business processes (printing, scanning and posting) / Weighting: 5

Quality criterion - Name: Quantitative Social Value Proposal / Weighting: 15

Quality criterion - Name: Qualitative Social Value Proposal / Weighting: 5

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The initial duration of the contract will be 48 months from an estimated start date of 1 October 2025 with an option to extend for a further 48 months and a final option to extend for a further 24 months. (Maximum of 120 months).

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

13 February 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

13 February 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Islington

London

Country

United Kingdom