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Contract

Supply of Cashless Parking Payment Services (Multi-Vendor) and an ePermit Solution

Bournemouth Christchurch and Poole Council

F03: Contract award notice

Notice identifier: 2021/S 000-008238

Procurement identifier (OCID): ocids-h6vhtk-02a79f

Published 19 April 2021, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Bournemouth Christchurch and Poole Council

Town Hall, Bourne Avenue

Bournemouth

BH2 6DY

Contact

Strategic Procurement Team

Email

procurement@bcpcouncil.gov.uk

Country

United Kingdom

NUTS code

UKK2 - Dorset and Somerset

Internet address(es)

Main address

<https://www.bcpCouncil.gov.uk>

Buyer's address

<https://www.supplyingthesouthwest.org.uk>

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

Supply of Cashless Parking Payment Services (Multi-Vendor) and an ePermit Solution

Reference number

DN470484

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council is appointing service providers to provide a cashless parking payment service and a service provider to provide and manage a cashless ePermit solution.

Cashless parking is a familiar option to a proportion of motorists. It is considered that with the increased use of 'Apps' the number of people using these payment services will continue to grow.

The Council has seen an increase in the use of the cashless parking service since it was introduced in the Bournemouth, Christchurch and Poole area from 2006 onwards. The Council recognises the benefits of the use of the cashless parking service and wishes to look to the advancement in technology to further improve the service to customers.

The Council are looking for Service Providers to provide the following:

Lot 1: A multi-vendor cashless parking payment service, where the Council may award to multiple providers which may include the provision of an alternative cash solution.

Lot 2: A provider to supply and manage a cashless ePermit solution.

The Council has appointed three (3) providers to the multi-vendor contract (Lot 1).

The Council will award lot 2 as a separate evaluation to a single provider who was already successful in being awarded onto lot 1. Suppliers applying for lot 2 will be required to have

a flexible and adaptable ePermit solution that can meet the future aspirations for the service within the BCP Council area.

BCP Council is currently in the process of establishing a central office hub and satellite sites from which staff will be able to work and following of the formation of BCP Council and Covid-19 is currently reviewing working practices and the associated management of staff parking. Where this document refers to staff parking it is the intention that when BCP Council wishes to introduce this service it will carry out a further assessment of the successful bidders to award this element of the contract to a service provider.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £1,500,000 / Highest offer: £1,500,000 taken into consideration

II.2) Description

II.2.1) Title

Lot 1 - Multi-Vendor Cashless Parking

Lot No

1

II.2.2) Additional CPV code(s)

- 22000000 - Printed matter and related products
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 34000000 - Transport equipment and auxiliary products to transportation
- 48000000 - Software package and information systems
- 51000000 - Installation services (except software)
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 64000000 - Postal and telecommunications services
- 66000000 - Financial and insurance services
- 72000000 - IT services: consulting, software development, Internet and support

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK2 - Dorset and Somerset

II.2.4) Description of the procurement

Lot 1 is for the Supply of Cashless Parking Payment Services as a Multi-Vendor Solution. The Council is appointing three (3) suppliers under Lot 1 to deliver Cashless Parking Payment Services which may include the provision of an alternative cash solution.

Service Providers will be required to use a common set of location codes, which are to be agreed with all Service Providers. Customers will have the option to use the Cashless Parking Payment Services of any of the up to three Service Providers awarded under this Lot.

The Service Provider will be responsible for:

- providing Services that will enable parking users to pay for parking at any on-street and off-street Parking Location using a mobile telephone and a debit/credit card, Apple Pay and Google Pay. Please note this is to include payment methods by phone, Mobile Apps and Website and any further future developments in payment methods;
- maintaining fully functional services that are accessible twenty-four (24) hours per day, seven (7) days per week;
- providing the Services at the off-street and on-street locations and at any other locations notified to the Service Provider by the Council during the course of the Contract;
- ensuring that parking tariffs for the Services comply with the tariffs set out in any of the relevant Council Off and On Street Parking Consolidation Orders and any subsequent variations;
- providing a Customer Service Helpline that is accessible twenty-four (24) hours per day, seven (7) days per week which is capable of registering a parking user's details, establishing parking sessions and taking payment, via an automated or via a personal interface at no cost to the parking user or the Council;
- providing facilities to register a parking user's details and for parking users to be able to optionally set up an account with the Service Provider at the point of parking, via mobile phone or via an internet-based preregistration facility which is accessible twenty-four (24) hours per day, seven (7) days per week;

- providing a Technical Support Team with a dedicated Council support telephone number as part of the Services and to respond to enquiries from the Council within a specified timeframe under the Contract;
- providing suitably trained employees to staff the Customer Service Helpline and the Technical Support Help Desk and to manage / deliver all aspects of the Contract;
- dealing with complaints in an agreed timely manner;
- providing regular performance reports and other information required within a specified timeframe under the Contract;
- ensuring all parking payments received in respect of BCP Council's parking facilities are paid into the Council's bank or merchant account (as specified by the Council) within twenty-four (24) hours;
- providing a single ordinary geographic telephone number to cover the whole of the area under the Contract, charged at local rate and on a network demonstrating the most complete coverage of the area;
- providing the Services for the duration of the Contract, which will be three years (subject to the terms and conditions in the Contract) and for the duration of any extension thereto and for the duration of the Contract.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Presentation / Weighting: 30

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

The contract will be for three years with the option to extend annually for a further 2 years (3 + 1 + 1) Therefore, if all extensions were taken the full length of the contract would be for 5 years. The anticipated start date of the contract is 1 April 2021.

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 2 – ePermit Solution

Lot No

2

II.2.2) Additional CPV code(s)

- 22000000 - Printed matter and related products
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 34000000 - Transport equipment and auxiliary products to transportation
- 38000000 - Laboratory, optical and precision equipments (excl. glasses)
- 48000000 - Software package and information systems
- 51000000 - Installation services (except software)
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 64000000 - Postal and telecommunications services
- 66000000 - Financial and insurance services
- 72000000 - IT services: consulting, software development, Internet and support
- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKK2 - Dorset and Somerset

II.2.4) Description of the procurement

Lot 2 relates to the provision of an ePermit Solution, where permits are available, which may include but not be limited to, the facility to enable residents and visitors to apply for permits in residential parking areas and in car parks, business premises to manage

corporate accounts and also staff permit parking.

Following the formation of BCP Council it is intended to carry out a full review of permits issued by the previous three councils (Bournemouth, Christchurch and Poole) and to rationalise the types and prices of permit. This will include making these permits virtual and choosing a single Service Provider to facilitate the application, verification and renewal of permits. These permits types may include but not limited to car park season tickets, staff parking permits, resident permits, visitor permits, and various dispensation permits. The system should be able to fully integrate with the Council's notice processing system to enable real time lookups to be performed by a Civil Enforcement Officer to check the validity of any permit session for enforcement purposes.

Please access the procurement documentation for full details of the Service Requirements of the Service Providers for Lot 2.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Presentation / Weighting: 30

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

The term of the award Lot 2 contract will align with the contract awarded for Lot 1. It is anticipated that the contract start date for Lot 2 will be 1 May 2021.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 207-506378](#)

Section V. Award of contract

Lot No

1

Title

Lot 1 - Multi-Vendor Cashless Parking

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 March 2021

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

PayByPhone Limited

17a Bishops Court, The Broadway, Hatfield

Hertfordshire

AL9 5HZ

Country

United Kingdom

NUTS code

- UKK2 - Dorset and Somerset

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £1 / Highest offer: £1,500,000 taken into consideration

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Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Park Now Limited

Ground Floor East, Maplewood, Chineham Business Park, Basingstoke

Hampshire

RG24 8YB

Country

United Kingdom

NUTS code

- UKK2 - Dorset and Somerset

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £1 / Highest offer: £1,500,000 taken into consideration

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Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

JustPark Parking Ltd

Dunn's Hat Factory, 106-110 Kentish Town Road

London

NW1 9PX

Country

United Kingdom

NUTS code

- UKK2 - Dorset and Somerset

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £1 / Highest offer: £1,500,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Courts of Justice

The Royal Court of Justice

London

WCA 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

In accordance with Regulation 86 (notices of decisions to award a contract), Regulation 87 (standstill period) and Regulations 91 (enforcement of duties through the Court) of the Public Contracts Regulations 2015 (as amended).