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Tender

Civil Enforcement Services

Reading Borough Council

F02: Contract notice

Notice identifier: 2023/S 000-008296

Procurement identifier (OCID): ocds-h6vhtk-03b502

Published 22 March 2023, 11:32am

The closing date and time has been changed to:

2 May 2023, 5:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Reading Borough Council

Civic Offices, Bridge Street

Reading

RG1 2LU

Contact

Emma Glynn

Email

pchub@reading.gov.uk

Country

United Kingdom

NUTS code

UKJ11 - Berkshire

Internet address(es)

Main address

www.reading.gov.uk

Buyer's address

<https://in-tendhost.co.uk/reading/asp/Tenders/Current>

I.3) Communication

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

<https://in-tendhost.co.uk/readingbc/asp/Tenders/Current>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Civil Enforcement Services

Reference number

RBC P 00001542

II.1.2) Main CPV code

- 98351110 - Parking enforcement services

II.1.3) Type of contract

Services

II.1.4) Short description

Reading Borough Council (RBC) is inviting tenders for the provision of Civil Enforcement Services. The tender is split over 3 Lots: Lot 1: Civil Enforcement Services Lot 2: Civil Parking Enforcement Penalty Charge Notice (PCN) and Permit Software and Associated Hardware. Lot 3: Combined Bid (Lot 1 and Lot 2) Bidders can submit bids for any/all Lots. RBC reserves the right to award using either Lot 1 and Lot 2 or Lot 3. Regardless of the Lot(s) used separate contracts will be awarded. Contracts commence 01/08/23. Service delivery commences 01/11/23. The initial period for both contracts expires 31/10/27, extendable by 2 further periods of 3 years. Extension options will be taken independently. The estimated maximum value is £20.5million, based on the maximum value of both Lots, including take up of all options and services. The tender programme is: Tender return: 28/04/23 Demonstrations: 31/05/23-01/06/23 Standstill ends: 29/06/23 Contracts commence: 01/08/23 Services commence: 01/11/23

II.1.5) Estimated total value

Value excluding VAT: £20,500,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 - Civil Enforcement Services

Lot No

Lot No. 1

II.2.2) Additional CPV code(s)

- 98351110 - Parking enforcement services
- 79800000 - Printing and related services
- 75112000 - Administrative services for business operations
- 75242100 - Public-order services
- 50118110 - Vehicle towing-away services
- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

Short description: RBC is seeking responses from suitably qualified and experienced suppliers who can provide a full on-street and off-street Parking Civil Enforcement Service, to support RBC deliver its parking enforcement activities under the Traffic Management Act 2004. The scope of this service includes: • The provision of an appropriate solution, including staffing and associated equipment, to deliver civil enforcement services for all of RBC's on-street and off-street parking enforcement activities, across Reading Borough. • The management and operation of the Penalty Charge Notice software, provided by the IT Services Supplier, for use on handheld devices, or other such items, provided by RBC and any third-party Suppliers. • Provision of a cash collection service from the P&D machines. •

Maintenance of RBC's current Pay & Display machines, including managing the supply and installation of new P&D machines. • At RBC's discretion, undertaking the administration of the processing of PCNs and some permit management activities. • At RBC's discretion, the undertaking of additional services including but not limited to the provision and operation of ANPR based enforcement activities and the clamping or removal of vehicles parked in contravention. The full specification is provided in the tender document set. The estimated value of this contract is in the region of £1.5million per year. Therefore, the estimated value of the initial contract period is £6million and the estimated value of the total contract period (including all extensions) is £15million. In the event that the contract is used to deliver additional parking services, the estimated value of the contract could increase by a further £200,000 per year for vehicle clamping and removal services, and by a further £90,000 per year for additional parking administration services.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £17,900,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The contract includes an initial period commencing 01/08/23 with services commencing 01/11/23. The contract has the option to extend by up to 2 further periods, each for 3 years, taking the total extension period to a maximum of 6 years. Extension options will be taken independently of any other contracts awarded via this tender and extension of one contract does not guarantee extension of another

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract includes an initial period commencing 01/08/23 with services commencing 01/11/23. The contract has the option to extend by up to 2 further periods, each for 3 years, taking the total extension period to a maximum of 6 years. Extension options will be taken independently of any other contracts awarded via this tender and extension of one contract does not guarantee extension of another. Additional services that may be utilised via this contract include:

- Parking administration processes to include:
 - o Review of ANPR and static camera PCN evidence pack
 - o PCN processing
 - o Permit processing
- Vehicle clamping and removal services

These additional services do not form a core service of the specification but have been included in the event that these services are required in the future. Parking administration processes will be performed by RBC staff, however these services may be required during times of high volumes or a lack of capacity within RBC due to staff absence etc. Currently RBC does not clamp and remove vehicles, but this may be an option that is utilised in the future.

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 - Civil Parking Enforcement PCN and Permit Software and Associated Hardware

Lot No

Lot No. 2

II.2.2) Additional CPV code(s)

- 32500000 - Telecommunications equipment and supplies
- 48000000 - Software package and information systems

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48311000 - Document management software package

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

RBC is seeking responses from suitably qualified and experienced suppliers who can provide a parking management back-office IT System for the issuing of Penalty Charge Notices (PCNs) and permits, and receiving payments. This Lot also includes providing suitable hardware to enable on-street and off-street enforcement staff to issue PCNs. The scope of this service includes:

- The supply and maintenance of a suitable cloud-based software service for RBC's PCN and parking permit activities.
- The supply of the hand-held devices, supporting software and associated maintenance for these devices, software, and any other relevant hardware used by RBC's internal and external staff in the delivery of the parking service. The hand-held devices and any other physical assets will be the property of RBC.
- The supply of additional services, at RBC's discretion, to include the administration of processing PCNs and services relating to permit management activities.

The full specification is provided in the tender document set. The estimated value of this contract is in the region of £250,000 per year. Therefore, the estimated value of the initial contract period is £1million and the estimated value of the total contract period (including all extensions) is £2.5million. In the event that the contract is used to deliver additional PCN and permit administration services, the estimated value of the contract could increase by a further £90,000 per year.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £3,400,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The contract includes an initial period commencing 1/8/23, with a go-live date of 1/11/23. The contract includes the possibility to extend by up to two further periods, each for 3 years, taking the total extension period to a maximum of 6 years. The decision to extend the contract period will be taken independently of the decision to extend any other contract award awarded through this tender.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract includes an initial period commencing 1st August 2023, with a go-live date of 1st November 2023. The contract includes the possibility to extend by up to two further periods, each for 3 years, taking the total extension period to a maximum of 6 years. The decision to extend the contract period will be taken independently of the decision to extend any other contract award awarded through this tender process. Additional services that may be utilised via this contract include:

- Parking administration processes to include:
 - o Correspondence handling
 - o Review of ANPR and static camera PCN evidence packs
 - o PCN processing
 - o Permit processing

These additional services do not form a core service of the specification but have been included in the event that these services are required in the future. Parking administration processes will be performed by RBC staff, however these services may be required during times of high volumes or a lack of capacity within RBC due to staff absence etc.

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 3 – Combined bid: Civil Enforcement Services (Lot 1) and Civil Parking Enforcement PCN and Permit Software and Associated Hardware (Lot 2)

Lot No

Lot No. 3

II.2.2) Additional CPV code(s)

- 98351110 - Parking enforcement services
- 48000000 - Software package and information systems
- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 50118110 - Vehicle towing-away services
- 32500000 - Telecommunications equipment and supplies
- 75112100 - Administrative development project services
- 75242100 - Public-order services
- 48311000 - Document management software package
- 79800000 - Printing and related services
- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

II.2.4) Description of the procurement

RBC is seeking responses from suitably qualified and experienced suppliers who can provide:• A full on-street and off-street Parking Civil Enforcement Service, to support RBC deliver its parking enforcement activities under the Traffic Management Act 2004 that

includes:

- o The provision of an appropriate solution, including staffing and associated equipment, to deliver civil enforcement services for all of RBC's on-street and off-street parking enforcement activities, across Reading Borough.
- o The management and operation of the Penalty Charge Notice software, provided by the IT Services Supplier, for use on handheld devices, or other such items, provided by RBC and any third-party Suppliers.
- o Provision of a cash collection service from the P&D machines.
- o Maintenance of RBC's current Pay & Display machines, including managing the supply and installation of new P&D machines.
- o At RBC's discretion, undertaking the administration of the processing of PCNs and some permit management activities.
- o At RBC's discretion, the undertaking of additional services including but not limited to the provision and operation of ANPR based enforcement activities and the clamping or removal of vehicles parked in contravention.

AND

- A parking management back-office IT System for the issuing of Penalty Charge Notices (PCNs) and permits, and receiving payments that includes:
 - o The supply and maintenance of a suitable cloud-based software service for RBC's PCN and parking permit activities.
 - o The supply of the hand-held devices, supporting software and associated maintenance for these devices, software, and any other relevant hardware used by RBC's internal and external staff in the delivery of the parking service. The hand-held devices and any other physical assets will be the property of RBC.
 - o The supply of additional services, at RBC's discretion, to include the administration of processing PCNs and services relating to permit management activities.

The full specifications for the Lot 1 and Lot 2 services are provided in the tender document set.

Bids are invited from:

- Suppliers who direct deliver all aspects of the combined specification
- Joint bids from two organisations, one delivering Lot 1 services, the other delivering Lot 2 services, who, when working together, can leverage their commercial relationship to deliver additional benefit and value to RBC.

The award of contracts using Lot 3 will result in the use of two separate contracts, covering the Lot 1 and Lot 2 services respectively. Bids that seek to alter this contracting structure, for example by seeking an award on a lead contract and sub-contract basis, will not be accepted. The value of Lot 3 is the combined value of the Lot 1 and Lot 2 services.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £20,500,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

The contracts include initial periods commencing 01/08/23 with services commencing 01/11/23. Each contract has the option to extend by up to 2 further periods, each for 3 years, taking the total extension period to a maximum of 6 years. Extension options will be taken independently and extension of one contract does not guarantee extension of another.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract includes an initial period commencing 1st November 2023 for Lot 1 services, and commencing 1st August 2023, with a go-live date of 1st November 2023 for Lot 2 services. Each contract includes the possibility to extend by up to two further periods, each for 3 years, taking the total extension period to a maximum of 6 years. The decision to extend the contract period will be taken independently of the decision to extend any other contract award awarded through this tender process. Additional services that may be utilised via this contract include:

- Parking administration processes to include:
 - o Correspondence handling
 - o Review of ANPR and static camera PCN evidence pack
 - o PCN processing
 - o Permit processing
- Vehicle clamping and removal services

These additional services do not form a core service of the specification but have been included in the event that these services are required in the future. Parking administration processes will be performed by RBC staff, however these services may be required during times of high volumes or a lack of capacity within RBC due to staff absence etc. Currently RBC does not clamp and remove vehicles, but this may be an option that is utilised in the future.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Delivery of Lot 1 services requires membership of the British Parking Association or equivalent.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Originally published as:

Date

28 April 2023

Local time

2:00pm

Changed to:

Date

2 May 2023

Local time

5:00pm

See the [change notice](#).

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

English

IV.2.7) Conditions for opening of tenders

Date

28 April 2023

Local time

2:01pm

Place

Reading Borough Council via In-Tend portal

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

Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079477882

Country

United Kingdom

Internet address

<https://www.justice.co.uk>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The relevant deadlines depend on the specific nature of the remedies required and are defined in Regulations 93 & 94 of the Public Contracts Regulations 2015.

VI.4.4) Service from which information about the review procedure may be obtained

The Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/cabinet-office>