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Contract

Free-Flow Charging Package C: Non-UK Enforcement Services

National Highways

F03: Contract award notice

Notice identifier: 2022/S 000-010743

Procurement identifier (OCID): ocids-h6vhtk-02cf25

Published 26 April 2022, 3:41pm

Section I: Contracting authority

I.1) Name and addresses

National Highways

Bridge House

Guildford

GU1 4LZ

Contact

Oliver Whittle

Email

Oliver.Whittle@nationalhighways.co.uk

Telephone

+44 7707296322

Country

United Kingdom

NUTS code

UKJ - South East (England)

Internet address(es)

Main address

<https://nationalhighways.co.uk/>

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Free-Flow Charging Package C: Non-UK Enforcement Services

Reference number

FFC.C

II.1.2) Main CPV code

- 79941000 - Toll-collection services

II.1.3) Type of contract

Services

II.1.4) Short description

National Highways is the government company charged with operating, maintaining and improving motorways and major (trunk) roads in England.

National Highways has procured (as a procurement agent on behalf of the Secretary of State for Transport, as described in the Highways England framework document annex C paragraph 2) a second generation free-flow charging service solution for the existing Dartford-Thurrock River Crossing road user charging scheme.

This contract award notice is for Non-UK Enforcement Services (Package C) as part of the overall free-flow charging service solution. Contracts for Road User Charging Services (Package A), and UK Enforcement Services (Package B), were awarded in April 2021.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £8,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 34980000 - Transport tickets
- 48000000 - Software package and information systems
- 63712210 - Highway toll services
- 63712311 - Bridge toll services
- 63712321 - Tunnel toll services
- 72000000 - IT services: consulting, software development, Internet and support
- 79342300 - Customer services
- 79940000 - Collection agency services
- 98351110 - Parking enforcement services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

II.2.4) Description of the procurement

National Highways is the government company charged with operating, maintaining and

improving motorways and major (trunk) roads in England. National Highways' road network totals around 4,300 miles and is commonly known as the strategic road network.

The Dartford-Thurrock River Crossing is a critical part of the strategic road network in the South East of England. It spans the River Thames between Dartford and Thurrock, approximately 16 miles east of central London, and forms a trunk road link (the A282 Trunk Road) that connects the M25 London Orbital motorway either side of the Thames to create a complete strategic road network around London.

National Highways has procured (as a procurement agent on behalf of the Secretary of State for Transport, as described in the National Highways framework document Annex C paragraph 2) a second generation free-flow charging service solution for the existing Dartford-Thurrock River Crossing road user charging scheme. A road user charge has been collected at this crossing since 2003 to manage the high demand for its use.

National Highways' second generation free-flow charging service solution will be contracted through 3 main packages, each under a separate contract notice. This contract award notice is for Non-UK Enforcement Services (Package C) as part of the overall free-flow charging service solution.

The other proposed elements of the free-flow charging solution are Road User Charging Services (Package A) and UK Enforcement Services (Package B). Package A and B were subject to separate contract notices and separate procurement exercises and contracts were awarded in April 2021.

The contract will cover the management of enforcement activities where the person liable resides outside of the United Kingdom, including penalty charge notice payment processing, website provision and merchant acquirer services.

The Package C contract will deliver the implementation of a new solution and transition of existing data within 7 months of the contract commencement date.

Key elements of the service will include the provision of revenue protection services covering the enforcement lifecycle, including:

- handling penalty charge records for contravention candidates and identifying the persons liable,
- issuing and recovering penalty charge notices,
- managing and supporting the full scope of representations and appeals in the enforcement lifecycle, and
- interfacing with debt registration organisations.

The service will also comprise of payment processing, in addition to financial reconciliation, banking, a payment gateway, and accounting services related to the road user charging scheme.

The service will also require the provision of a customer support offering, utilising a suite of contact channels for managing communications (e.g. enquiries, complaints, Freedom of Information requests).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70%

Price - Weighting: 30%

II.2.11) Information about options

Options: Yes

Description of options

The contract will consist of an initial 43-month term, comprising an 7 month mobilisation and implementation period followed by a 36 month initial term. There will also be an option to extend for two additional 12 month periods.

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: [2022/S 000-001254](#)

Section V. Award of contract

Contract No

FFC.C

Title

Free-Flow Charging Package C: Non-UK Enforcement Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2022

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Euro Parking Collection PLC

Unit 6 Shepperton House, Shepperton Road

London

N1 3DF

Country

United Kingdom

NUTS code

- UKI - London

National registration number

03515275

Internet address

<https://www.epcplc.com/>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £8,000,000

Total value of the contract/lot: £8,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Department for Transport

Great Minster House, 33 Horseferry Road

London

SW1P 4DR

Country

United Kingdom