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Planning

Parking and Markets Services IT Systems Procurement 2026

London Borough of Hackney

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-018268

Procurement identifier (OCID): ocds-h6vhtk-05985b ([view related notices](#))

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Scope

Reference

DN807805

Description

The Parking and Markets ICT Systems Procurement is crucial for enabling the Council's responsibilities in parking enforcement, permits, suspensions, cycle hangars, markets, and shop fronts. These systems support Hackney in helping manage kerbside space, improving air quality, and delivering revenue. The council is seeking a shift towards a digital solution across nine separate lots and requires systems that will enable a shift in major policy changes, safeguard service continuity and is able to handle high-volume transactions across various teams. This procurement will adopt the Competitive Flexible Procedure under the Procurement Act 2023. A modular, multi-lot approach will be used to evaluate bids for interoperability, data migration, and deliverability throughout the lifetime of the contracts.

Total value (estimated)

- £10,000,000 excluding VAT
- £12,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2027 to 31 December 2030
- Possible extension to 31 December 2036
- 10 years

Description of possible extension:

The Council may extend the contract by up to two further periods of 36 months each (maximum total term 10 years), subject to continued service need, satisfactory performance, and value for money. Any extension will be exercised in accordance with the contract terms and with appropriate notice to the supplier.

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKI41 - Hackney and Newham

Lot constraints

Description of how multiple lots may be awarded:

The procurement is divided into nine lots. Suppliers may bid for one or more lots. The Council intends to evaluate and award each lot separately, based on the published award criteria.

A supplier may be awarded multiple lots where this is assessed as best value for money and deliverable. Where multiple suppliers are appointed across different lots, the Council will require solutions to interoperate (e.g., open APIs and defined integration responsibilities) so that services operate as a coherent suite.

If a supplier submits bids for more lots than the Council is able to award to that supplier, the Council will apply the objective methodology set out in the tender documents to determine which lots are awarded (for example, awarding the lots where that supplier achieves the highest relative evaluation outcome and/or where overall value for money is strongest).

Lot 1. Penalty Charge Notices (PCNs)

Description

Covers the end-to-end processing and management of Penalty Charge Notices, including case management from issue through to closure, customer correspondence, evidence management, representations/appeals support, and reporting. The lot includes integration requirements to support enforcement channels (including on-street and CCTV enforcement where applicable), removals interfaces where relevant, payments and reconciliation, and debt recovery processes with enforcement agents.

Lot value (estimated)

- £2,800,000 excluding VAT
- £3,360,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Permits and vouchers

Description

Includes end to end management of a comprehensive range of permits issued by the council, including resident, business, and all-zone permits, along with CCTV exemptions.

Lot value (estimated)

- £1,900,000 excluding VAT
- £2,280,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Cycle hangars

Description

Management of cycle hangars and cycle parking in the borough.

Lot value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Parking suspensions

Description

Management of parking suspensions and relevant services.

Lot value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Parking infrastructure maintenance

Description

System for the management of all parking infrastructure such as signs, lines, machines and other relevant items.

Lot value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6. Markets, shop fronts and street trading

Description

A system for the management of market traders' licences, pitches, pavement licences, annual fees.

Lot value (estimated)

- £800,000 excluding VAT
- £960,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 7. Abandoned vehicle processing

Description

A system for end-to-end processing of abandoned vehicle reports, removals and FPNs.

Lot value (estimated)

- £600,000 excluding VAT
- £720,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 8. Cashless parking

Description

System for the provision and management of cashless parking payments across the borough.

Lot value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 9. Fixed penalty notices (FPNs)

Description

End-to-end processing of FPNs across relevant Council services, including abandoned vehicles, environmental enforcement and waste services, Markets and other future service areas.

Lot value (estimated)

- £600,000 excluding VAT
- £720,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot 1. Penalty Charge Notices (PCNs)

Lot 2. Permits and vouchers

Lot 3. Cycle hangars

Lot 4. Parking suspensions

Lot 5. Parking infrastructure maintenance

Lot 6. Markets, shop fronts and street trading

Lot 8. Cashless parking

Lot 9. Fixed penalty notices (FPNs)

Conditions of participation will be proportionate to the lot and limited to what is necessary to assess suppliers' legal and financial capacity to perform the contract. Full details will be set out in the tender documents.

Lot 7. Abandoned vehicle processing

Conditions of participation will be proportionate to the lot and limited to what is necessary to assess suppliers' legal and financial capacity to perform the contract. Full details will be set out in the tender documents

Technical ability conditions of participation

Lot 1. Penalty Charge Notices (PCNs)

Lot 2. Permits and vouchers

Lot 3. Cycle hangars

Lot 4. Parking suspensions

Lot 5. Parking infrastructure maintenance

Lot 6. Markets, shop fronts and street trading

Lot 7. Abandoned vehicle processing

Lot 8. Cashless parking

Lot 9. Fixed penalty notices (FPNs)

Conditions of participation will be proportionate to the lot and limited to what is necessary to assess suppliers' technical ability to perform the contract (including relevant experience of delivering similar services, and ability to meet integration, security and service management requirements). Full details will be set out in the tender documents.

Particular suitability

Lot 1. Penalty Charge Notices (PCNs)

Lot 2. Permits and vouchers

Lot 3. Cycle hangars

Lot 4. Parking suspensions

Lot 5. Parking infrastructure maintenance

Lot 6. Markets, shop fronts and street trading

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Lot 9. Fixed penalty notices (FPNs)

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

15 April 2026

Submission type

Requests to participate

Deadline for requests to participate

15 May 2026, 11:59pm

Submission address and any special instructions

Tenders must be submitted electronically via the London Tenders Portal -
<https://www.londontenders.org/>

Interested parties should register on the website and search for the the tender reference number: DN807805

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Lot 1. Penalty Charge Notices (PCNs)

Lot 2. Permits and vouchers

Lot 3. Cycle hangars

Lot 4. Parking suspensions

Lot 5. Parking infrastructure maintenance

Lot 6. Markets, shop fronts and street trading

Lot 7. Abandoned vehicle processing

Lot 8. Cashless parking

Lot 9. Fixed penalty notices (FPNs)

1 to 999 suppliers per lot

Selection criteria:

per lot

Award decision date (estimated)

10 November 2026

Other information

Payment terms

Payment will be made by the Council within 30 days of receipt of a valid, correct and undisputed invoice, in accordance with the Council's standard payment terms. Invoices will be submitted electronically in the format and to the address specified in the tender documents and contract. The Council may withhold payment of any disputed element of an invoice while the dispute is investigated, but will pay any undisputed amounts in line with the payment terms. Details of invoicing, supporting evidence requirements and dispute resolution arrangements will be set out in the contract.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Procurement will proceed in stages, with down-selection at each phase and lot-based application as needed.

Stages include:

- Compliance and participation checks
- Q&A and demonstrations
- Dialogue, governance, and technical evaluation
- Final tender

The council may conclude the process at any stage if it finds the best supplier before the last phase.

Reduced tendering period

Yes

Qualifying planned procurement notice - minimum 10 days

Documents

Documents to be provided after the tender notice

Tender documents will be made available via the Council's e-tendering portal when the

tender notice is published. The documents will include the Invitation to Tender and supporting schedules/specifications and will be issued in line with the Council's internal approvals and procurement timetable.

Contracting authority

London Borough of Hackney

- Public Procurement Organisation Number: PRZC-5592-DDDV

Hackney Service Centre

Hackney

E8 1DY

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Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government