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Contract

## **Civil Enforcement Services**

Reading Borough Council

F03: Contract award notice

Notice identifier: 2023/S 000-024980

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

Published 24 August 2023, 3:31pm

### **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](mailto:pchub@reading.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKJ11 - Berkshire

**Internet address(es)**

Main address

[www.reading.gov.uk](http://www.reading.gov.uk)

Buyer's address

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

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **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) invited tenders for the provision of Civil Enforcement Services. The tender was 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 could submit bids for any/all Lots. RBC reserved the right to award using either Lot 1 and Lot 2 or Lot 3. Regardless of the Lots used separate contracts would be awarded. Contracts commenced 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. Following receipt of tenders, contracts were awarded using Lot 1 and Lot 2. No award was made using Lot 3.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

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

Value excluding VAT: £20,500,000

### **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**

RBC sought 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 the 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 was 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

### **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 packs
  - 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 sought 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 included providing suitable hardware to enable on-street and off-street enforcement staff to issue PCNs. The scope of the 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 was 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

### **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 sought 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.
- 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 were provided in the tender document set. Bids were 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 sought to alter this contracting structure, for example by seeking an award on a lead contract and sub-contract basis, were not be accepted. The value of Lot 3 is the combined value of the Lot 1 and Lot 2 services. No award was subsequently made under this Lot 3.

### **II.2.5) Award criteria**

Price

### **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 packs
  - 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

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## **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: [2023/S 000-008296](#)

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## **Section V. Award of contract**

### **Lot No**

Lot No. 1

### **Title**

Lot 1 - Civil Enforcement Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

26 July 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 1

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**

Conduent Public Sector UK Limited

London

EC3V 9DF

Country

United Kingdom

NUTS code

- UKJ - South East (England)

National registration number

02840514

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £15,000,000

Total value of the contract/lot: £16,555,395

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## **Section V. Award of contract**

### **Lot No**

Lot No. 2

### **Title**

Lot 2 - Civil Parking Enforcement PCN and Permit Software and Associated Hardware

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

2 August 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

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: 2

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

#### **V.2.3) Name and address of the contractor**

Unity Five Limited

Exeter

EX5 1HQ

Country

United Kingdom

NUTS code

- UKK4 - Devon

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £2,500,000

Total value of the contract/lot: £2,532,880

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### **Section V. Award of contract**

#### **Lot No**

Lot No. 3

#### **Title**

Lot 3 - Combined Bid

A contract/lot is awarded: No

#### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

### **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>