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Contract

Decriminalised Parking Enforcement Services

North Ayrshire Council

F03: Contract award notice

Notice identifier: 2023/S 000-036132

Procurement identifier (OCID): ocds-h6vhtk-03e089

Published 7 December 2023, 4:12pm

Section I: Contracting authority

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Email

raymondhamilton@north-ayrshire.gov.uk

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

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

Decriminalised Parking Enforcement Services

Reference number

NAC/5150

II.1.2) Main CPV code

- 98351110 - Parking enforcement services

II.1.3) Type of contract

Services

II.1.4) Short description

North Ayrshire Council ("NAC") is seeking to procure the provision of a Decriminalised Parking Enforcement Service.

NAC will be recruiting our own parking attendants therefore this requirement is for the administrative support and provision of decriminalised traffic and parking enforcement services for on and off street parking restrictions and Traffic Regulation Orders within the North Ayrshire Council boundary.

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: £382,138

II.2) Description

II.2.2) Additional CPV code(s)

- 63712400 - Parking services

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

North Ayrshire

II.2.4) Description of the procurement

The successful service provider shall be responsible for:

PCN processing & back-office operation

Provision of a cloud-based recording system for PCNs

PCN Payment Processing

Notices to Owners (Pre & Post)

Charge Certificates

Debt recovery

Call Handling

Complaint Handling

General correspondence

Supply of IT equipment & connectivity

Parking & Bus Lane Tribunals Scotland

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

II.2.11) Information about options

Options: Yes

Description of options

NAC reserves the right to request additional supplies and services from the service provider within the duration of the contract period. The exact requirements of these additional purchases will be discussed and agreed with the service provider prior to a formal contract modification being issued, however they may cover the following aspects:

Pay and Display Facilities and associated management

Virtual Permits

Road Markings and Signage

Cashless Parking Services

Cash Collection Services

Suspensions and Dispensations

Parking attendant PPE

Foreign Debt Collection

PCN & Ticket Supplies

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: [2023/S 000-019742](#)

Section V. Award of contract

Contract No

NAC/5150

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 November 2023

V.2.2) Information about tenders

Number of tenders received: 1

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: 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

Imperial Civil Enforcement Solutions

7 Hill Street

Bristol

BS1 5PU

Telephone

+44 1173113149

Fax

+44 1179252515

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

The contractor is an SME

Yes

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

Total value of the contract/lot: £382,138

Section VI. Complementary information

VI.3) Additional information

Lots are not being used for this tender for the reason(s) stated below:

Nature of the contract not suitable for lots.

Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

Health and Safety Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with ISO 45001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum or the bidder must have a regularly reviewed and documented policy for Health and Safety management, see attachment at SPD question 4D.1.

(SC Ref:752736)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

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