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Tender

Parking Enforcement & Operations 2025

London Borough of Sutton

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-038171

Procurement identifier (OCID): ocds-h6vhtk-052285 ([view related notices](#))

Published 8 July 2025, 11:32am

Scope

Reference

DN778105

Description

The Council is seeking to appoint a single Service Provider to provide a Parking Enforcement and Operations service, with the experience and knowledge to drive efficiencies and service

enhancement, using technology and data to its maximum potential, and maintaining the confidence of the Council and road users that the service is robust, fair and transparent.

The Council intends to award a contract for up to ten (10) years, the initial term of five (5) years, with an option to extend for a further five (5) years.

The Council is keen to appoint a Service Provider which will be proactive in proposing and delivering the changes necessary to deliver the best possible service, offering knowledge, best practice, and advice on emerging technology and approaches.

Core services included in this project include:

- > On-street and off street Civil Parking Enforcement (CPE) including all resourcing, equipment and associated services including provision of software/system, hosting and secure payment processing
- > Review of moving traffic and bus lane contravention clips to generate evidence packs, using existing review software, for processing to the enforcement system.
- > Provision of printing and posting service for statutory notices served through the statutory enforcement process for parking, moving traffic and bus lane contraventions.
- > Provision of software/system for the administration of parking permit applications, renewals, visitor vouchers, and dispensations and school street exemptions and related secure payments processing.
- > Processing applications for, implementation and removal of parking bay suspensions.
- > Customer Services related to CPE and services provided, including triaging and responding to enforcement requests from the Council and members of the public
- > Blue Badge misuse monitoring and reporting.
- > Operation of the off-street parking assets, including provision of staff for the operation of multi-storey and surface car parks
- > Operation and maintenance of car park equipment
- > Cash collection, counting and banking
- > Any other associated services required to facilitate the delivery of the contract.

This is a summary of the requirements. More extensive detail is included in the tender documents including the specification. The documents are available in the attachments section of the e-procurement portal.

Total value (estimated)

- £25,000,000 excluding VAT
- £30,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2031
- Possible extension to 30 September 2036
- 10 years

Description of possible extension:

There is an option to extend the contract for a period of five years beyond the contract end date of 30/9/26. The contract may be extended if the contact performance has been satisfactory and the service requirements continue to meet the objectives of the London Borough of Sutton.

Main procurement category

Services

CPV classifications

- 60000000 - Transport services (excl. Waste transport)
- 63712400 - Parking services
- 98351100 - Car park services
- 98351110 - Parking enforcement services

Contract locations

- UKI63 - Merton, Kingston upon Thames and Sutton

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

28 July 2025, 11:59pm

Tender submission deadline

4 August 2025, 12:00pm

Submission address and any special instructions

Tenders must be submitted via the London Tender Portal (<https://www.londontenders.org/>) no later than the tender submission deadline which is 12 noon 4/8/2025.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 October 2025

Award criteria

Name	Description	Type	Weighting
Quality	<p>The quality (including social value) sub criteria is as follows</p> <p>Mobilisation Plan 15% (9 out of 60%)</p> <p>Deployment 15% (9 out of 60%)</p> <p>Technology Platform - Enforcement 15% (9 out of 60%)</p> <p>Technology Platform - Permits 15% (9 out of 60%)</p> <p>Cash Collection, Counting & Banking 15% (9 out of 60%)</p> <p>Car Park Management 15% (9 out of 60%)</p> <p>Social Value and Innovation 10% (6 out of 60%)</p> <p>These sub-criteria include further sub criteria that is set out in the Supplier Guidance that is available with the tender documents and also available on the electronic questionnaire available via the London Tender Portal.</p>	Quality	60%
Price		Price	40%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

London Borough of Sutton

- Public Procurement Organisation Number: PJMC-1445-VCVG

Civic Offices, St Nicholas Way

Sutton

SM1 1EA

United Kingdom

Email: commercial.procurement@sutton.gov.uk

Website: <https://www.sutton.gov.uk/>

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Organisation type: Public authority - sub-central government

