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Award

Notice and Permit Processing System

Southend-on-Sea City Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-073356

Procurement identifier (OCID): ocds-h6vhtk-04ec58 ([view related notices](#))

Published 12 November 2025, 7:54pm

Scope

Reference

DN789111

Description

Southend-on-Sea City Council is engaging the market ahead of its procurement exercise for a secure, cloud-hosted, browser-based Notice and Permit Processing System to manage the full lifecycle of Penalty Charge Notices (PCNs), permits & visitor vouchers (virtual and physical), parking suspensions, and dispensations.

The system must integrate with key agencies and platforms, support statutory compliance, improve customer access, and enable real-time enforcement operations.

Overview of Requirement

Cloud-hosted, browser-based platform for managing PCNs, permits & visitor vouchers (virtual and physical), suspensions, dispensations, and vehicle removals.

Supports full lifecycle management of parking, bus lane, moving traffic and removal of

vehicles.

Integrates with DVLA, TEC, TPT, payment systems, and parking hardware.

Provides self-service portals for evidence, challenges, applications, and payments.

Delivers automated workflows for PCN progression, appeals, and evidence packs for PCNs.

Offers reporting dashboards for KPIs and operational analytics for all modules.

Migrates historical data with full audit controls for PCNs and permits.

Ensures compliance with existing legislation and future changes or needs.

Supplies handheld devices with Bluetooth printers deployed for enforcement.

Includes dedicated mobilisation support, training and fault management.

Contract 2

Supplier

- MARSTON (HOLDINGS) LIMITED

Contract value

- £280,000 excluding VAT
- £336,000 including VAT

Above the relevant threshold

Award decision date

11 November 2025

Date assessment summaries were sent to tenderers

11 November 2025

Standstill period

- End: 21 November 2025
- 8 working days

Earliest date the contract will be signed

7 December 2025

Contract dates (estimated)

- 5 January 2026 to 4 January 2029
- Possible extension to 4 January 2030
- 4 years

Description of possible extension:

12 months

Main procurement category

Services

CPV classifications

- 63712400 - Parking services

Contract locations

- UKH31 - Southend-on-Sea

Information about tenders

- 6 tenders received
- 4 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Concession

Supplier

MARSTON (HOLDINGS) LIMITED

- Companies House: 04305487
- Public Procurement Organisation Number: PHZR-5319-ZR XR

Rutland House 8th Floor

Birmingham

B3 2JR

United Kingdom

Email: tenders@marstonholdings.co.uk

Website: <http://www.marstonholdings.co.uk>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2

Contracting authority

Southend-on-Sea City Council

- Public Procurement Organisation Number: PJDT-6566-GZNX

Civic Centre, Victoria Avenue, Southend On Sea, Essex

Southend On Sea

ss2 6fa

United Kingdom

Email: procurementops@southend.gov.uk

Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government