

COMMISSIONING AND PROCUREMENT SUB-COMMITTEE - 11 Jan 2017

Subject:	Parking Debt Management System		
Corporate Director(s)/ Director(s):	Andy Vaughan, Corporate Director Commercial and Operations		
Portfolio Holder(s):	Councillor Nicola Heaton, Portfolio Holder for Community Services		
Report author and contact details:	Pete Mitchell, Chief Community Protection Officer 07984605440 Pete.mitchell@nottinghamshire.pnn.police.uk		
Key Decision	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Subject to call-in
			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Reasons:	<input checked="" type="checkbox"/> Expenditure	<input type="checkbox"/> Income	<input type="checkbox"/> Savings of £1,000,000 or more taking account of the overall impact of the decision
			<input checked="" type="checkbox"/> Revenue <input checked="" type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Total value of the decision: exempt			
Wards affected: all	Date of consultation with Portfolio Holder(s): 23 Nov 2016		
Relevant Council Plan Key Theme:			
Strategic Regeneration and Development			<input type="checkbox"/>
Schools			<input type="checkbox"/>
Planning and Housing			<input type="checkbox"/>
Community Services			<input checked="" type="checkbox"/>
Energy, Sustainability and Customer			<input type="checkbox"/>
Jobs, Growth and Transport			<input type="checkbox"/>
Adults, Health and Community Sector			<input type="checkbox"/>
Children, Early Intervention and Early Years			<input type="checkbox"/>
Leisure and Culture			<input type="checkbox"/>
Resources and Neighbourhood Regeneration			<input type="checkbox"/>
Summary of issues (including benefits to citizens/service users):			
The report details proposals for procurement of a parking debt management system because the current system needs to be re-tendered due to a contract expiration in 2017.			
The current need to tender for a new system has offered the opportunity to review the requirements for the foreseeable future and to work across the department to develop and extend the system that automates the administration processes for a number of service areas.			
The department also needs a new system that has the capacity and will assist with developing the service further, for example if the Council was to deliver services for other Local Authorities similar to that offered to Leicester City Council for bus lane contraventions.			
<u>Current System</u>			
The parking debt management system handles the payment and legal progression of static Penalty Charge Notices (PCNs) issued in Nottingham under the Traffic Management Act 2004. This is over 100,000 PCNs. In addition it is the platform for the resident and business permits, bus lane access permits, and Leicester City Council bus lane PCNs			
<u>Proposed system</u>			
The new system will allow other Council IT systems to interface with it, allowing for a more integrated administrative process. The new system will allow a more customer friendly version of web representations, which should enable customers to view the system, either to pay, challenge or query.			

Hardware

The proposed procurement exercise also includes a requirement within the specification for the supply of hardware equipment in the form of handheld devices and printers for use by Civil Enforcement Officers.

Exempt information:

The appendix to this report is exempt from publication under paragraph three of Schedule 12A to the Local Government Act 1972 because it contains information relating to terms proposed or to be proposed by the authority in the course of negotiations for a contract for the acquisition of property or the supply of goods or services. Having regard to all the circumstances, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

It is not in the public interest to disclose this information because it discloses the budget available for the project prior to a competitive tendering exercise being undertaken.

The contract value and financial information is included in the exempt appendix.

Recommendation(s):

- 1** To go out to tender for a debt management system and hardware up to the total value set out in the exempt appendix to this report.
- 2** To delegate authority to the Corporate Director of Commercial and Operations, to authorise the winning provider resulting from the tender process and to enter into a contract for the provision of a new debt management system and associated equipment.

1 REASONS FOR RECOMMENDATIONS

- 1.1 The contract is due to expire in January 2017.
- 1.2 The current need to tender for a new system has offered the opportunity to review the system requirements for the future and to work across the department to develop a system that automates the PCN process. The department is also taking the opportunity to require the integration of the new system with the Council's Firm Step CRM software and offer a more customer focused approach.
- 1.3 The Authority is required in accordance with Councils constitution to award the contract to the winning provider.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 The parking debt management system cuts across 2 service areas. It is used within Processing and Enforcement to manage the case management of the PCNs issued by Civil Enforcement Officers (Traffic Wardens) and by Traffic Management to generate the bus lane PCNs and interface with the debt management system. These bus lane PCNs are then managed by Processing and Enforcement.
- 2.2 Parking Enforcement need to purchase 30 new handhelds and mobile printers to enable the staff to carry out the parking enforcement function.
- 2.3 The new system will also administrate and progress Fixed Penalty Notices, as well as up to 30,000 different vehicle permits.

- 2.4 The proposed contract is for 10 years. This is to allow any potential data migration costs to be spread over 10 years and to make the tender more attractive to potential firms and will therefore reduce the cost to us.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 Not to complete a competitive re-tender process. If we do not re-tender we will be out of contract. Due to the value of the project a competitive tender procedure is required in accordance with EU procurement regulations. For these reasons, this option was rejected.

4 FINANCE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)

- 4.1 The contract we are tendering for is 10 years. The current license and support costs are spread across two service areas, Processing and Enforcement and Traffic Management. There is budget for this cost within both service areas.
- 4.2 The specification will include a requirement to supply 5 x bus lane enforcement cameras each year at a total cost of £0.10m per annum, and as the contract is for 10 years the spend will exceed £1m over the life of the contract. There is budget for the cameras within Traffic Management, from the income generated by the current bus lane enforcement cameras.
- 4.3 The Council proposes to lease the 30 PCN handhelds and printers from the successful provider at a cost of £0.001m per unit per year. This is a more flexible option than purchasing the equipment up front, with the associated system upgrades and replacement costs. There is budget for this within Parking Enforcement
- 4.4 The value of the individual elements of the tender are set out in the confidential appendix

5 LEGAL AND PROCUREMENT COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND INCLUDING LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)

- 5.1 Procurement colleagues have been consulted to ensure compliance with the Council's financial regulations and contract procedure rules. A tender will be conducted in order to secure best value for the Council and the citizens it represents. On this basis there are no procurement concerns with the approach - . Comments provided by Rosalie Parkin Category Manager Products 29.11.16

6 SOCIAL VALUE CONSIDERATIONS

- 6.1 Nil

7 REGARD TO THE NHS CONSTITUTION

- 7.1 Nil

8 EQUALITY IMPACT ASSESSMENT (EIA)

- 8.1 An EIA is not required because the debt management IT system is being purchased in line with Traffic Management Act 2004 legislation. This is about procuring equipment in the form of cameras, handheld and printers and a back office system, not the policy of deploying and locating cameras or parking enforcement policy.

9 LIST OF BACKGROUND PAPERS RELIED UPON IN WRITING THIS REPORT (NOT INCLUDING PUBLISHED DOCUMENTS OR CONFIDENTIAL OR EXEMPT INFORMATION)

- 9.1 None

10 PUBLISHED DOCUMENTS REFERRED TO IN THIS REPORT

- 10.1 None

11 OTHER COLLEAGUES WHO HAVE PROVIDED INPUT

- 11.1 Rosalie Parkin, Category Manager Products – 0115 8764181
- 11.2 Connie Green, Solicitor, Contracts and Commercial. Contact: 0115 87 64294.
- 11.3 Claire Brown, Customer Service Programme Manager, Portfolio and Performance Transformation. Contact: 0115 8763207.
- 11.4 Caroline Nash, Service Manager, Traffic Policy and Delivery Traffic and Safety. Contact: 0115 87 65243