

Procurement for a New Debt Management System

Reason for the Decision

To tender and award a contract for a replacement debt management system and associated hardware. This includes specialist consultancy support in the production of the contract specification, evaluation of tenders and awarding the contract. The existing system deals with static parking and bus lane contraventions, fixed penalty notices for enviro-crime, Blue Badges and a variety of on street dispensations and permits.

Background of Business Need

The existing contract has expired therefore to enable Processing and Enforcement and Traffic and Safety to continue with the enforcement duties and to maintain service to Leicester City Council it is necessary to have an appropriately procured fit for purpose back office system and associated hardware. This will also give us the ability to move forward with commercialisation i.e. working in partnership with other local authorities and outside organisations.

Due to the age of the current system it is necessary to upgrade and modernise so that it provides a more intelligent back office for the services which rely upon it. These include Penalty Charge and Fixed Penalty Charge Notices, Blue Badges, Resident Parking Permits, Restricted Access Permits, Workshop Dispensations, Residential Dispensation, CCTV and Bus Lane Enforcement

The intention of the new procured system is that it supports the Council's Objectives with regards to putting Citizens at the Heart of service provision. The system will allow more effective and efficient processes to be used to deal with PCN's, FPN's, Blue Badges and a range of on street permits and dispensation.

In addition it will enable Nottingham City Council to continue to work with Leicester City Council which supports the Authority's agenda of good to great and commercialism.

Why we wish to update the system

The new system should be able to enhance the existing service which we provide for the citizen in the following ways:

- Allow existing staff to reduce the waiting time for responses to PCN, FPN, Blue Badge and Permit applications and enquiries.
- Provide an on line application form which links directly into the IT system saving time and costs e.g. reduction in materials.
- Virtual permits which will enable the Civil Enforcement Officers to validate permit issuing electronically. In addition this will remove the requirement for the citizen to display a permit and remove the conflict with non-displaying and the potential for a Penalty Charge Notice to be issued.
- Allows the Council as the Highway Authority to introduce more bespoke restrictions that achieve roadspace transformation objectives e.g. around the Clear Zone and the new Broadmarsh development.
- Accessible enforcement equipment by replacing old technology with new mobile handhelds.
- Future proof our back office system equipment and CCTV enforcement.

- Greater business opportunities to expand our services to work on behalf of or in partnership with other Local Authorities and outside organisations.

Potential Risk by not going ahead with this decision

The risk is that in doing nothing the service is unable to rise to the challenge of the Good to Great Agenda and that we are not able to offer a competitive service to other Local Authorities and organisations.

The existing system was implemented in 2007 however the contract was only for a 5 year period which has now expired and is being extended on a yearly basis. Legal advice is that it is essential that a valid contract agreement is required.

If the current situation was to continue then we would not be competitive if we wished to tender for work with other local authorities and outside organisations. The system has certain limitations and is not as user friendly. It is also restricting the development of more interactive enforcement systems for example updating CCTV cameras automatically and virtual permits

Benefits to going ahead with this decision

Benefits of the system would be that the Authority would be in a position to tender for work from other local authorities and outside organisations. With regards to a Section 101 Agreement to work with other Local Authorities would mean that although no profit can be made there would be a reduction in the unit cost of our business.

By having an up to date system there would be the opportunity to use virtual permits for a variety of on street permits which would reduce costs of issuing paper permits. From a citizen/permit holder's point of view this would mean that the problem of displaying the permit correctly would be eliminated as long as the permit/dispensation had been applied for and processed.

The system would also enable on line application forms to be downloaded automatically into the system therefore saving time for the Officer and applicant

Why choose RTA as our consultants

RTA Associates have a proven record of supporting Local Authorities in this field and provided expertise in the procurement of the current debt management system. They are familiar with the system as it is at present and they have the knowledge required to take the system forward to the betterment of the Authority.

They have supported Nottingham City Council in gaining Decriminalised Enforcement Powers in 2002 and were part of the working group for the current back office system. In addition they managed the procurement of the Enforcement Contract in 2001 and again in 2006/7 when the CPS and NSL were used to enforce Nottingham City Council's parking restrictions.

The project will be run under strict project management provided by RTA Associates and will comply with Financial Regulations and all associated approvals.

