

Report of: Parking Manager

Report to: Chief Officer Elections and Regulatory Services

Date: 14th May 2021

Subject: Approval to extend the provision of Support & Maintenance of the Council's Parking and Bus Lane Enforcement and Permit Management System.

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

The Council awarded a contract (DN190532 – ITS140047) to Imperial Civil Enforcement Solutions Ltd for a Parking and Bus Lane Enforcement and Permit Management System, including the provision of Support & Maintenance, for the period 1st July 2015 to 30th June 2020, with options to extend for 2 further periods of 12 months. The first option to extend Support & Maintenance was exercised for period 1st July 2020 to 30th June 2021.

The Council is now seeking approval to exercise the second option to extend the contract for the provision of Support & Maintenance the period 1st July 2021 to 30th June 2022.

The cost of the extension will be approx. £172,562.00

Recommendations

The Chief Officer Elections and Regulatory Services is recommended to approve the extension of the contract with Imperial Civil Enforcement Solutions Ltd for the provision of Support & Maintenance of the Council's Parking and Bus Lane Enforcement and Permit Management System for a further 12 months, for the period 1st July 2021 to 30th June 2022 at a cost of £172,562.00.

The Chief Officer Elections and Regulatory Services is also recommended to support a procurement and service development project in conjunction with the Council's Digital and

Information Service that will aim to provide a modern hosted platform from which Parking Services will be able to operate from July 2022.

1. Purpose of this report

- 1.1. The purpose of this report is to set out the reasons for seeking approval to extend the contract with Imperial Civil Enforcement Solutions Ltd for the provision of Support & Maintenance of the Council's Parking and Bus Lane Enforcement and Permit Management System for a further 12 months, for the period 1st July 2021 to 30th June 2022.

2. Background information

- 2.1. Legislation in relation to the enforcement of traffic regulations is complex, and therefore requires specialist software to manage the process. When a ticket is issued the details regarding time, location, type of offence etc. need to be recorded including notes, photographs and GPS details. A paper ticket is produced for issuing to the vehicle and the details sent in real time to a database. The database then manages the recovery process, including tracing the owner, recording appeals, processing payments, issuing follow up notices and processing payments. It is electronically linked to DVLA, the Councils automated payment system, the Traffic Enforcement Court, the Traffic Penalty Tribunal and the bailiff contractors meaning that the various processes can be automated. The camera systems, including bus lane cameras, the CCTV vehicle and the fixed camera system at Leeds Bradford airport are also integrated into this database with the hardware provided under the contract.
- 2.2. The permit system is less complicated but provides the technical support for the administration of about 25,000 permits and season tickets under various schemes. There are benefits with links to the enforcement database, for example it alerts the enforcement officer if they are issuing a penalty to a vehicle that has a valid permit.
- 2.3. The system is modular and able to incorporate additional functions as the service develops. It also incorporates fully integrated mobile software solutions used by Parking Enforcement Officers.

3. Main Issues

- 3.1. The Parking and Bus Lane Enforcement and Permit Management System is used by the Council's Parking Services. The system is a complete end to end parking services solution, and comprises both hardware and software, including handheld units, bus lane cameras, a permit system and a back-office system. All administration relating to Parking Services is carried out using this system.
- 3.2. The Parking and Bus Lane Enforcement and Permit Management System has performed well over the life of the contract, with minimal downtime. It

processes payments of approx. 150,000 penalty notices per year generating £4.5 million income for the Council.

- 3.3. A full review of Council requirements and an options appraisal will be carried out with a view to procuring a new Parking Services system for use from July 2022. The Council has a strong desire to embrace changes in technology and move to the use of a cloud hosted Parking Services solution.

4. Corporate Considerations

4.1. Consultation & Engagement

- 4.2. Consultation has taken place with the key stakeholders in Parking Services and the Council's Digital and Information Service, who are all in agreement with the recommendations in this report.

4.3. Equality and Diversity/Cohesion and Integration

- 4.4. There are no specific issues of Equality and Diversity or Cohesion and Integration relating to the extension of the contract.

4.5. Council Policies and Best Council Plan

- 4.6. The use of the system enables the efficient administration of the Council's Parking Service which in turn supports City priorities of supporting sustainable infrastructure. It represents the use of leading digital technology which contributes to the Council's Smart City aspirations.

4.7. Resources and Value For Money

- 4.8. As the Parking and Bus Lane Enforcement and Permit Management System is currently in use and is fully embedded in the Council's IT infrastructure, there are no resource implications related to extending the current contract for the provision of Support & Maintenance.

- 4.9. The cost for the provision of Support & Maintenance of the Council's Parking and Bus Lane Enforcement and Permit Management System for the period 1st July 2021 to 30th June 2022 is £172,562.00. This amount can vary as cameras and services are suspended or removed for operational or project reasons.

- 4.10. If the transition to using the alternative Siemens hardware (previously purchased under the now cancelled Clean Air Zone (CAZ) project) is carried out, this would potentially reduce the above quoted Support & Maintenance costs.

4.11. Legal Implications, Access to Information and Call-In

- 4.12. The decision to extend the contract for a further 12 months is a Significant Operational Decision, which is not subject to call-in. There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.

- 4.13. In making their final decision, the Chief Officer Elections and Regulatory Services should be satisfied that implementing a 12 month extension for this contract represents best value for the Council.
- 4.14. **Risk Management**
- 4.15. There are no risks associated with extending the contract. The Parking and Bus Lane Enforcement and Permit Management System continues to perform well and meets the Council's requirements.
- 4.16. The contract will be managed and monitored regularly to ensure the benefits of the services are maximised. Any operational risks which are highlighted throughout the term of the contract will be managed and mitigated through regular account management/supplier review meetings.
- 4.17. If the request to approve the extension for the provision of Support & Maintenance is not given, then the Council would be left without the provision of Support & Maintenance of the system. In the event of any issues arising during use, the Council would not be able to request assistance for the system provider. It would also no longer receive upgrades and fixes for the system. A failure to the system which could not be rectified would have serious consequences to the Council's ability to process Penalty Notices and collect revenue.

5. Conclusions

- 5.1. Extending current Support & Maintenance provisions allowable under the contract for the period 1st July 2021 to 30th June 2022 meets the needs of the Council and represents best value.
- 5.2. A full review of Council requirements and an options appraisal will be carried out with a view to procuring a new Parking Services system for use from July 2022.

6. Recommendations

- 6.1. The Chief Officer Elections and Regulatory Services is recommended to approve the extension of the contract with Imperial Civil Enforcement Solutions Ltd for the provision of Support & Maintenance of the Council's Parking and Bus Lane Enforcement and Permit Management System for a further 12 months, for the period 1st July 2021 to 30th June 2022 at a cost of £172,562.00.
- 6.2. The Chief Officer Elections and Regulatory Services is also recommended to support a procurement and service development project in conjunction with the Council's Digital and Information Service that will aim to provide a modern hosted platform from which Parking Services will be able to operate from July 2022.