

NOT FOR PUBLICATION: The Appendix 1 to this report contains information considered to be exempt under Paragraph 3 of Schedule 12A to the Local Government Act 1972 as amended

Agenda Item No.

REPORT TO: Cabinet Member
DATE: 16th March 2021
SERVICE AREA: Parking Services (Safer Communities)
REPORTING OFFICER: Susan McGarry
SUBJECT: **PARKING SERVICES ENFORCEMENT AND PERMIT SOFTWARE**
WARD/S AFFECTED: NONE
FORWARD PLAN REF: 26PSEG20

1.0 PURPOSE OF REPORT

1.1 To seek approval from Cabinet Member to award the contract for the supply of parking enforcement and permit software using the ESPO framework to Imperial Civil Enforcement Solutions (Imperial).

2.0 RECOMMENDATIONS

2.1 That Imperial is appointed to provide the services outlined in this report, and the award is made utilising the ESPO framework agreement for Parking Management Solutions ref 509, Lot 4 Civil Enforcement Systems which is a fully OJEU compliant framework agreement.

2.2 That Cabinet Member approves the award of a three year contract with the option to extend for a further two years from 1st April 2021 with Imperial based on the reasons outlined in this report.

3.0 RECOMMENDED REASON FOR DECISIONS

3.1 We are currently using Imperial's systems (with integrations to other software) and to transfer to a new software supplier would involve considerable officer time and potential costs/risks to the service such as

potential downtime, compatibility issues, requirements for new hardware, potentially running two systems side by side etc.

3.2 Imperial have designed further customer service elements within their application and overall service improvements which will be implemented within the first year of this contract.

4.0 ALTERNATIVE OPTIONS CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 To go to tender and potentially award the contract to a new supplier. This involves a considerable amount of officer resource (parking and ICT), potential increased costs and risks to service delivery. Since there are multiple systems (explained in paragraph 5.1 below), successful implementation if another service provider was appointed would likely take at least 12 to 18 months from the contract appointment date.

4.2 Additionally, whilst at this stage, the outcome and implementation date of LGR is unknown, neighbouring authorities all use the Imperial system. The utilisation of the same parking systems across the county would clearly make any future service changes considerably simpler to implement.

5.0 THE REPORT

5.1 We currently use Imperial to deliver a number of systems relating to parking enforcement systems and permits. These are:

- Penalty Charge Notice (PCN) issuing software (Rialto) – this is the software on our handheld computers (which we recently upgraded to mobile phones). Anything issued on our handhelds is uploaded in real time to the back office.
- Back office notice processing system (3sixty)
- Management reporting system (Powercube)
- Appeal Website (Citizen) – the appeal website pages where customers can view evidence, appeal PCN's and obtain guidance on appeals is hosted by Imperial and fully integrated to the back office system.
- CEO location mapping (GEO Smarti) – this is used by supervisory staff to monitor CEO whereabouts for health and safety and efficient reactive enforcement requests.
- Permit system – (Permit Gateway) – this is fully integrated with 3sixty and the handhelds.
- Permit Citizen – again hosted by Imperial and fully integrates with the permit back office system.
- Guest permit access database system.(internal HBC system)

5.2 This contract also includes system improvements that will be implemented within the first year of the contract (after the letter writing module implementation) which are:

- Migrate to a cloud hosted solution rather than on the Council's network – this reduces the resource demand on HBC's ICT resource for upgrades, hot fixes, faults as an example.
- An upgrade of the permit system, again migrating to a cloud based solution which allows for greater self-serve and customer permit management in addition to the potential for virtual permits and scratch cards which will result in reduced administration, cost savings for stationery and postage as well as supporting the council's sustainability objectives. Additionally, our guest permit system requires use of an access database which will eventually become obsolete as the Council moves away from legacy systems.

5.3 Harrogate Borough Council delivers Civil Parking Enforcement (CPE) for North Yorkshire County Council (NYCC) as well as Craven and Selby District Councils and all costs are shared with these bodies based on PCNs issued. The costs of the permit system is split between NYCC and HBC only.

5.4 The current annual maintenance costs are split between HBC, NYCC, SDC and CDC and this new contract award including the new functionality will be the same. There are year one additional configuration costs which will be shared and HBC's share of these costs can be met from the existing budget.

5.5 The costs of the contract are detailed in Appendix 1.

5.6 NYCC have been consulted and are supportive of this contract award to Imperial for the reasons stated in this report. Scarborough BC are currently progressing an ESPO award to Imperial on the same basis as this report for the same contract length.

6.0 REQUIRED ASSESSMENTS AND IMPLICATIONS

6.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.

6.2 ICT has been consulted and is in support of this approach. Once a contract is awarded and an implementation plan agreed, the Technical Assurance Board (TAB) technical approval process will be undertaken at appropriate stages in the plan to ensure what is implemented conforms to required compliance and technical standards.

6.3 Legal Services and the Corporate Procurement Unit have been consulted and have advised on the contents of the report.

7.0 CONCLUSIONS

7.1 Imperial are our incumbent supplier (with integrations to other suppliers) and to transfer to a new software supplier would involve considerable Officer time and potential costs/risks to the service.

- 7.2 This award does not increase costs, still allows for ongoing improvements and potential efficiencies as well as allowing scope for digital improvements which will improve customer service and service delivery.
- 7.3 The initial contract award length of three years supports the LGR timescales without impeding future parking service delivery reorganisation with extensions built into the contract to allow continuation of services if necessary once LGR has been formed if applicable.
- 7.4 An award using the ESPO framework is the most prudent and efficient way forward.

Background Papers – None

OFFICER CONTACT: Please contact Susan McGarry, Parking Services Manager, if you require any further information on the contents of this report. The officer can be contacted at Parking Services, *PO Bo 787, Harrogate, HG1 9RW, 01423-500600* or by e-mail – susan.mcgarry@harrogate.gov.uk