

CIVIL PARKING ENFORCEMENT (CPE) CONTRACT PROCUREMENT

ADDENDUM

To: **Cabinet**

Date: **7th July 2009**

From: **Executive Director: Environment Services**

Electoral division(s): **All**

Forward Plan ref: **Not applicable** *Key Decision:* **No**

Purpose: **To consider contract procurement arrangements for a new civil enforcement parking contract for Cambridge.**

Recommendation: **AMENDED RECOMMENDATION**

Cabinet is recommended to:

- i) **Agree the procurement of a new enforcement contractor based on the current form of contract with modifications to comply wholly with Government parking enforcement guidance; and**
- ii) **Note the timetable for contractor procurement, shown in Appendix B.**

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1. UPDATE

- 1.1 Since the publication of the Cabinet report, further work has been undertaken on the procurement strategy, in particular the procurement of the IT system for penalty charge notice (PCN) processing.

2. IT PROCUREMENT

- 2.1 Under the current enforcement contract, the contractor provides the IT system for PCN processing along with the hand held equipment for its deployed parking attendants. In-house staff use the IT system to process the PCNs.
- 2.2 Whilst the IT system generally works well, there has been some frustration over the timeliness of the support given by the IT system provider to the contractor. Despite its best efforts, the enforcement contractor has not always been able to resolve IT system problems in a timely fashion.
- 2.3 The original proposal was to address this shortcoming by procuring the IT system under a separate contract allowing direct interaction between in-house staff and an IT provider, with appropriate financial penalties built into the contract to address poor performance.
- 2.4 However, an efficient enforcement process requires two key elements to function in a co-ordinated way: on street enforcement to issue PCNs and the timely processing of PCNs after issue using the IT system.
- 2.5 The procurement of an IT system through the enforcement contract, as per current arrangements, effectively binds together these key responsibilities through one provider and further consideration has been given to retaining this option.
- 2.6 It is recognised that there are pros and cons with either approach but on balance, and following further officer discussion, it is considered better to retain the current arrangement of procuring the IT system through the enforcement contract which is reflected in the amended recommendation.