Request for Information - ICT Car Parking System and Enforcement Services

This notice is placed as a Request for Information for the potential procurement of a supplier to undertake both Car Parking Back Office System and Parking Operational Services for the Local Authorities stated below.

We would like to hear from any potential providers who are able to provide both requirements please advise if your organisation would be interested in bidding for this opportunity as part of your response.

Both services are in relation to parking management under TMA 2004

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| --- | --- | --- |
| Local Authority | ICT Back Office System | Operational Services |
|  |  |  |
| Cotswold District Council | Yes | Yes |
| Forest of Dean District Council | Yes | Yes |
| West Oxfordshire District Council | Yes | No |

Car Parking Back Office System

We are looking for one solution to manage all the processes involved within Civil Parking Enforcement (CPE), including penalty charge notice processing, pre-booked digital stays and permit administration. The solution should be proven and tested and able to facilitate as much self-serve by customers as possible and be externally hosted. The requirement is to manage 3 separate Local Authorities within the same package.

The new contract includes configuration, commissioning, and training of staff. It is essential that the migration of the existing data is also carried out and be available with no loss of information.

Parking operational Services

The main requirement in relation to this contract is the enforcement of off-street parking regulations in the off-street car parks in the Cotswold District and the Forest of Dean District Council areas.

The contractor will be expected to use the ICT back office system appointed by the Council including the hardware; handhelds and printers.

The Councils operate Off-Street Parking Orders, controlling parking and the setting of charges where appropriate.

The service is to include maintenance of pay and display machines and replenishing tickets.