**THURROCK COUNCIL SPECIFICAITON**

**Civil and Environmental Enforcement Software**

**1. INTRODUCTION**

1.1 Thurrock Council currently operates parking and enforcement services through two distinct enforcement teams within the Environment and Highways Directorate - Civil Enforcement (primarily responsible for parking) and Environment Enforcement (responsible for a range of issues including fly tipping, littering and abandoned vehicles).

1.2 The teams of officers operate separately and have different back office systems supporting their work. Civil Enforcement uses Taranto and Environmental Enforcement uses Uniform. The Service would like to seek a single software solution that can support the back office processing for both types of enforcement.

1.3 The current system used by Environmental Enforcement requires a lot of manual intervention and action from the Enforcement Officers. Thurrock Council is looking to procure software that will apply workflows and configuration to ensure that legal case files are automatically prepared to meet specified requirements, freeing up officer time to be spent doing more enforcement in a team that has growing resource pressures.

1.4 Currently whilst the Civil Enforcement Officers (Parking) can issue fines whilst out on the street, the Environmental Enforcement Officers need to return to the office, manually create the entry, check the details and the post or email the fine. Being able to issue fines whilst out and about would help to improve productivity by reducing time spent in the office on administrative tasks. The new system should provide the ability to include an image portal that complies with legal admissibility requirements.

**2. THURROCK COUNCIL ENFORCEMENT**

***2.1 Environmental Enforcement Service***

2.1.1 The Environmental Enforcement Team have expanded and deliver a wide range of enforcement and activities to bring about local improvements for the communities in Thurrock.

2.1.2 In this challenging role we deal with Enviro-crime and Anti-Social Behaviour issues across the borough, proactively responding to high level customer service demand.

2.1.3 Knowledge of Enforcement in the following is essential:

* The Environmental Protection Act
* Highways Act
* Refuse & Disposal Amenity Act
* Clean Neighbourhoods Environment Act
* Anti-Social Behaviour Act and the
* Anti-Social Behaviour, Crime and Policing Act

as well as experience and working knowledge of PACE, CPIA, RIPA, and all other relevant codes.

2.1.4 These powers assist our service in improving the borough and the ability to participate and deliver actions to make a difference.

2.1.5 Our zero tolerance approach includes issuing fixed penalty notices, work on prosecution files to a high standard and attend court as a witness.

2.1.6 The service operates partnership working with internal and external partners to tackle Enviro-crime & Anti-Social; officers work on and manage case workload of investigations and enforcement actions together with providing support to our partners.

***2.2 Civil Enforcement Service***

2.2.1 The Parking Enforcement team are responsible for delivering an efficient and effective enforcement service aimed at reducing the number of illegally parked vehicles. This in turn will reduce traffic congestion, improve road safety, and improve accessibility for all road users, including blue badge holders.

2.2.2 The Civil Enforcement Officers deliver a high level of outputs across all operational aspects of parking enforcement including: The issuance of penalty charge notices, proactive and reactive enforcement against parking contraventions supported with traffic regulation orders. On and off street parking enforcement including car parks, pay & display and permit monitoring, blue badge inspections, school patrols, customer service advice, signs and lines monitoring.

2.2.3 In order to effectively support our parking enforcement operations we require a system that will fully support the lifecycle of a PCN, front and back end.

***2.3 Volumes and Forward Planning***

2.3.1 Number of current staff in the service is as follows:

1 x Operations Manager

4 x Environmental Enforcement Officers (EEOs)

1 x Senior EEO

14 x Civil Enforcement Officers (CEOs)

5 x Processing Officers

2.3.2 The Debt Recovery team also need read access to the systems in order to follow up on unpaid debt. There are currently 11 staff in Debt Recovery.

2.3.3 Currently some of the environmental enforcement responsibility is carried out through a third party contract. Moving forwards, this element may be brought in house, with the resulting need to allocate system usage to additional staff.

**3. REQUIREMENT - OVERVIEW**

3.1 The Council’s requirement is ideally to purchase and implement a single system to provide case management and work flows in line with legislation and best practice for both Environmental and Civil Enforcement, covering the full life time of an enforcement case.

3.2 However, the Council appreciates that the market for a single product may be limited and therefore bidders are asked to propose a system (and price) that is either:

1. Provision of a combined Civil and Environmental Enforcement System
2. Provision of separate Civil and Environmental Enforcement Systems (ie. both systems that do not talk to each other)
3. Provision of a Civil Enforcement System only
4. Provision of an Environmental Enforcement System only

3.3 Preference will be given to the combined system in the tender evaluation. Q1: Software Provision will be scored in accordance with the response to 1-4 above, and the answers to Q2. System Functionality.

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| **Illustration**  *Bidders that select Option 1 above (Combined System) may score up to 5*  *Bidders that select any of Options 2-4 (Individual Systems) may score up to 3*  *The weighting for Q1 is 35 – therefore the maximum weighted score for Option 1 is 35 and Options 2-4 is 21.* |

3.4 The remaining tender evaluation score will be made up of an additional 25% for quality and 40% for price.

**4. SYSTEM REQUIREMENTS**

4.1 In brief the Council’s high level requirements are for the system/s to have the following functionality:

**Both Systems Individually**

* Creation of legal files
* Achievement of strong legislative control
* Support night-time enforcement activities
* Expandable enforcement notice portfolio – which can incorporate new type and different types of notices as scope expands or contracts.
* A system that has the capability to interface with a payments platform (such as CivicaPay) to eliminate the need for the manual payment cross checks
* Enhanced workflow capability to accommodate variable triggers relating to Civil and Environment enforcement
* The ability to provide scheduled data extracts in varying formats
* The ability to issue fines electronically from held hand devices that can accommodate reception blackspots within the Borough and have a real-time data transfer to the back office system
* The ability to print fines from handheld devices
* Use of hand held devices (bespoke or smartphone) that enable the scanning of relevant details including for parking, vehicle registration numbers, mitigating against the potential for officer error in the issuing of fines
* A comprehensive suite of management reports
* Access to validation data to verify individuals’ names and addresses when issuing FPNs
* Ability to support a managed debt recovery processes and activities

**Civil (Parking) Enforcement**

* A system that can support permitting relating to parking zones, from the identification of the zone.
* Allow permit applications via an online process.
* Ability to  issue initial, visitor and replacement permits

**Environmental Enforcement**

* Ability for the public (through website/link or other) to directly report environmental issues such as fly tipping

4.2 The list above is high level only at this point. Bidders will respond to each item in the “requirements” section of the tender, explaining in full their compliance and offer.

4.3 The anticipated number of users of the system/s is as set out in 2.3.1. As explained, there is potential to increase the Environmental Enforcement team during the period of the contract. Bidders shall include scale up prices within the appropriate part of the pricing schedule.

4.4 Bidders shall include prices for Handheld Devices or Mobile SmartPhone Apps. These shall be priced on an annual (lease) basis including maintenance and insurance as appropriate. If Handhelds are proposed, bidders shall ensure that the cost includes replacement with a unit of the same or better quality if the unit can no longer be repaired. If Apps are proposed, note that the Council will provide SmartPhones directly and there is no need to price this.

4.5 Bidders shall price for provision of a system that includes support, maintenance and helpdesk, plus implementation and initial training costs (on a Train the Trainer basis). The Contract will be for a period of 5 years plus 2 potential additional extension periods of 2 years subject to agreement by all parties.

4.6 Bidders will need to provide details of training provision, both at initial setup and ongoing, and include what training/support will be provided for suppliers.

### 5. PERFORMANCE MANAGEMENT

#### 5.1 Performance Management

5.1.1 The Council’s Authorised Officer will be responsible for Performance Management of the Contract. Management will take place through analysis of data, consideration of performance against the KPIs and regular meetings with the Contractor.

5.1.3 Contract Management meetings shall take place at regular intervals between the Council and the Contractor, according to need, but in any case at a minimum of monthly during the implementation phase (first three months) or any replacement programme, and quarterly thereafter.

#### 5.2 Key Performance Indicators

5.2.1 The Contractor shall provide data to evidence their performance against the Key Performance Indicators set out in Appendix 1. These KPIs are set for the first year of the contract. Detail be submitted to the Council’s Authorised Officer to the schedule as set out in the “Reporting Frequency” column.

5.2.2 The Council will review both the performance against and the relevance of, the Key Performance Indicators on an annual basis and agree with the Contractor any revisions of these in advance of the next contract year.

#### 5.3 Data Collection

5.3.1 Additionally, the Contractor shall provide data as requested by the Council’s Authorised Officer which will evidence further performance of service delivery. This data may not initially have a target figure, but may form part of the discussions and amendments to the list of Key Performance Indicators.

### Appendix 1 – Key Performance Indicators

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| **Objective** | **Performance Measure** | **Target** | **Reporting Frequency** |
| Timely System Implementation | 1. System is implemented and “goes live” in accordance with the proposal and date agreed at contract commencement by the Council. | Live within 5 working days of planned date | First Quarter after  Go Live |
| Effective Service | 2. Service (system) issues are resolved within the timescales agreed within the Contractor’s SLA.  3. There is minimal system downtime  4. Hardware (if purchased) errors are fixed or replaced within (n tbc) days | 98%  < 1% downtime  N days to fix or replace | Quarterly |
| Updates are managed effectively | 5. Updates/upgrades are communicated to the Council with sufficient time to test prior to implementation. |  |  |