



Royal Borough of Kingston Upon Thames
Parking Enforcement- Mobile Payment
Solutions

SOFT MARKET TESTING

MEMORANDUM OF INFORMATION

January 2023

CONTENTS

	Page
1.0 Introduction	2
2.0 Background	2
3.0 Service description	3
4.0 Soft market testing	3
5.0 Timetable	4

1. Introduction

1.1 The purpose of this Soft Market Testing exercise is:

i) An early opportunity for potential bidders to deliver a short presentation to Council Officers on the market, advances in technology and the options available for more intelligent pricing strategies, including emission based pricing.

1.2 This document provides additional information on the operation of the Soft Market Testing exercise.

1.3 The council will answer all enquiries via the London Tenders Portal messaging function. The final deadline for clarifications is 12.00 noon on 03/02/2023.

2. Background

2.1 Background Information

The Royal Borough of Kingston Upon Thames is recommissioning outsourced services for parking, with market engagement due to commence in Summer 2023.

Kingston Fact Sheet

The Royal Borough of Kingston Upon Thames is an outer-London borough located in the south-west of Greater London, and is bordered by the London Boroughs of Richmond, Wandsworth, Merton, and Sutton, as well as Surrey County Council boroughs of Elmbridge, Mole Valley, Epsom and Ewell.

The borough covers an area of thirty eight square kilometres, which makes it the seventh smallest London borough in terms of its geographical area. The Borough has one

Metropolitan Town Centre (Kingston), and three District Centres (Surbiton, New Malden, and Tolworth).

There are sixteen existing controlled parking zones, with over eight thousand resident permit holders and more than ten thousand dedicated and shared use parking spaces. Existing zones cover a minority of the borough, however, the Council has aspirations to introduce new zones at a rate of not more than two per year, in response to resident requests.

Thirteen off-street car parks, primarily located in the town centre area provide over three thousand public spaces.

Three of the town centre off-street car parks, Bittoms, Cattle Market and the Rose operate on the Hub Parking pay on foot system, which must be integrated with any mobile payment solution.

Relevant Strategies and Policies

The following local and regional strategies are relevant to the procurement and delivery of these services.

[Mayor of London Transport Strategy](#)

[Local Implementation Plan](#)

[Kingston Town Centre Area Access Strategy](#)

[Climate Action Plan](#)

[Air Quality Action Plan](#)

[Kingston Town Centre Air Quality Study](#)

[Digital Transformation](#)

3. Service description

3.1 Anticipated Mobile Payment Services

- Paid Parking for on and off street car parks
- Resident and other Parking Permits
- Virtual Visitor Permits
- Ability to vary tariffs applied based on vehicle type, fuel type, actual emissions, VED rate
- Ability to introduce and vary location based incentives

Transaction Data

- More than 150,000 paid parking transactions per month across on and off street estate
- Over 8,000 annual parking permits
- Over 35,000 annual visitor vouchers / permits (currently physical books)

4.0 Soft market testing

- 4.1 This memorandum of information provides information and guidance for suppliers participating in the soft market testing exercise.
- 4.2 Presentation slots are available on 6th and 7th February 2023, should cover at least the key themes of interest to the Council as described below, and be designed to last for no longer than 20 minutes, allowing a further 10 minutes for questions.

The key themes of interest to the Council are:

- 1. Commercials, advantages and disadvantages of contracting approaches, including multi-vendor.
 - 2. Duration, advantages and disadvantages of longer contract terms and the ability to build in innovation through a longer term business plan.
 - 3. Anticipated near future advances in system functionality.
 - 4. Safeguards for road users who are not digitally enabled in a fully mobile based service.
- 4.3 The presentation delivery will be virtual via GoogleMeet, and responders are required to register their interest **via the [London Tenders Portal](#)** no later than 12 noon on 31st January 2023. A time slot will be confirmed by email, along with some additional information on the operation in Kingston to inform the presentation.
- 4.4 Responders should have demonstrable experience in delivering large scale contracts in a local authority setting, and this should be summarised in their response. Any responses not meeting this criteria will not be accepted.
- 4.5 This exercise is information gathering which will inform the detailed specification which will be put to the market later in 2023, responses will be used to inform decision making, and not be included in the procurement exercise.
- 4.6 All answers provided will assist the Council in shaping and scoping requirements and will provide insight into the most suitable procurement route. Any information provided will be strictly confidential and non-binding.
- 4.7 The Council wishes to provide fixed points of contact for this soft market testing exercise and interested parties are requested not to contact any other individual or team at the Council or any of its other advisors. Any enquiries and responses should be sent via the messaging function within the London Tenders Portal.
- 4.8 The Council is committed to ensuring fairness, openness and transparency, and to follow UK procurement regulations. This soft market testing exercise does not constitute any commitment by the Council or any of its stakeholders to undertake any public procurement exercise in the future.
- 4.9 Interested parties will not be prejudiced by any response or failure to respond to the soft market testing exercise and an expression of interest in response to the PIN or the completion of the questionnaire does not guarantee any invitation to participate in informal discussions with the Council or any future public procurement process that the Council may conduct.

- 4.10 This soft market testing activity does not constitute a call for competition to procure any services, supplies or works for the Council and the Council is not bound to accept any proposals offered. The Council is not liable for any costs, fees or expenses incurred by any party participating in the soft market testing exercise. Any procurement of any services, supplies or works by the Council in due course will be carried out strictly in accordance with the provisions in the UK and EU Procurement Regulations.

5.0 Timetable

- 5.1 Please see dates for the Soft Market Testing process below

13/01/2023	Soft Market Testing request published
31/01/2023	Deadline for registering interest
12noon on 03/02/2023	Deadline for clarification questions
06/02/2023 - 07/02/2023	Supplier Presentation
