**GOSPORT BOROUGH COUNCIL (GBC)**

**INVITATION TO QUOTE (ITQ)**

**PUBLISHED: THURSDAY 20th JUNE 2024 FOR:**

**ENFORCEMENT AGENTS**

**RESPONSE DEADLINE: FRIDAY 5th JULY 2024 12:00PM**

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Schedule 1 – ITQ Response Document

Appendix 1 – GBC Services Contract

# Introduction

Gosport is a mainly urban town in Hampshire with a population of approximately 85,000.

Gosport Borough Council (GBC) operates 23 off street pay and display car parks as well as managing and enforcing various residents and free car parks throughout the borough under Civil Parking Enforcement (CPE).

# Specification / Requirements

* + GBC requires the collection of debts resulting from unpaid Penalty Charge Notices issued in off-street car parks.
  + GBC will be awarding the contract to one provider.
  + Term/length of the agreement will be for two years from approximately 1 August 2024 with an opportunity of a two year extension by mutual agreement.

All Enforcement Agents acting on behalf of the Contractor must be

employed by the Contractor. The Contractor must ensure that Enforcement Agents and other employees have an appropriate knowledge of relevant legislation, case law and powers, and the role they are required to undertake. The Contractor must ensure that adequate training is undertaken and that it is effective.

The total amount of debt sent to our current Enforcement Agent provider over the last 3 financial years is shown in the table(s) below:-

|  |  |  |
| --- | --- | --- |
| **Financial Year** | **No. of Penalty Charge Notices** | **Amount of debt** |
| **2021/22** | **83** | **£7,296** |
| **2022/23** | **114** | **£10,356** |
| **2023/24** | **186** | **£16,884** |

Please note that the Council cannot guarantee volumes of work for any of the above.

**Service Specification**

You are required to provide method statement and evidence for assessment on each of the following areas:

|  |  |  |
| --- | --- | --- |
| **Service Area** | **Required Information** | **Weighting** |
| Particulars of your organisation | Please provide information on number of personnel and coverage. How many staff locally employed (Gosport area) Are staff Employed or contracted?. Please provide information on your Code of Conduct and Complaints Procedure | 25% |
| Accessibility to the Council | What is your availability of point of contact in emergency situations?  Do you provide an on-line portal with access to GBC staff in real time?  How will performance reports be made available and how frequently will they be provided? | 25% |
| Instructions | Will the council have the flexibility to withdraw a case in certain conditions?  What is your performance level in respect of debtor tracing and debt recovery | 25% |
| Financial procedures | Please provide information of your banking, accounting and invoicing. How will payments will be made to the Council. Will the suppliers IT systems interface with the council software provider (Chipside) to allow for payments and returns to be processed.  Please provide proof of Indemnity and Insurance | 15% |
| Vulnerability | Please provide information on how you deal with vulnerabilities, including medical conditions, learning disabilities, addiction, domestic violence and severe debt. Safeguarding and discrimination. How do you deal with breathing space notifications? | 10% |

*Please note that scoring ‘1’ or less for any one or more quality questions will give grounds for excluding the response from further consideration and will not be included in the final evaluation.*

**Responses for all service areas have the following mandatory limitations:**

* Page/Word Limit – A4 page with normal margins, 2500 max word count
* Document Format – Word or PDF
* Tables, pictures, diagrams and images may be included if appropriate to the question and must fall in line with the page limit
* Marketing brochures, company policy documents and annual reports will not be accepted

The contractor must offer open lines of communication via phone and email for GBC staff to receive advice and discuss requirements. This must be available Monday to Friday from 9am until 5pm.

**Evaluation Criteria and Scoring Methodology**

Evaluation of Award Criteria and Commercial Requirements

Responses to the questions contained above will be evaluated against the following criteria;

|  |  |
| --- | --- |
| **Evaluation Criteria** | |
| **CRITERION** | **PERCENTAGE WEIGHTINGS** |
| Quality | 100% |
| Price | 0% \* |

\*Pricing is regulated by UK Legislation ‘The Taking Control of Goods (Fees) Regulation 2014.

Please see weightings in the ‘Service Specification’ section.

**Scoring Methodology**

|  |  |
| --- | --- |
| **QUESTION RESPONSES** | **MARKS** |
| Excellent response with requirements being met and exceeded in some areas. Showing a comprehensive understanding and the ability to deliver to a high standard. Evidence relating to the proposed services shows high quality. | 5 |
| Good response with requirements being fully met. Understanding all requirements and the ability to deliver to a high standard. Evidence in relation to the proposed services shows good quality. | 4 |
| Acceptable answer with requirements being met in parts but not fully.  A reasonable understanding to have the ability to deliver the service. Evidence to show that the services is just suitable for the purpose but has not met the standard expected. | 3 |
| Poor response where some requirements are being met but there are some large exceptions.  Concerns that the services proposed would not be suitable for use. | 2 |
| Target requirements only met on a few occasions.  Low standard response.  Major concerns that the services proposed would be suitable for use. | 1 |
| No Answer or answer not meeting the requirements. No evidence that the services would be suitable. | 0 |

# Health and Safety

It is the contractor’s responsibility to follow any relevant health and safety procedures whilst undertaking debt collection work for Gosport Borough Council.

# Insurance

The contractor will maintain the following insurance cover for the duration of the Contract.

|  |  |
| --- | --- |
| **Insurance:** | **Minimum value required** |
| Public Liability | £10 million |
| Employee Liability | £5 million |

# Procurement Timetable

|  |  |
| --- | --- |
| **Event** | **Indicative Date** |
| Invitation to Quote published | Thursday 20th June 2024 |
| Deadline for clarifications | Friday 28th June 2024 |
| Deadline for receipt of quotes | Friday 5th July 12:00pm |
| Notification of award decision | By 12th July 2024 |
| Commencement date | 1st August 2024 |
| Completion date | 31st July 2026 (with option to extend 2 years) |

# Instructions on submitting a response

Responses must be uploaded via the Proactis portal, also known as the South East Business Portal: <https://sebp.due-north.com/>, and submitted no later than the time and date specified in the procurement timetable.

You must fully complete the attached response document (Schedule 1).

# Clarifications

All requests for clarification should be submitted no later than the date specified in the Procurement timetable, using the messaging facility on the Proactis procurement portal.

Responses received after the deadline date may not be answered. If the potential provider expresses that the question is confidential and GBC agrees that it is, then the response will be sent only to the potential provider raising the question. If GBC disagrees, they will inform the potential provider and allow them to withdraw their question.

Suppliers may be required to clarify their submission. Requests for clarification will be issued via the messaging function on the Proactis portal. Suppliers are required to respond to requests for clarification as requested and, no later than within 3 working days.

# Evaluation

Responses received on time will be evaluated as per scoring methodology, providing the response meets the requirements stated in this ITQ.

# Award

The award decision will be notified via the Proactis portal after the deadline for responses has passed and the response have been evaluated.

GBC reserve the right to decline to make an award, or to abandon or cancel the procurement process. GBC will not be responsible for any costs or expenses incurred as a result of following this course of action.

Any costs incurred by the contractor in responding to this ITQ or in support of activities associated with the response to this ITQ are to be borne by the service provider and are not reimbursable by GBC.

# Terms and Conditions

In submitting a response to this Invitation to Quote, potential Contractors do so on the conditions set out in the Council’s Services Contract, which is attached to this invitation. In the event of any breach of the conditions, the Council shall be entitled to terminate any arrangement made as a result of such procurement.

# Conduct and Conflicts of interest

The contractor shall not, before the date and time specified for return of the quote, communicate to any person the amount or approximate amount of the quote or proposed quote, except where the disclosure in confidence of the approximate amount of quote is necessary to obtain insurance cover.

The quote shall be a bona-fide quote and shall not be fixed or adjusted by, under, or in accordance with any agreement or arrangement with any other person.

Contractors shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from submitting a quote.

Contractors must not, in connection with the proposed quote:

* offer any inducement, fee or reward to any member or officer of the Authority/Council
* do anything which would constitute a breach of the Bribery Act 2010 or the Section 117 (2) Local Government Act 1972, or
* canvass any of the persons referred to above in connection with the provision;
  + or contact, any member or officer of the Authority/Council or any person acting as an advisor to the Authority/Council (except as authorised by this Invitation to Quote for the purpose of asking genuine questions about the process or the provision) about any aspect of the proposed provision or for soliciting information in connection therewith.

Suppliers are responsible for ensuring that no conflicts of interest exist between the Supplier and its advisors and the Council and its advisors. Any Supplier who fails to comply with this requirement may be disqualified from the procurement process at the discretion of the Council. Any conflicts of interests must be declared to the Council at the earliest opportunity.