

1819-0038 – Islington Council Enforcement Agents for Recovery of Parking Fines Concession Framework

Islington Council invites suitable expressions of interest from suppliers for a concession framework agreement for the provision of recovery of unpaid on-street parking debts- Enforcement Agency Services. This concession has been advertised previously as 1617-0018 Islington Council Enforcement Agents for Recovery of Parking Fines Concession Framework.

Islington Council is seeking to appoint up to 3 contractors to the concession framework. Contracts based on the framework agreement shall follow the terms of the framework agreement including how a concession contract is concluded. How a concession contract is concluded is explained within the invitation to tender documentation.

The concession framework arrangement will be monitored against a range of outcome based indicators which the provider will be expected to achieve. The details of these indicators will be included within the specification and the successful organisation will need to demonstrate they have the capability and capacity to meet these requirements.

The services will be required by Islington Council who may access the framework agreement.

Current status / Background

The Traffic and Parking Service seeks Enforcement Agencies, to collect registered debts created as a due to non-payment of Penalty Charge Notices issued as a result of drivers contravening local parking regulations. The nature of such debt collection is one where nationwide coverage is necessary. Collection of such debts is crucial to the integrity and fairness of the Parking Service. There is an expectation that the council will attempt to recover debts to which they are legally entitled, and any failure to do so would be totally unfair to those who discharge their liabilities and pay for such PCNs at earlier stages of the recovery process. The contract is based on national guidelines, whereby the Enforcement Agency will recover the debts due to the council and transfer debts recovered to the council. The costs of such enforcement action are covered by the statutory fees that the Agencies are entitled to claim over and above the debts due to the council.

The Council issued 21,000 warrants for unpaid Parking Charge Notices (PCN'S) for the year 2016/17.

The requirement

The Council seeks to set up a framework agreement with Enforcement Agent suppliers, to perform debt collection services for debts that are created by the non-payment of on-street Penalty Charge Notices. The recovery of such debts is established in law, and is enacted by the service of court-issued warrants, obtained after all statutory council-led attempts at debt recovery have been exhausted.

Lots

This contract is not split in Lots

Term of the Framework Agreement

The term of the framework agreement will be for 48 months from the estimated start date of 10/08/2018

Framework call off will initially be based on a rotational basis starting with the highest scoring bidder. There will only be one round of rotation of all providers. Performance during the first round of call-off will determine the remaining work allocations. The work will be divided between framework contractors, based on each contractors past performance. In addition, performance will be assessed regularly, in accordance with the terms of the framework agreement, using a fixed group of Key Performance indicators.

The council intends to appoint three contractors to carry out these services.

Value of the Framework Agreement

This is a concession arrangement therefore no amount will be paid to contractors on this framework. A framework agreement does not guarantee any value or volume of work. Hence the concession arrangement does not guarantee the volume of PCN's to be issued for the lifetime of the contract, not a guarantee of an income to appointed contractors on this framework.

The estimated value of the services that may be awarded by Islington Council under the framework agreement is estimated at between £0 and £ 2,300,000 over the forty-eight (48) months period. The estimated value includes the likely fees to be recovered by the awarded contractors.

Award criteria

Quality 100%

Quality made up of:

Proposed approach to maximising recovery performance	45%
Public accessibility and customer service standards	25%
National coverage of debt recovery	15%
Contribution to the social value of the contract in partnership with the Council	15%

Total 100%

Tenderers should be aware that we reserve the right to hold site visits and/or presentations and/or interviews during the tender process. Site visits and/or presentations and/or interviews will be for verification/clarification purposes of the written submission.

We reserve the right to interview leading bidders.

Procurement Process

This advertised contract will be procured using the Open Procedure. The Open Procedure means that all bidders who successfully express an interest will automatically be invited to tender and have access to the tender documents. Those who submit a tender and meet the minimum requirements will have their full tender and method statements evaluated.

How to express an interest

If you wish to apply for this contract please follow the steps below:

Register your company free of charge via the link on the right hand side of this page under: 'Useful Websites' **London Tenders Portal**.

Register your company free of charge via the **London Tenders Portal**.

Link: <https://procontract.due-north.com>

Await acceptance. You will receive an email confirming your username and password.

Use your username and password to log into the London Tenders Portal and express your interest in 1819-0038 – Islington Council Enforcement Agents for Recovery of Parking Fines Concession Framework - 98351110 – Parking Enforcement Services

Shortly after you have expressed interest, you will receive a second email containing a link to access the tender documents.

Deadlines

The deadline for expressions of interest is: **11:59 am, Friday 22 June 2018.**

Submission of Tender documents by: **12 Noon on Friday 22 June 2018.**

Late submissions will not be accepted.

Additional information

- Islington Council and its partners are committed to work towards a 'Fairer Islington', for more information see www.islington.gov.uk.
- Please **do not** include any publicity material with your submissions.
- Islington Council aims to provide equality of opportunity and welcomes applicants who meet the qualitative selection from black and minority ethnic communities and disabled groups.
- The Council encourages all types of organisation who meet the qualitative selection including Voluntary and Community Sector (VCS) organisations, Social Enterprises or not for profit enterprises and small to medium enterprises (SME) to tender.

- Your submission will be marked in stages. Only applicants who meet the requirements at each stage will progress to the next stage. Further details will be contained in the tender documents.
- Please include the Contract Number of this tender process when communicating with the Council in any way.
- Applicants are advised that all costs incurred either directly or indirectly in preparation, submission or otherwise related to this advertisement will be borne by them, and in no circumstances will the council be responsible for any such costs. Applicants are also advised that the council at its sole discretion acting reasonably and in good faith reserves the right to abandon the procurement at any stage prior to contract award.
- As part of a commitment to transparency the council is now publishing all spend over £500 each month. This includes spend on contracts, so the successful contractor should expect details of spend against the contract to appear on the council website [Islington Council: Council contracts](#). The council is also committed to publishing tender and contract documentation after contract award stage. Commercially sensitive information will be redacted from documentation. What constitutes commercially sensitive information is a matter for the council's sole discretion. However, tenderers will be invited to identify information they consider to be commercially sensitive in their tender return and this will be taken into account in the council forming a view.