**INVITATION TO QUOTE FOR THE SUPPLY/PROVISON OF ENFOREMENT AGENT SERVICES TO GOSPORT BOROUGH COUNCIL**

|  |  |
| --- | --- |
| ITQ Title: | Supply of Enforcement Agency Services (Penalty Charge Notices) to Gosport Borough Council |
| Contract Period: | 2 years with an option to extend for a further 2 years on an annual basis |
| Deadline for Response | 12:00 26/05/2021 |
| Geographical Areas to be covered | Mainly the Gosport area, although whole of England and Wales to be covered. |

**Background**

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

Gosport Borough Council (GBC) operates 25 off street pay and display car parks as well as managing and enforcing various residents and free car parks throughout the borough under the Civil Parking Enforcement (CPE) procedure.

Estimating the anticipated debt under CPE is difficult due to Covid and a recent change to CPE. But it is assumed the number of Penalty Charge Notices (PCNs) issued for a normal year will be 500. Approximately 10% (50) are predicted to reach enforcement stage.

**Current Service Provision**

* + GBC has no current Enforcement Agent service provision for PCN enforcement. Previously, unpaid Parking Charge Notices were dealt with under the Road Traffic Regulation Act 1984 through the Magistrates Court. Gosport was decriminalised on 29th September 2020 and the car parks are now enforced through the Traffic Management Act 2004 hence the requirement for Enforcement Agents.
  + GBC currently uses Chipside Ltd for the processing of Penalty Charge Notices.

The total amount of debt sent to Portsmouth Magistrates Court over the last 4 financial years (based on PCN issue date) is shown in the table(s) below:-

|  |  |  |
| --- | --- | --- |
| **Financial Year commencing** | **No. of Parking Charge Notices Cases** | **Amount** |
| 2020/21 | 7 | £490 |
| 2019/20 | 79 | £5530 |
| 2018/19 | 109 | £7290 |
| 2017/18 | 92 | £5980 |

**New Service 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 and extension opportunities of two additional, individual years will be a decision of both parties.

**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 | Number/coverage/ training of personnel to be adequate to complete all instructions in a timely fashion. Employed or contracted? Working procedures. Code of Conduct and Complaints Procedure | 20% |
| Accessibility to the Council | Availability of point of contact in emergency situations. Back office; the processing of correspondence/ on-line portal/ performance reports/ working with Council software provider, data protection policy. Training provision for Council staff | 20% |
| Instructions | Flexibility in enabling Council’s to withdraw a case in certain conditions. Performance level in respect of debtor tracing and debt recovery | 20% |
| Financial procedures | Banking, accounting, invoicing and payments to the Council. Indemnity and Insurance | 20% |
| Vulnerability | Vulnerability, including medical conditions, learning disabilities, addiction, domestic violence and severe debt. Safeguarding and discrimination. Breathing Space procedures | 20% |

**Response Submission Procedure**

All submissions must be uploaded onto the Proactis system by 12:00 26/05/21.

Late submissions will not be accepted.

The use of the Proactis electronic Portal is compulsory and will be the only means of communication and exchange of documents between the Council and Potential Service Providers.

Potential Service Providers’ submissions are not accessible to the Council until after the submission deadline. A revised submission can be uploaded any time prior to the submission deadline.

Clarifications in relation to this ITQ process and ITQ documentation must be submitted electronically via the Proactis electronic Portal or will not be responded to. Under no circumstances should any clarifications be raised via any other method.

Potential Service Providers should contact the Help Centre should they experience technical difficulties prior to the submission deadline.

**If you are a supplier that requires support:**   
Log a ticket on the [Supplier Support Portal](https://eur01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fproactis.kayako.com%2F&data=04%7C01%7Cjulie.evans%40whdarby.co.uk%7Ca6245ea277fe4aa0fdc908d88ac802cc%7Ca604de31153b44c593d43cd6238fad19%7C0%7C0%7C637411938943052664%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=VYGWF34WcC00FQ5bmSSWyfcAg%2FMiHgjR8BB9jI%2Bup3g%3D&reserved=0)   
Alternatively please email [ProContractSuppliers@proactis.com](mailto:procontractsuppliers@proactis.com) for ProContract Supplier Support.

The Council reserves the right to decline to make an award for its service requirements, or to abandon or cancel the further competition process. The Council will not be responsible for any costs or expenses incurred as a result of following this course of action.

**Evaluation Criteria and Scoring Methodology**

Evaluation of Award Criteria and Commercial Requirements

Responses to the questions contained below 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 |

**Timetable**

|  |  |
| --- | --- |
| Invitation to quote published | 28 April 2021 |
| Deadline for clarifications | 19 May 2021 |
| Deadline for responses | 26 May 2021 at 12:00 |
| Estimated date for the evaluation stage to be completed by | 9 June 2021 |
| Estimated date for award decision notification | 10 June 2021 |
| Estimated contract start date | Mid July 2021 |