

1.7 TENDER FOR PARKING AND ENFORCEMENT SERVICES (CF2022091)

Responsible Director: Peter Panagakos

RECOMMENDATION*

That Council:

1. *Awards the tender from DCA Technologies Pty Ltd for the provision of Parking and Enforcement services, Contract No. 2022091 for a lump sum and schedule of rates based contract with an estimated annual contract value of \$3,532,835 and an estimated total contract value of \$39,580,000, subject to indexation and inclusive of all available extension options;*
2. *Authorises the Chief Executive Officer or her delegate to execute the contract agreement, subject to negotiations, if required; and*
3. *Notes that the contract will commence on 1 July 2022 with an initial term of six years and the contract has two extension options of two years each at Council's sole discretion and authorises the Chief Executive Officer to approve extension options subject to satisfactory performance.*
4. *Notes that the entirety of the process was undertaken in conjunction with Council's appointed Probity Advisor as per policy guidelines.*

*(*Please note that all dollar figures are GST Inclusive unless stated otherwise).*

INTRODUCTION

Council has tendered for the provision of Parking and Enforcement Services.

As part of its planning process for this tender, Council Officers considered its procurement options, including whether to go to market itself. Parking enforcement is the subject of a range of statutes that require Council to undertake its functions and responsibilities as an independent Enforcement Agency. Therefore, no opportunities exist for Council to collaborate with other municipalities or public bodies for the procurement of Parking Services. As per the Procurement Policy guidelines, the tender process was conducted alongside Council's nominated probity advisory service O'Connor Marsden & Associates Pty Ltd and Maddocks for legal support.

BACKGROUND

Council has sought to appoint a Contractor to provide an end-to-end service to deliver the following key activities:

- Provide physical resources to conduct the patrolling and enforcement of parking restrictions i.e., patrolling in all public areas and, upon request, in privately owned areas

- Provide an Infringements Management System and administrative support to manage infringements throughout the infringement life-cycle
- Court attendance as required
- Report on traffic, parking and asset maintenance issues as appropriate
- Daily receiving, receipting and banking, in Council's account, all monies paid as a result of paid Parking Infringement Notices (PINS)
- Keeping and maintaining accurate and complete records on PIN database
- Providing school crossing supervision relief as required

The following activities were included in the contract specification to further modernise the service and enhance customer experiences:

- Providing an online parking permit system for residents and traders
- Provide an Infringement Management System that can be accessed by customers on-line to view the details of the issued infringement, including photographs taken at the time of the offence, lodge requests for review and payment plans and make payments

The Contractor will supply a dedicated on-site supervisor and 11 parking officers to patrol the City's various areas and have daily liaison with Council administrative staff. This dedicated space will be based at the Civic Centre in Glen Waverley.

The contract will commence on 1 July 2022 with an initial term of six years and the contract has two extension options of two years each at Council's sole discretion.

Council currently engages the services of DCA Technologies Pty Ltd (formally Tenix Solutions Pty Ltd) and have done so since 2002. The current contract term was an initial five-year contract with the option of a further two-year extension at Council's discretion, to which has been upheld. The current contract will conclude on 30 June 2022.

NOTIFICATION

A public notice was placed in The Age newspaper on 26 February 2022 and the tender closed on 30 March 2022.

TENDERS RECEIVED

One tender submission was received by the appointed closing time.

The tenders received is listed below:

- DCA Technologies Pty Ltd

Tender Conformance:

The submission was assessed for their compliance with the tender conditions including the contractual terms and conditions and the requirements of the response schedules.

The tender submission was deemed conforming.

TENDER EVALUATION

All members of the evaluation panel signed Conflict of Interest and Confidentiality forms and no conflicts were raised.

The tenderer was assessed in accordance with the evaluation criteria published in the tender documentation:

Pass/Fail Assessment Criteria	Score
Quality Systems (if applicable)	<i>Pass/Fail</i>
OHS	<i>Pass/Fail</i>
Mandatory Insurances (if applicable)	<i>Pass/Fail</i>
Compliance with mandatory start date	<i>Pass/Fail</i>
Compliance with specification	<i>Pass/Fail</i>

Table 2	Key Selection Criteria	Criteria Weightings
Qualitative Criteria	Capacity and Capability	25%
	Project Timelines	5%
	Sustainability (Mandatory)	20%
Quantitative Criteria	Price (Mandatory)	50%

DISCUSSION

The following information supports the evaluation panel's recommendations.

The tenderer was interviewed on two occasions to confirm that the following deliverables met the expectations set out in the tender specification:

- Online parking permit system for residents and traders.
- Infringement Management System that can be accessed by customers on-line to view the details of the issued infringement, including photographs taken at the time of the offence, lodge requests for review and payment plans and make payments.

Both offerings were found to either meet or exceed expectations and once implemented will enhance customer experiences.

Whilst not part of the specification, the tenderer will also provide a mobile phone 'way finding' application that will enable customer to see vacant parking bays in real time, in areas where in-ground sensors are installed.

An independent financial assessment of DCA Technologies was conducted and identified there is minimal risk exposure to Council.

The final evaluation ranking (including the price and non-price evaluation criteria) had DCA Technologies Pty Ltd ranked highest and as such, the evaluation panel recommends DCA Technologies Pty Ltd as representing the best value outcome for Council.

FINANCIAL IMPLICATIONS

The draft 2022/23 budget allocates \$3.07M (ex GST) for the provision of this contract. The cost for the first year of the contract is \$3,211,668 (ex GST). The difference between these amounts (\$141,688) will need to be allocated and reflected in budget forecasts.

The contract anticipates annual price increases based on changes to the Labour Price Index and the Consumer Price index. Using current figures it is estimated that the initial term of the contract (6 years) will cost: \$22.57M.

GENDER IMPACT ASSESSMENT

A Gender Impact Assessment has been conducted to explore how parking services may affect people differently. The assessment found that people who interact with the service have varying needs including, but not limited to individuals that:

- are managing single or low-income households
- come from culturally and linguistically diverse backgrounds
- are experiencing financial stress
- are experiencing family violence
- require accessible parking opportunities
- are dealing with addiction, mental health issues and psychological stress
- drop children off at school
- are carers
- may not have access to technology

The Assessment found that a person's individual circumstances can be identified and responded to through the internal review process. An internal review is a right under the Infringements Act 2006 (the Act). It allows a person to apply to an enforcement agency for a review of their decision to issue the infringement notice.

In terms of service delivery there is a need to ensure that customers have access to options other than the digital experiences on offer. A review of the contract specifications has confirmed that alternative options can be delivered including manual processes and in-person transactions where the service can be tailored to all needs.

The Assessment recommended the following actions that will be implemented by the contract Supervisor during the initial term of the contract:

1. Family Violence training to be delivered to Parking Officers and Infringement Review Officers be it at the contractors or Council's cost.
2. Promotion of infringement review options and payment options
3. Ongoing review of Infringement Review Guidelines
4. Investigate the generation of reports that identify trends in terms of gender and specific needs or concerns raised by users

SUSTAINABILITY OUTCOMES

Environmental Sustainability

Whilst the tenderer is primarily a software and services based, they have established and implemented an Environment Policy. Initiatives include a plan to upgrade the entire enforcement fleet to hybrid vehicles, estimating an annual reduction of 50.45 tonnes of CO₂ (13.68 tonnes directly for Monash).

Local Sustainability

The tenderer procures the majority of its goods and services from within Australia, including the parking sensors and the subcontractor used to install them. They are a Melbourne based business (inner city location) and all staff are based within Australia. Of the staff 9 employees reside within the City of Monash.

Social Sustainability

DCA Technologies aim to deliver a number of Social Sustainability outcomes through their social procurement framework. Involvement includes working with indigenous communities to better engage in the workforce, working with graduates to provide a mentoring program and are currently partners with the Asylum Seeker Resource Centre where they provide employment and training support such as mock job interviews and donate old phones for use.

CONCLUSION

That Council approves the recommendations contained within this report.