

<b>REPORT TO:</b>	<b>CABINET 11<sup>th</sup> MAY 2020</b>
<b>SUBJECT:</b>	<b>Parking ICT Case Management System &amp; ANPR Cameras Procurement</b>
<b>LEAD OFFICER:</b>	<b>Steve Iles Director of Public Realm Sarah Randall Head of Parking Services</b>
<b>CABINET MEMBER:</b>	<b>Councillor King Cabinet Member for Environment, Transport &amp; Regeneration (non-acting – Job Share) Councillor Scott Cabinet Member for Environment, Transport &amp; Regeneration (acting – Job Share) Councillor Hall Cabinet Member for Finance and Resources</b>
<b>WARDS:</b>	<b>All</b>

**CORPORATE PRIORITY/POLICY CONTEXT/ AMBITIOUS FOR CROYDON**

This project is crucial to the functioning of the service and directly supports the following three corporate priorities and outcome objectives. The management of parking provision enables the council to directly influence the availability of parking spaces, encouraging drivers to transition to other more environmentally friendly forms of transport by controlling parking pricing and putting in schemes at suitable schools to make the area safer for students and encourage walking to school.

*Outcome* - Everyone feels safer in their street, neighbourhood and home

- Work with communities, businesses, police and other agencies to tackle crime and anti-social behaviour across the borough.
- The street environment is a key factor in how safe the community feels. Concerns over road safety are not unique to Croydon, but it has been highlighted as a key area for improvement and enabling people in Croydon to walk, cycle and drive around the borough more safely.

*Outcome* - A cleaner and more sustainable environment

- Improved air quality, especially at or near schools
- The work we do to address air quality must go further.
- We will tackle idle vehicles, focussing on hot spots including taxi ranks, buses on stands and schools.
- In addition, we will explore the further introduction of pedestrian zones around schools, which will help improve air quality and reduce traffic congestion.
- We know that encouraging more journeys by walking and cycling will have an additional improved impact on the health and wellbeing of our residents.

*Outcome* - An excellent transport network that is safe, reliable and accessible to all

- Expand 20mph zones and tackle congestion around schools. The important link between a successful transport policy and a sustainable environment is crucial. This is at the heart of our approach. We will work with residents and businesses to make decisions that will improve the environment, such as making fewer short car journeys and cycling more. This necessitates a sizeable investment in cycle routes, looking to

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extend 20mph limits to other borough roads, testing pedestrian zones to reduce traffic congestion around schools, and making walking a safer and more pleasant option.

- It also means encouraging people to change their cars by investing in 400 electric vehicle charging points over the next four years. This approach will help to make Croydon a healthier place for its residents and, overall, a more attractive and successful place.

### **FINANCIAL IMPACT**

At this stage estimated costs of £10.4m arising from the procurement are indicative and have not been confirmed. The initial indication is that the Parking ICT Case Management System will cost approximately £1.5million. The ANPR solution, providing hardware, software and support is currently estimated to cost £8.9 million (of which £4.9m is estimated capital and £4m is estimated revenue). The capital programme includes £600k provision for the ICT Case Management System and £1.5mn for the ANPR solution but this will need updating once the costs are more precise. All revenue costs will be met from existing Parking budgets, using any parking surpluses to cover any shortfalls in expenditure budgets.

**FORWARD PLAN KEY DECISION REFERENCE NO.: N/A**

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below.

### **1. RECOMMENDATIONS**

1.1 The Cabinet is recommended by the Contracts and Commissioning Board to approve the procurement strategy for the Parking ICT Case Management System & ANPR Cameras Procurement with the following recommendation(s):

1.1.1 Procure the Parking ICT Case Management system with an estimated value of £1.5 million and the provision of an ANPR solution, providing hardware, software and support, with an estimated value of £8.9 million for a 10 year term. The procurement will use an EU Open tender process consisting of two lots: Lot 1, provision of a Parking ICT system, hosting, support and maintenance & Lot 2, provision of ANPR cameras, back end IT system to manage and control the camera network and images, associated support and maintenance and hosting of the camera management system.

### **2. EXECUTIVE SUMMARY**

2.1 The strategy is seeking:

- Reprocurement of the Parking Processing & Issuing Software System (Back Office System)
- The support and maintenance of existing ANPR cameras and the supply, installation, support and maintenance of new ANPR cameras as required throughout the life of the contract.

2.2 The contract for the current Parking case management system, Si-Dem, was due to expire on 31 March 2020, this has been extended to 2021. It is necessary

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to have a Parking management system, in order to issue Penalty Charge Notices (PCNs) and Permits. There are a limited number of Parking ICT systems available in the market and some operators specialise in this field. There have been developments in the marketplace since our current system was procured as we have engaged with the leading suppliers, both in background meetings and at industry events such as Parkex.

- 2.3 Current Traffic CCTV enforcement uses technology (PTZ cameras), which has become obsolete and is likely to fail in the near future, leaving parking without the capability to issue CCTV PCNs. Parking already uses ANPR (automatic number plate recognition) cameras at some locations in the borough and these have proved very successful, increasing compliance and operating 24/7 without the need for an operator to physically be present to tilt, pan and zoom the camera to record evidence.
- 2.4 Parking services is a traffic management function that generates £18m of income per annum, and over £7.5m of that is from enforcement and permits which would not be processed successfully without a robust parking management system in place.
- 2.5 The content of this report has been endorsed by the Contracts and Commissioning Board.

CCB ref. number	CCB Approval Date
CCB1564/19-20	06/04/2020

## 3. DETAIL

### 3.1 Background

- 3.1.1 This procurement is for a direct replacement of an existing back office ICT system and the supply and support of ANPR cameras to issue and process Penalty Charge Notices.
- Core functionality is dictated by statutory requirements contained within parking and traffic legislation, such as the Traffic Management Act 2004, London Local Authorities Acts 1996 – 2007 & Road Traffic Act 1984.
  - Other functionality, such as permit issuing is configured within the ICT system and is a matter of Croydon requirements and policy.
  - The re-procurement of the back office system will provide a system that as a minimum replicates the existing customer access routes
- 3.1.2 We are seeking to take advantage of potential efficiencies and new functionality that may now exist or is currently being developed and a long contract term is being sought, in order to provide stability and because Parking is looking to form a long – term relationship with the supplier(s); examples of new functionality would include emissions based permits, diesel surcharging, improved customer payment systems, issuing of and payment for parking dispensations through the back office system and associated web interface.

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Self-service by customers when changing vehicles associated with permits and the ability to assign and track pay and display machine faults and repairs – assigning the work to the maintenance engineers. More robust data available to Civil Enforcement Officers, to enable them to confidently issue PCNs knowing that a check with the database of paid for parking sessions has taken place.

- 3.1.3 In the future, parking is exploring the ability to issue virtual permits, removing the need for paper permit printing and enabling a permit to be issued, updated or cancelled in real time – improving the customer experience.  
Conversations with potential suppliers has shown that with a longer-term contract, that they will be willing to invest significantly in developing their product to reflect customers requirements, rather than a generic product.
- 3.1.4 Several of the potential suppliers are also data extraction and analysis experts and have shown that they are able to potentially use data from a number of sources to offer the ability to map PCN hotspots, generate logical and efficient CEO deployment recommendations to maximise compliance, highlight bay occupancy information to customers, helping to minimise congestion and the environmental impact of vehicles cruising around looking for parking places. Improvements to reporting tools and management dashboards will enable faster responses to Freedom of Information requests, Member enquiries and management of caseloads and case progression.
- 3.1.5 We are also looking for a system that will enable the processing and issue of Parking Dispensations, Suspensions and the collection of payments, which is currently a manual process that takes place outside of the back office system. By incorporating this into the back office system, the need for the Council to chase overdue invoices will be greatly reduced, as payments will be in real-time, before a suspension or dispensation is approved and processed. This will enable staff to be redirected onto the growing workload being produced from the redevelopment building activities
- 3.1.6 A drive to manage the environmental impact of vehicular traffic in the borough, means that the introduction of emissions based permits and diesel surcharging occurred in 2019 / 2020. This look up is being carried out manually and it is necessary to have an efficient processing system that can deal with and automate the added complexities that this has brought to the process.
- 3.1.7 The replacement of our current parking ICT system also presents the service the opportunity to make improvements in a number of areas by including better functionality in the tender specification. This will provide significant development benefits, without the need to pay for development costs.

This includes, but is not limited to:

- Usability and efficiency
- Automation
- Customer experience and contact
- Compliance with audit requirements in relation to permit payment reconciliation

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- 3.1.8 We estimate the contract value for the back office system to be in the region of £1.5m over the 10 years. The back office system will be remotely hosted: in line with the Digital strategy adopting Cloud first.
- 3.1.9 The current contract for the Parking ICT back office system will expire on 31<sup>st</sup> March 2021 after a short term extension was enacted in order to mitigate slippage and implementation risks. The current contract for CCTV was awarded in 2014, for a value of £451,888 over 5 years and relied heavily on sharing PTZ CCTV cameras with the crime and prevention control room at Strand House. Currently we also have **37 ANPR** cameras which were purchased at a cost of £851,000, plus £155,400 maintenance costs per year. The current back office system and additional parking software costs approximately £139,000 per year. This means therefore, that current cost of the hardware and software of the service is £554,997 per annum (based on the average of the yearly expenditure since 2014). Moving forward, we estimate the cost of the service to be £1,040,000 per annum (average over 10 years), but for 200 ANPR cameras (100 cameras with a refresh after 5 years). Please note that the back office and ANPR cameras are separate but related lots being procured at the same time.
- 3.1.10 Replacement of the current Pan Tilt & Zoom (PTZ) cameras with ANPR cameras presents the opportunity to increase compliance with moving traffic regulations and utilise staff more efficiently. The new hardware will have the capability to operate 24/7, without the need for an operator to manually capture contraventions.
- 3.1.11 Existing council staff within the service will continue to be utilised to review potential contraventions captured automatically by the cameras and issue postal moving Penalty Charge Notices, which will mean that they are able to absorb some of the extra work that is expected to be generated by the longer hours of ANPR camera operation.
- 3.1.12 This will increase compliance in areas enforced by ANPR as currently, enforcement only takes place between 6am and midnight. Contraventions, including the potentially very serious - such as banned right turns, no entry and pedestrian zones are not economically enforceable outside of these hours with the current obsolete PTZ hardware.
- 3.1.13 When increased compliance with traffic regulations is achieved, or where enforcement is no longer required e.g. outside schools during school holidays, ANPR cameras are able to be repositioned to other locations.
- 3.1.14 It makes strategic sense to align procurement of the back office ICT system with the Procurement of the ANPR hardware. We will be requiring suppliers of both lots to work closely together and any technical difficulties can be ironed out before implementation. Should a single supplier bid for both lots, there may be opportunities to achieve increased value and efficiencies, which will be explored as party of the tender process.

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3.1.15 We estimate the contract value for ANPR solution providing hardware, software and support to be £8.9m over the 10 year lifetime of the contract.

### 3.2 Proposed Procurement Route

3.2.1 The anticipated cost of the new contracts are in excess of the OJEU thresholds and the proposed route to be taken for this procurement is an Open OJEU procedure this is based on a restricted number of viable suppliers in the market and the reduced timescale for a one stage procedure allows the programme to deliver earlier. It is proposed to procure both the ICT system and ANPR solution as separate lots in the same tender.

3.2.2. The Back office ICT system will be lot 1 and the ANPR will be lot 2. This will allow either a supplier to bid for both lots (we are aware that there is capability in the market place for both lots to be fulfilled by a single provider) or to bid for both lots and subcontract the ANPR requirement, or just to bid for a single lot.

3.2.3 The service is looking for a long term relationship with a supplier and so a 10 year contract, with break points after years 3, 6 & 8, has been determined as meeting the timescale needed to establish a long term relationship and be attractive to suppliers who will need to make capital investments for the CCTV contract but allows the Council to exit earlier if required.

3.2.4 The market for a back office system is specialised with 5 main suppliers being:

- Conduent (Si-dem)
- WSP (Tarranto)
- Imperial (ICES)
- Civica
- Marston Holdings

3.2.5 The ANPR provision is also very specialised with the main suppliers being:

- Siemens
- Videalert
- SEN Roadflow

3.2.6 A Restricted procedure was considered but would have a longer timescale, due to the two stages, and the as there are few specialist suppliers in the market an Open procedure is not expected to attracted a very high number of bidders outside of the specialist suppliers.

3.2.7 Frameworks were reviewed and considered:

- The Crown Commercial Service (CCS) G-Cloud 11 framework only allows for a two year term with two further one year options. Not all of the main suppliers in the market are on G-Cloud framework.
- The framework does not allow us to include everything that we wish to procure, such as ANPR and support, it is not suitable for this procurement.

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- The ESPO framework has been published, but is not suitable for our requirements as it does not cover both back office system & the supply and maintenance of ANPR cameras which are needed.

### **3.3 Contract Terms and Conditions**

3.3.1 The contract terms and conditions developed with in-house and external lawyers for the Housing and Asset Management system procurement will be the base for the terms and conditions of this procurement. They will be reviewed to ensure that specific performance requirements are reflected before being published with the tender.

3.3.2 Instructions have been sent to legal and external legal advisors will review.

### **3.4 Evaluation**

3.4.1 The tenders will be returned electronically via the e-tendering portal. An evaluation panel has already been established to assess each submission and will be evaluated in accordance with the Tenders and Contracts Regulations to ensure probity, value for money and that the most economically advantageous contractor is chosen.

3.4.2 The procurement will follow an EU Open procedure, using the Council's e-tendering portal in compliance the Tenders and Contracts regulations, PCR and EU regulations.

3.4.3 Questions from the SSQ template will be used to form part of the tender documentation to ensure Exclusion Grounds are included, suitability thresholds, economic and financial standing, technical and professional ability, Modern Slavery Act compliance, equality and diversity, London Living wage, Insurance and whether guarantees are required.

3.4.4 References will be taken up and there may be site visits and demonstrations as part of the process.

3.4.5 The tender will comply with the standard 60/40% quality/price evaluation ratio. Quality must be the overriding consideration, due to the complexities and requirements of the legislation, failures in the system can mean that we lose the ability to pursue PCNs.

3.4.6 Suppliers will be invited to participate in the early payment scheme. Social Value will form 10% of quality requirements. The tender documentation will highlight potential areas where social value can be added based on previous tenders. Any concessions gained will be contractualised and monitored. Some areas for consideration are:

- Creating skills and training opportunities;
- Creating employment opportunities;
- Creating educational work placements;
- Provide additional opportunities for individuals or groups facing greater social or economic barriers;

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- Creating supply chain opportunities for SMEs and social enterprises;
- Creating opportunities to develop third sector organisations and Improving market diversity.

3.4.7 A target quality score will be set for evaluation below which the Council may reserve the right to decide not to award a contract to a bidder although this will not be a mandatory score threshold as there will be mandatory requirements which will be marked on a pass/fail basis. Consideration will be given to whether pass/fail criteria in single or multiple items will constitute a failure and exclude a bidder from the tender process.

3.4.8 Method statements will be required to evidence ability to meet requirements. References will be taken up and there may be clarifications, site visits and demonstrations as part of the process and will be used to inform scoring.

3.4.9 While the main suppliers in the market place will be competitive when it comes to price, this cannot be the main determining factor. Our market engagement has shown that there are likely to be significant differences in the way that the ICT delivers the required functionality. This will ensure that we procure the best system that does what is needed to provide value over the life of the contract.

3.4.10 Quality evaluation will be extensive and include for example (but not be limited to):

- The support and maintenance package included in the tender price
- User training provided
- How automated the system will be
- System reliability
- System and data security
- Is it intuitive and how easy is it for users to see the information needed to carry out their roles
- Does it increase efficiency
- Can it cope with the expected volumes of work
- Is it future proof
- Does the solution provide improvements to the customer experience
- Quality of reporting suite, how easy is it for management to run reports
- Does the system allow the partitioning of functionality or user access dependent upon access need
- Does the system link smoothly to other ICT / databases that are in use (e.g. council tax lookup for permits)
- Does it fit with the Council's ICT architecture

3.4.11 Key requirements will be pass/fail in addition there will be desirable weighted criteria

3.4.12 **Suggested Quality Criteria**

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Criteria	Percentage Weightings
Technical merit/functionality	20%
Social Value	10%
Technical assistance/ Support and After sales service	9%
Aesthetic and functional characteristics ease of use	6%
Implementation/Mobilisation	5%
Use Of Supply Chain / Partners	4%
Added Value/innovation	4%
Early Payment Programme	2%
QUALITY TOTAL	60%
<i>Price Total</i>	<i>40%</i>
<i>TOTAL Quality + Price</i>	<i>100%</i>

### 3.4.13 Key requirements will be pass/fail in addition there will be desirable weighted criteria

Scoring against method statements and functional / non-functional requirements will be on the following basis:

A weighting will be applied to each Method Statement/requirement. Each Method Statement/requirement which is not pass/fail will be scored by the evaluation panel that will award marks in a range of 0 to 5. A score of 3 or more will be deemed fully compliant.

Total weighted quality scores for each bidder will be assigned a percentage against the 60% available for Quality.

5	Excellent	Exceeds the requirement. Exceptional demonstration by the Tenderer of their relevant understanding, skills, resource and quality measures provided in the method statement. Response identifies factors that demonstrate added value, with evidence to support the response.
4	Good	Satisfies the requirement with minor additional benefits. Above average demonstration by the Tenderer of the relevant understanding, skills, resource and quality measures provided in the method statement. Response identifies factors that demonstrate added value, with evidence to support the response.

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3	Acceptable	Satisfies the requirement. Demonstration by the Tenderer of the relevant understanding, skills, resource and quality measures provided in the method statement, with evidence to support the response.
2	Minor Reservations	Satisfies the requirement with minor reservations. Some minor reservations of the Tenderer's relevant understanding, skills, resource and quality measures provided in the method statement, with limited evidence to support the response.
1	Serious Reservations	Satisfies the requirement with serious reservations. Serious reservations of the Tenderer's relevant understanding, skills, resource and quality measures provided in the method statement, with little or no evidence to support the response.
0	Unacceptable	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Tenderer has the understanding, skills, resource and quality measure, with little or no evidence to support the response.

3.4.14 Pricing will be evaluated on a cross lot basis taking into account the prices for both lots: i.e.

Price of a separate Parking Solution contract plus the price of a separate Camera Solution contract = total price (which could cover 2 bidders) versus Price a single bidder contract tender for both a Parking Solution and a Camera Solution = total price. The Tenderer(s) which submit(s) the lowest bona fide Total Contract Value Tender price will receive the maximum price score of 40(%). Scores for other Tenderers will be calculated on the following basis:

3.4.15 The lowest submitted total price divided by a bidders' submitted total price multiplied by 40%

3.4.16 A combination of weighted quality scores and weighted price scores will be used to identify a preferred bidder or bidders. The council reserves the right not to award a contract for any reason and not to award if a combination of price and quality scores have not attained a suitable quality target score or not met pass/fail requirements.

3.4.17 An evaluation panel comprising officers from the parking service, supported by Finance, legal and procurement will evaluate tenders.

- Customer Service, Policy & Performance Manager, subject matter expert for Parking
- Service Delivery Officer, subject matter expert for Parking
- Category Manager for ICT procurement and commercial
- CCTV Operations Manager, CCTV subject matter expert for Parking
- Customer Services Team Leader, Back Office subject matter expert for Parking

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- Customer Services Team Leader, Debt Registration & Back Office subject matter expert for Parking
- Infrastructure Manager, subject matter expert for parking
- Service Delivery Officer, Permits subject matter expert for parking
- Enforcement Manager, subject matter expert for parking
- CDS for IT technical knowledge
- A subject matter expert for Information management (as there have been personnel changes within the team the representative is yet to be identified)
- Finance lead for financial evaluation

### 3.5 Financial Evaluation

- 3.5.1 Financial checks will be undertaken to confirm the financial viability of the selected suppliers, in relation to the contract value, risk, appropriate financial standing and capability to meet the financial obligations under the contract. The tender will request that, if required to address a financial standing issue, a Parent Company Guarantee or a Performance Bond be put in place, in addition the contract will make use of Financial Distress triggers

### 3.6 Procurement Timeline

Activity	Proposed Date
Pre-tender activity	August 2019
CCB RP2	March 2020
Strategy approved by Cabinet	May 2020
Specification agreed & tender documentation approved	May 2020
Issue Contract Notice and Invitation to Tender (OPEN EU)	post Cabinet approval of strategy May/June2020
Tender return deadline	July/Aug 2020
Tender evaluation	Aug/Sep 2020
Commissioning and Contract Board RP3	Sep/Oct 2020
Cabinet meeting (if applicable)	Oct/Nov 2020
Standstill	Oct/Nov 2020
Contract award	Nov/Dec 2020
Contract commencement	Dec 2020
OJEU Contract Award Notice despatch	Follows

### 3.7 Risks

No.	Risk	Potential impact	Controls / Commentary
1	Resources – unable to	Project stalls – delivery of	Resource plan has been

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	provide staff for project or provide the time.	procurement programme fails and existing contract expires.	developed and agreed. Funding is in place for resource to be dedicated to this project. A short extension of up to 12 months has been agreed under delegated authority for the existing systems contract to ensure continuity of service
2.	Council CDS (ICT) Resource requirements.	If requirements across the Council and external providers resources are not aligned then delays in implementation will ensue.	Regular dialogue already established with CDS and regular meetings established to ensure co-ordination. Mitigation such as a short extension of up to 12 months has been agreed under delegated authority for the existing systems contract to ensure continuity of service
3.	Data migration requires significant resource and skills expertise	Information does not migrate over in a timely manner. Critical path timescales slip.	Ensure detailed mapping and migration plan completed. Ensure migration is fully resourced to avoid slippage.
4.	The procurement exercise does not bring forward a suitable supplier.	Existing contract due to expire.	Market engagement is good, making sure a suitable and attractive business opportunity is tendered to attract suppliers
5.	Procurement is challenged by unsuccessful bidders	Delays implementation past the contract expiry date or prevents the award of the new contract	Ensure robust tender and evaluation takes place Involvement of Corporate legal Agreement with current supplier has been put in place to continue to provide the service under the current terms until successful implementation if needed
6.	Successful bidder has resourcing issues	Implementation delayed past the contract expiry date	Council to satisfy itself in the tendering process that bidders are able to cope with the volume of

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			work required and have the relevant experience
	Data protection risks	This will conduct the way data is transferred the controls that need to be put in place.	Data processing issues should be kept under review during the project and into commissioning. This should include conducting and keeping the DPIA under review to ensure that there is a method of recording and assessing such risks. Contract performance and management should include compliance with the requirements of the DPIA and general requirements of GDPR. Enforcement responsibilities will be processed by new methods and so privacy statements and ticketing will be revised to take this into account. A DPIA will be carried out prior to contract award

### 3.8 Performance Monitoring

- 3.8.1 Any new implementation will require detailed agreed project plans and milestones which will be payment related and built into the contract. A contract management plan will be implemented.
- 3.8.2. For ongoing support, the contracts will incorporate regular performance review meetings with agreed escalation paths. The meetings will review performance against the service level regime established in the contract – covering such areas as: performance against contracted targets and service levels
- availability of the system,
  - system response and report times,
  - incident resolution
  - user satisfaction
  - service credits.
  - Social value deliverables

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### **4 CONSULTATION**

- 4.1 Consultation has been undertaken with stakeholders from Finance, Legal, Croydon Digital Services, Equalities, Procurement, HR and information Management. Their feedback has been incorporated into the report.

### **5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS**

- 5.1.1 The costs within this report are indicative, and more detailed costs will be available once the initial procurement exercise is underway. We expect that the costs will be fully funded from within the Parking Services expenditure budgets with any shortfalls being met from surplus revenue and expect no additional net revenue costs to the Council overall. Any additional capital requirements will be awarded on the basis of a fully costed business case.

#### **5.2 Risks**

- 5.2.1 A number of risks have been identified which will be managed by the service and programme leads who will be responsible for ensuring mitigations are undertaken. A programme board will oversee the progress and status. A risk log will be maintained throughout the programme and for ensuing contracts.

#### **5.3 Options**

- 5.3.1 Calling off from a framework agreement was considered, however for the reasons set out at paragraph 3.2.7, these were not suitable.

#### **5.4 Future savings/efficiencies**

- 5.4.1 Parking believes that some savings can be made in staff time but these will be re-directed to other areas of work where support will be required. Parking's Parking Policy and pressure to install more Controlled Parking Zones, the roll-out of the school streets project to more local schools and the replacement of CCTV camera's for ANPR cameras, will result in increased compliance and as a result, an increase in revenue. The new back office system and ANPR infrastructure will support this significant income stream.

Approved by: Felicia Wright, Department Head of Finance

### **6 LEGAL CONSIDERATIONS**

- 6.1 The Director of Law and Governance comments that the legal considerations are as set out in this report.

Approved by: Sean Murphy, Director of Law and Governance and Monitoring Officer

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### **7 HUMAN RESOURCES IMPACT**

- 7.1 There is no immediate HR impact arising from this paper, if any should arise these will be managed under the Council's policies and procedures.

Approved by Jennifer Sankar, Head of HR Place, for and behalf of Sue Moorman, Director of HR.

### **8 EQUALITIES IMPACT**

- 8.1 A detailed Equality Analysis has concluded that the effect of the re-procurement will be neutral as far as equalities is concerned, there will be no major change - the Equality Analysis demonstrates that the policy is robust and that the evidence shows no potential for discrimination and that all opportunities to advance equality have been taken. The analysis has been signed off by both the Equalities Manager and the Director of Public Realm

Approved by: Yvonne Okiyo, Equalities Manager

### **9 ENVIRONMENTAL IMPACT**

- 9.1 A drive to manage the environmental impact of vehicular traffic in the borough, means that the introduction of emissions based permits and diesel surcharging is being planned and it is necessary to have an efficient processing system that can deal with and automate the added complexities that this will bring to the process. The planned solution will assist with the desire to improve air quality for a cleaner environment.
- 9.2 The contract awarded to the successful bidder will include a schedule for exit management which will include requirements for decommissioning. Any hardware hosted in the council data centre will be decommissioned according to WEEE directives.
- 9.3 It is anticipated that the solution provided will be cloud based which will minimise any equipment on Council property that will need decommissioning. Anything that is on site will have a decommissioning plan within the exit strategy. The new camera supplier will be required to decommission the existing camera network as part of implementing the new solution. The incumbent camera and parking solution systems suppliers will decommission their solutions.

### **10 CRIME AND DISORDER REDUCTION IMPACT**

- 10.1 No crime and disorder impact has been determined by the proposed strategy

### **11 REASON FOR RECOMMENDATIONS/PROPOSED DECISION**

The proposed strategy will allow the council to procure solutions to meet the business requirements for the parking service.

**12 OPTIONS CONSIDERED AND REJECTED**

- 12.1 The option for the Council to provide their own solution and cameras is not viable, therefore the strategy to procure is recommended.
- 12.2. Calling off from a framework agreement was considered, however, for the reasons set out at paragraph 3.2.7, these were not appropriate.

**13 DATA PROTECTION IMPLICATIONS**

**13.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?**

**YES**

A Data Protection Impact Assessment has been completed and points raised by the DPO and IM have been addressed. Bidders for the tender will be required to meet any and all data protection legislation requirements. IM is included in requirements.

The council publishes a Privacy Notice on the LBC website Data subjects are informed on the PCN how their information will be used, why, where they can view the Privacy Notice. Personal data is already collected and is used in order to carry out our obligations under the Traffic Management Act 2004 to enforce parking restrictions

Data sharing agreement with the new suppliers to be part of the contract. The requirement to comply with GDPR is in the specification

The council only use the data for the purposes of enforcing parking restrictions. The system will enable us to deal with Data Subject Requests and retrieve the information held on our database. A comprehensive search and reporting suite, will enable the cross referencing of multiple PCNs over a period of up to 6 years (retention period) if required”

**HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?**

**YES**

See background papers

**13.2 GDPR**

An initial DPIA has been carried out and sent to IM, but will need to be reviewed when the actual solutions are chosen. The bulk of the DPIA is completed before going out to tender (and that way we can ensure that any stricter requirements for processing are accounted for in the tender documents & contract); then once the provider has been selected the DPIA can be amended to name that provider and set out their specific measures for data security It is not possible to carry out a complete DPIA until the tender identifies the preferred solution and a detailed assessment can be conducted.

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It will be a mandatory requirement that the eventual successful bidder complies with all data protection requirements, a Data Privacy Impact Assessment will be carried out before awarding the contract to the successful supplier.

As soon as a DPIA has been prepared this will be submitted to DPO for formal sign off when the solution is identified and before entering into any contract.

### 13.3 DVLA

The successful supplier of the Back Office ICT system will also have to demonstrate that they are able to comply with the DVLA's requirements for the handling of Keeper details that are supplied. Care will also be taken to ensure that the agreement with the DVLA, to access keeper details is still able to be operated in light of the proposed changes to the services. Parking services have an agreement with the DVLA to access Keeper at the Date of Event information. We authorise the back office ICT supplier to obtain detail on our behalf and upload this data onto their system. Breach of the DVLA contract terms by either the council or the ICT provider, may lead to the suspension or withdrawal of this access, which will mean that the service will not be able to function.

The Director of Public Realm confirms that a DPIA has been completed and will be kept under review.

Approved by: Steve Iles Director of Public Realm

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<b>APPENDICES TO THIS REPORT:</b>	N/A
<b>BACKGROUND PAPERS:</b>	Equality analysis form Data Protection Impact Assessment (DPIA)