

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Cabinet

Date: 06/06/2022

Subject: Vehicle Removal & Pound Services Contract

Report of: Cabinet Member for Climate Change and Ecology, Councillor Wesley Harcourt and Cabinet Member for Public Realm, Councillor Sharon Holder

Report author: Osa Ezekiel, Head of Enforcement, Parking Services

Responsible Director: Sharon Lea, Strategic Director for Environment

Summary

This report sets out the procurement strategy for a Vehicle Removal & Pound Services Contract. Vehicle Removal and Pound services are currently provided by NSL Ltd under a Bi-Borough contract with RBKC. Under this contract, the vehicle pound in Lots Road SW10 is provided by RBKC. There are proposals to develop this site for commercial use meaning an alternative site will need to be found for the vehicle pound. There are no guarantees that any new site provided by RBKC will be able to accommodate LBHF.

The next break point in the current contract is in July 2023. It is therefore vital that LBHF arranges to procure a new contract that ensures our needs are met.

Recommendations

1. To approve the procurement of a contract for vehicle removal and pound services as set out in this strategy. The term of the contract will be for five (5) years starting 3rd of July 2023, with the option to extend for two separate periods of two (2) years each at an annual value of approximately £577,000, making a total of £2,885,000 over 5 years or £5,193,000 if the extensions are fully utilised over the 9-year period.
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Wards Affected: All

Our Values	Summary of how this report aligns to the H&F Values
Building shared prosperity	The services will help support the enforcement and administration of Parking restrictions. Increased compliance can lead to a reduction in

	congestion and pollution.
Creating a compassionate council	Adequate enforcement ensures that residents and disabled users have adequate spaces to park.
Doing things with local residents, not to them	Our removal protocols help ensure that our residents are not treated unfairly.
Being ruthlessly financially efficient	Having the ability to remove and relocate vehicles underpins all enforcement in the Borough. It means we can adequately serve the needs of people who pay to have parking bays suspended.
Taking pride in H&F	Effective enforcement will ensure we are able to properly manage our kerb space and ensure that parking bays are available for the use of residents and their visitors as well as authorised users.
Rising to the challenge of the climate and ecological emergency	The service will help support the enforcement of Parking. Increased compliance can lead to a reduction in congestion and pollution.

Financial Impact

The estimated annual cost for the pound and removal services will be approximately £577,000 per annum based on the current contract cost. The tendered costs of the preferred bidder will be set out within the contract award report.

The cost of the contract is covered by current revenue budgets within parking services.

Gary Hannaway, Head of Parking Finance, 24/02/22

Verified by Emily Hill, Director of Finance, 03/03/2022

Legal Implications

Any procurement will be carried out in accordance with the Public Contracts Regulations 2015.

This will be a high value contract under the Council's Contract Standing Orders and so the Procurement Strategy will need to be approved by Cabinet.

Background Papers Used in Preparing This Report –

None

DETAILED ANALYSIS

Proposals and Analysis of Options

1. This report sets out the procurement strategy for Vehicle Removal & Pound Services contract.
2. A vehicle removal and pound services contract is essential to support the enforcement of parking restrictions in the Borough.
3. Vehicle Removal and Pound services are currently provided by NSL Ltd under a Bi-Borough contract with RBKC. Under this contract, the vehicle pound in Lots Road SW10 is provided by RBKC. There are proposals to develop this site for commercial use meaning an alternative site will need to be found for the vehicle pound. There are no guarantees that any new site provided by RBKC will be able to accommodate LBHF.

Contract Specifications Summary

4. This contract will be for Vehicle Removal and Pound Services.
5. The term of the contract will be for five (5) years with the option to extend for two separate periods of two (2) years each, i.e. up to 9 years in total.
6. A Specification document has been prepared detailing the Council's requirements.

Procurement Route Analysis of Options

7. We are not aware of any available framework contracts for this and we will be looking to publish a tender. As it is a relatively niche market, we will be following an open tender procedure route. This should be a quicker process.

Market Analysis, Local Economy and Social Value

8. Tenderers will be asked to submit proposals on what social value benefits they can deliver the local community.
9. We will work with our H&F Local Economic Development Team to align with

H&F's Social Value Strategy.

Risk Assessment and Proposed Mitigations

10. If we continue to use the RBKC pound, there is a likelihood that when the site is sold for redevelopment, a new site may not accommodate LBHF. This could leave the Council with inadequate provision. It is therefore vital that we take steps to procure a contract.
11. There is the need for a detailed contract with clear specifications for the provision of these services. This procurement will provide this.

Reasons for Decision

12. Permission is required to go ahead with a procurement exercise that will enable the Council tender for a new contract to ensure it can effectively enforce parking restrictions by having the option to remove or relocate vehicles.

Timetable

13. Estimated timetable of the competition process through to contact commencing.

Key Decision Entry (Strategy)	14/01/2022
Contracts Assurance Board (CAB)(Strategy)	23/03/2022
SLT/Cabinet Member/Cabinet Sign off (Strategy)	04/04/2022 – 11/07/2022
Find a Tender Service Notice	04/10/2022
Closing date for clarifications	28/10/2022
Closing date for submissions	04/11/2022
Evaluation of Tenders	07/11/2022 – 11/11/2022
Key Decision Entry (Award)	18/11/2022
CAB (Award)	23/11/2022
Cabinet Member (Award)	20/12/2022
Find a Tender Service Contract Award Notice	29/12/2022
Contract engrossment	14/01/2023
Contract mobilisation and implementation	Jan 2023 – March 2023
Contract Commencement date	March 2023

Selection and Award Criteria

14. As recommended, Tenders will be evaluated on a 60% weighting for quality and 40% weighting for price.

15. The 40% on price will be calculated based on the rates submitted by the tenderer in the form of tender and pricing schedule.

16. The 60% on quality will be evaluated based on the tenderer's response to the method statement.

17. Each question in the method statement will be scored out of 5. Each score for a response to an award criterion will be multiplied by the relevant sub-weighting to arrive at a weighted score. Weighted scores will be added together to produce a total score out of 100. The overall quality weighting of 60% will then be applied. Social Value will be part of the awarding criteria. This will be assessed at 10% out of the total score.

18.

Quality Tier 2 Criteria/Method Statement	Weighting % (Tier 2)
Contract Manager	10%
Vehicle Operations	20%
Disposal of Abandoned Vehicles	10%
Provision of a Car Pound	20%
Collection of Payment	20%
Administration	10%
Social Value	10%

Contract Management

19. The Head of Enforcement, Parking Services will manage the contract.

20. The relevant service levels are included in the specification document.
Contract performance will be assessed monthly and quarterly meetings held with the contractor.

21. Key Performance Indicators

The Contractor shall meet the following key performance indicators ("KPIs"):

KPI 1: Provision of Removal Trucks as required contractually

KPI 2: No errors in cash handling at the car pound

KPI 3: Removal of abandoned vehicles within 1 working day of notification

KPI 4: All customer complaints and damage allegations to be addressed within 20 working days

KPI 5: Social value contributions committed to in the bid will be delivered and

evidenced over the lifetime of the initial contract

Equality Implications

22. There are no equalities implications. The service is not expected to have a specific impact on any protected characteristic. It would help protect and make available parking spaces for disabled users

Risk Management Implications

23. The report recommends a procurement strategy to ensure that the Council has appropriate arrangements and facilities in place from July 2023 (the next break point in the current contract) for vehicle removal and pound services. Carrying out an open competitive process is in line with the Council objective of being ruthlessly financially efficient.

Implications completed by: David Hughes, Director of Audit, Fraud, Risk and Insurance, 11/02/2022

Climate and Ecological Emergency Implications

24. The services will help support the enforcement and administration of Parking and Traffic restrictions. Increased compliance can lead to a reduction in congestion and pollution. This is indicated by our use of the climate implications toolkit.

25. Having a vehicle removal operation can help reduce the number of illegally parked vehicles on street which can help reduce carbon emissions. This is indicated by our use of the climate implications toolkit.

Implications verified by: Hinesh Mehta, Strategic Lead – Climate Emergency, 14/01/22.

Local Economy and Social Value Implications

26. The council's Social Value Strategy requires all procurement activities over £100,000 to generate a minimum 10% in social value. The social value assessment in this procurement strategy is in line with the Council requirement.

27. Bidders will be required to register on Social Value Portal to enter social value quantitative responses. The Successful Bidder is responsible for paying the Social Value Portal Management Fee for the term of the Contract.

28. Contract managers will need to work with the Council's Social Value Officer to ensure commitments are being effectively monitored and delivered. The final

contract should contain appropriate social value clauses so that the Council can enforce its right to compensation if social value commitments are not delivered.

Implications verified/completed by: Paul Clarke, Economic Development Officer,
24/02/2022

Digital Services and Information Management Implications

29. None

LIST OF APPENDICES

None