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| TENDER EVALUATION REPORT | CATEGORY/SUBCATEGORY: | Corporate/Professional Services |
| | INITIATIVE NUMBER & TITLE: | 22-224 Debt Collection and Enforcement Service on behalf of Parking Services |
| | YORtender REF: | 64449 |
| | CATEGORY MANAGER: | Yvonne Dutton (Procurement Category Manager) |
| | SERVICE LEAD: | Martin Beard (Manager Community Safety & Street Scene) |

1. PURPOSE

The purpose of this tender evaluation report is to provide Sam Barstow (Assistant Director Community Safety & Street Scene) with a summary of the procurement process undertaken, the outcomes achieved along with any potential issues and risks in order to seek approval to move to contract award for Debt Collection and Enforcement Service on behalf of Parking Services with CDER Group Ltd.

2. OBJECTIVES OF RESULTANT AGREEMENT

As defined in the Procurement Business Case and Supporting documents approved by Sam Barstow (Assistant Director Community Safety & Street Scene) on 12/06/2023 the key aim of this agreement is to appoint a Single Enforcement Agent to collect outstanding debts for and on behalf of the council for Parking Services.

Given the need for parking debts to be recovered in a timely and ethical manner, expertise and professionalism within the industry is required for this project.

3. KEY FACTS

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| 3.1 | Estimated Contract Value in the region of: | £250,500 (Full 4-year duration) £65,625 per annum |
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| | | <p>Subject to fluctuation in line with needs and requirements and collection rates.</p> <p>There is no cost passed to RMBC, the fees charged by the Enforcement Agents are statutory, all fees are deducted from the amount of the income recovered and the remaining balance is then reimbursed to the Council.</p> <p>No budget is set aside for this service provision.</p> <p>(Value based on current statutory rate for compliance £75.00 (stage 1))</p> |
| 3.2 | Initial Contract Term (months): | 36 months |
| 3.3 | Extension Options (months): | 12 months |
| 3.4 | Route to Market: | Further Competition via YPO DPS - 953 |
| 3.5 | Tender Closing Date: | 15/11/2023 |
| 3.6 | Number of Organisations Invited to bid: | 24 |
| 3.7 | Viewed Opportunity: | 13 |
| 3.8 | Number of Tenders Received: | 3 |
| 3.9 | Number of Organisations Who Cancelled the Expression of Interest: | 3 |

| 4. EVALUATION | |
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| 4.1 | Evaluation Panel Members |
| Facilitator: | Yvonne Dutton (Procurement Category Manager, People Team) |
| Compliance Checks: | Yvonne Dutton (Procurement Category Manager) Karen Potts (Procurement Support Assistant) |
| Award Criteria: Quality | Martin Beard (Manager Community Safety & Street Scene) Sarah Edwards (Assistant Parking Service Manager) |

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| | SVP Evaluations Team (Social Value Portal representative) verified by Yvonne Dutton (Procurement Category Manager) |
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| 4.2 | Dates |
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| Individual Evaluation: | 15/11/2023 | to | 05/01/2024 |
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| Moderation: | 08/01/2024 | to | 15/01/2024 |
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| 4.3 | Summary Scores |
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| Bidders Name | Award Criteria | | Total Score |
|-----------------------------|--------------------|-------------------------------|-------------|
| | Mandatory Criteria | Quality Score (Out of 100) | |
| CDER Group Ltd | Pass | 97.50 | 97.50 |
| Jacobs | Pass | 76.91 | 76.91 |
| Marston Holdings Ltd | Pass | 75.41 | 75.41 |

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| 4.4 | Successful Bid(s) Details |
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| Bidders Name: | CDER Group Ltd |
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| 4.5 | Due Diligence |
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For the purpose of checking financial risk a credit check has been completed via Credit Safe, the relevant scores are indicated in the table below.

| Organisation | Risk Rating | Creditsafe Score |
|----------------|-------------|------------------|
| CDER Group Ltd | Very low | 99 |

Copies of the insurance policy documentation and business continuity plans requested as part of the mandatory criteria specified in the Business Case have been received and to be used as part of contract management and updated by the supplier upon expiry.

To further confirm CDER Group Ltd understand their commitment to deliver Social Value as per their submission. A clarification message was sent via the Merzell portal, to ascertain they can confidently deliver the proposed social value offer especially given that the volume of business is subject to fluctuation. It was highlighted within the

clarification message that the commitment will be made contractual for delivery over the contract term. Martin Beard and Sarah Edwards have been consulted regarding the commitments and as part of contract management will ensure the commitments are met in-line with the submitted delivery plan.

5 OUTCOMES ACHIEVED

As Social Value formed part of the overall quality evaluation criteria, the following commitments will form part of the contract. Failure to achieve the commitments specified may result in the Council seeking some form of reimbursement in line with the contract terms. These commitments must form part of contract management meetings and Social Value must be a standard agenda item in all contract review meetings. Each of the National TOMS carries a proxy value which has been calculated based on government data including the Greenbook and ONS, these proxy values are used to calculate the total SLEVA (Social and Local Economic Value Added) for each target which is then aggregated together for the supplier submission as part of the evaluation.

Based on the commitments secured from CDER via the tender exercise the total target SLEVA to be delivered via this contract is £265,621.65 this is based on the proposed contract value over the initial 3-year term £196,875 and equates to 134.92%.

| RMBC Social Value Framework Specific Commitments | | |
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| National TOMS Reference | Description | Target |
| NT1 | No. of direct local employees (FTE) hired or retained on the contract | 5.5 |
| NT9 | No. of weeks of training opportunities on the contract - Level 2, 3 or 4+ | 144 |
| NT11 | No. of hrs supporting unemployed people into work | 2160 |
| NT15 | Provision of expert business advice to VCSEs and MSMEs | 180 |

The contract manager will need to track the social value commitments in line with the delivery plan and milestone tracker supplied by the supplier as part of the bid submission. In addition, the contract manager is required to work with the supplier to explore possible case study opportunities to highlight any positive news stories as part

of the Social Value delivery. It is therefore recommended that Social Value is featured as a standard agenda item in all meetings throughout the duration of the contract.

As part of ongoing contract management suppliers will be encouraged to grow and develop their SV offer throughout the duration of the contract where this is feasible.

6 RISKS / ISSUES

The risk register has been reviewed following the receipt of tenders and the identification of the preferred bidder.

As with all procurements there is always the risk of complaint or subsequently a challenge being received from an unsuccessful bidder. This market has a reputation for this, something of which the Council has had previous experience and as such this remains a high risk. The impact of a receipt of complaint/challenge could cause a significant disruption to this procurement, this may cause delays in awarding the contract and in return delay in cases been sent to organisations to collect debts.

However, the project team are confident that the evaluation and moderation of the bid has been carried out correctly and the scores awarded represent a true reflection of the bid submitted which if essential would be capable of defending any complaint/challenge received.

The risk register will be reviewed again post standstill.

7 RECOMMENDATION

Following the evaluation for this tender, it is the recommendation of the project team that the Council progresses to issue an intent to award CDER Group Ltd for the Parking Services Enforcement.

8 NEXT STEPS

Subject to the approval of this report, intent to award letters will be issued to the successful provider, and unsuccessful decision notice letters to the other two immediately thus commencing the standstill period which will conclude after 10 calendar days. Following the successful conclusion of standstill, the formal contract will be issued for signature via DocuSign to the Providers and Sam Barstow (Assistant Director Community Safety & Street Scene) The new contract for this service is intended to be live from the 04/03/2024.

9 REPORT AUTHOR AND APPROVER

9.4 Report Author

Name: Yvonne Dutton (Procurement Category Manager)

Date: 30/01/2024

9.5 Reviewed by Head of Procurement (or deputy)

Name: Karen Middlebrook

Date: 08/02/2024

9.6 Approver (approval obtained electronically)

Name: Sam Barstow

Evidence: Embed a copy of the email approval

Date: 12th February 2024