

10.2. Expressions of Interest EOI 27 2021-North Sydney Councils On Street Parking Management System-Public Report

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ATTACHMENTS:

1. EOI 27-2021- On- Street Parking Management System 2022 - EOI EXTRACT - PROJECT BRIEF ONLY Council Re [10.2.1 - 7 pages]

PURPOSE:

The purpose of this report is to advise Council on the outcome of the Public Expression of Interest (EOI) that was recently called for suitably qualified companies to deliver North Sydney's Councils next generation "On Street Parking Management System".

EXECUTIVE SUMMARY:

Expressions of Interest were called on 28 October 2021 and were received until 3:00pm 24 November 2021 for the "On-Street Parking Management System 2022 - EOI 27/2021".

This report outlines the process that has been undertaken by Council staff in assessing the Expression of Interest (EOI) against Councils brief for the next long-term contract for Councils "On Street Parking Management System".

This report is recommending that Council shortlist five (5) of the applicants that have met the Expression of Interest (EOI) requirements by demonstrating that they have the relevant understanding, capability, and experience to successfully deliver this contract.

The shortlisted applicants will be invited by Council via select tender process to submit a tender for the delivery of Councils next generation "On Street Parking Management System" in the next few months.

In order for Councillors to discuss the content of this Commercial in Confidence report it will be necessary to close the Council meeting to the public

FINANCIAL IMPLICATIONS:

The cost of this contract is subject to the outcome of a future Select Tender. An allowance has been made in the 2022-23 Financial year based on the annual cost of the previous contract.

RECOMMENDATION:

1.THAT Council proceed with a Select Tender Process inviting the five (5) shortlisted applicants that have met the Expressions of Interest (EOI) requirements.

LINK TO COMMUNITY STRATEGIC PLAN

The relationship with the Community Strategic Plan is as follows:

- 2. Our Built Infrastructure
 - 2.1 Infrastructure and assets meet community needs
 - 2.4 Improved traffic and parking management
- 3. Our Future Planning
 - 3.3 North Sydney is smart and innovative

CONSULTATION REQUIREMENTS

Community engagement will be undertaken in accordance with the Council's Community Engagement Protocol.

BACKGROUND

Expressions of Interest for Councils "On-Street Parking Management System - EOI 27/2021 were called on 28 October 2021 and closed on 24 November 2021.

The intent of the EOI was to attract suitable companies from the industry that have the capability and experience to deliver North Sydney's Councils next generation "On Street Parking Management System".

The shortlisted companies from the EOI outlined in the accompanying confidential report have demonstrated they have the relevant understanding of the required technology, systems and experience to successfully deliver this Project. These shortlisted companies will be invited by Council via selective tender process for the On-Street Parking Management System in April 2022.

Council has used parking meters to manage parking in high demand areas since late 1960's. Council's On-Street Parking Management Systems contracts have generally been between 9-10 years.

Council's current Contract 13/2011B "On-Street Parking Management System for Parking Meter, Parking Sensor & Cash Collection" commenced 1 January 2013. The contract was for a period of 5 years with an option for Council, at its sole discretion, to extend the Contract for a further two (2), plus two (2) year periods (inclusive of all options, which have been exercised).

This contract expired on 31 December 2021; however, the current contractor Reino International/Duncan Solutions Australia has formally made an agreement with Council to extend the contract from 1 January 2022 on a monthly basis until a new contract is in place.

Parking meters provide two essential services for Council:

1. A mechanism to encourage higher turnover and compliance in high demand parking areas including the North Sydney Centre, Village Centres, Main streets, Education Precincts and residential areas that surround these high demand areas.
2. To provide an income stream for Council to fund construction and maintenance of essential community infrastructure and other operational functions of Council.

Stage 1 - EOI PROCESS

Similar to how the previous Parking Meter Contract was procured back in 2012, Council has undertaken a two-step process with the first step being the calling for public Expressions of Interest (EOI's) from suitably qualified companies from the industry that can meet the objectives of Council's brief.

The EOI called for companies to outline their capability, capacity and experience to deliver the objectives set out in Council's brief.

Stage 2 - Call for Select Tenders

Only those companies that Council has assessed through the EOI process as having the demonstrated skills and experience to meet the objectives set out in Council's EOI Brief will be invited by Council to tender on the project via a Select Tender Process.

DETAIL

EXPRESSION OF INTEREST – COUNCILS BRIEF

Council's Brief for the public EOI identified seven (7) key areas of experience and capability that companies needed to demonstrate that they had the ability to deliver on. These were:

1. Ability to deliver an integrated "On-Street Parking Management System",
2. Ability and experience to manage an extensive network of Parking Meters
3. Ability and experience in Parking Bay/Vehicular monitoring - Parking Sensors technology/ Cameras /Mobile Licence Plate Recognition (LPR) solutions,
4. Ability and experience in incorporating Parking App's or Smart Device Parking Applications into Council's On-Street Parking Management System both now and into the future.
5. Ability and experience with developing and incorporating new initiatives and programs into Council's On-Street Parking Management System such as a new E-Permits System for Council's Resident, Visitor and Contractor Parking Schemes.
6. Ability and experience in managing Cash Collection Services in a changing "Cash Management" environment.
7. Ability and experience to manage Council's "On-Street Parking Management System" Locally and or remotely with demonstrated capability in providing Support Services to Council as required and to established KPIs.

Note: For a full copy of the EOI Project Brief refer to the confidential attachment.

PROBITY CONSULTANT

Due to the competitive nature of the parking industry, a probity consultant has been engaged by Council to attend all meetings and also oversee the Select Tender process.

EXPRESSIONS OF INTEREST RECEIVED

The methodology adopted to undertake the EOI evaluation of EOI 27/2021 was based on selection criteria outlined in the EOI documents and in accordance with the Local Government Act 1993 and the Local Government (General) Regulation 2005.

EOIs were called and closed at 3:00pm on Wednesday 24 November 2021. Eight (8) submissions were received by the appointed time. There was one additional (9th) submission received at approx. 3.45pm however under the Tendering Regulation clauses 166[b] and 168 this application was rejected. Listed in strict alphabetical order, the Proponents were:

Table 1. EOIs Received at Closing – in Alphabetical Order

Proponents
ARA Security Services Pty Ltd, trading as E.C.S Services
Australian Parking and Revenue Control Pty Limited (APARC)
CellOPark Australia Pty Ltd, trading as Smarter City Solutions
Ocean Air Group Pty Ltd
Peritus Technology Pty Ltd
Reino International, trading as Duncan Solutions Australia
Sarb Management Group Pty Ltd as trustee for The Sarb Enterprises Hybrid Trust, trading as Database Consultants Australia (DCA)
Sensen Networks Operations Pty Ltd

Information provided by Proponents which is commercial-in-confidence has been protected and will not be disclosed in accordance with section 10A(2)(d) of the Local Government Act 1993. A consistent standard for all Proponents has been used in assessing any request for confidentiality by a tenderer.

Application for access to documentation should be through lodgment of a GIPA Public Information application form and payment of prescribed fees.

PROJECT PROGRAM TO COMMENCE A NEW CONTRACT

Anticipated Start: September/October 2022

Anticipated Completion: September/October 2033

Responsible Officer: Leonie Wishart, Manager Parking Meters

NORTH SYDNEY COUNCIL
ON-STREET PARKING
MANAGEMENT SYSTEM 2022
EOI No. 27 / 2021 – PROJECT BREIF
EXPRESSIONS OF INTEREST (EOI)



200 Miller Street, North Sydney NSW 2060

NORTH SYDNEY COUNCIL
ON-STREET PARKING MANAGEMENT SYSTEM 2022
EOI No. 27 / 2021

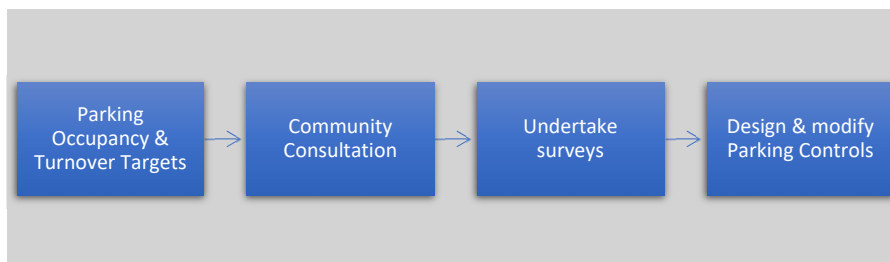
INTRODUCTION - PROJECT BRIEF ON THE PROPOSED SYSTEMS

The North Sydney Local Government Area is located on the northern side of Sydney Harbour, and cover 10.9 square kilometres. It is both urban and green in character, comprising two Central Business Districts (CBDs), smaller village centres, residential areas, parks and open spaces.

Being a densely populated LGA, on-street parking is a limited finite resource where demand often far exceeds supply. North Sydney CBD and the shopping villages regularly experience high demand in the on-street parking resource, and it is essential to the economic vitality of these areas. The management of parking in these areas has been a concern for both the businesses and the residential community.

Parking demand is managed using a combination of time restrictions and metered parking, and income generated from parking meters funds renewal and improvement of Council infrastructure and services.

The effective management of on-street parking must be built on a foundation of accurate and reliable data that can be used to identify problem areas, design an appropriate set of controls, and monitor the success of the controls. On-street parking management follows this basic form:



PROPOSED SYSTEMS PROJECT BRIEF

Council's current On-Street Management System Contract (meters, parking sensors and cash collection) expires shortly. Therefore, Council is seeking solutions for a new holistic on-street parking management system which includes the following associated systems:

The proposal will encompass 7 key systems:

1. On-Street Parking Management System,
2. Parking Meters,
3. Parking Bay/Vehicular monitoring / Parking Sensors / Cameras /Mobile LPR solution,
4. Parking App – Smart Device Parking Application,
5. E-Permits System for Council's Resident Parking Scheme, Visitor Parking Scheme & Contractors,
6. Cash Collection Services,
7. Local & Remote Support – performance based.

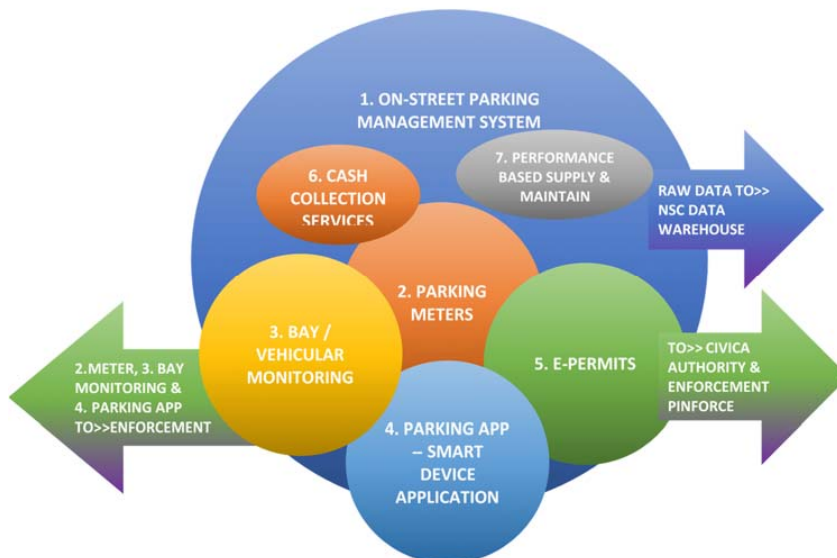


Diagram of proposed system

It is then proposed to enter into a new long-term performance-based contract for the supply and maintenance. The initial term of this contract be 5 years with Council having an exclusive right to two options to extend the contract by a further 3 years for each option. The total contract period is therefore up to 11 years (2022-2027 with two 3-year options up to 2030 and 2033). The Contract will be based on "AS4919-2003 with modifications or similar.

Ideally Council would prefer the payment structure to be 60 (5 years x 12 months) monthly payments made up of three components:

1. portion of the purchase price paid upfront and another portion over 6 months
2. remaining costs for the parking meters, parking bay/vehicular monitoring system, E-permit and other be amortized over the 54 months (4.5 years x 12mths)
3. Inspection and maintenance of the Parking Meters and the overall On-Street Parking Systems paid monthly on performance.

Council would inherit ownership of the Parking Meters at the end of the initial five years. The inspection & maintenance payments based on performance would be paid monthly and indexed to CPI on a 12-monthly basis.

All systems must have been delivered by the end of the first 12 months. For the agreed remaining months and years, the inspection and maintenance of the Parking Meters, Parking Bay/Vehicular Monitoring system solution, E-permit

and other associated systems will be pro-rated on a monthly basis depending on the numbers of meters and systems provided. With addition of the additional meters and other ad-hoc requirements.

Council will also look to obtain a security bond from the Contractor. It is intended that this bond will be progressively forfeited to Council if the Contractor fails to deliver a workable product within the agreed time frames. Council may also give consideration to an alternate payment structure.

1. ON-STREET PARKING MANAGEMENT SYSTEM

The On-Street Parking Management System incorporates seven key areas and should be an integrated, cloud-hosted system with open API integration to and from all systems in the field including Council associated systems.



Diagram of proposed system

The effective management of on-street parking must be built on a foundation of accurate and reliable data that can be easily accessed and analysed and used to identify problem areas, design an appropriate set of controls, and monitor the success of the controls. On-street parking management follows this basic form:



To ensure the data is accurate and reliable and that the functionality exists, proponents must demonstrate that systems are existing and currently being used by another organisation for more than 6 months.

The system must have adequate support to ensure it retains its effective functionality throughout the contract.

Objective of the EOI –

To market test the industry to determine whether there are suitable On-Street Parking Management System available for the overall proposed and associated systems.

This would include but not limited to the on-going maintenance, regular and ongoing upgrades of the system to provide peak performance.

2. PARKING METERS

North Sydney Council has been using paid parking to manage and control the demand and utilisation of on-street parking since the 1980's and Council has managed a variety of meters, power supplies, equipment and management systems.

Any future contract for Parking Meters and associated services must consider the objectives and core benefits that have been established in North Sydney Councils Parking Meter Master Plan for the LGA. This Master Plan identifies the likely areas in the LGA that would require the roll out of Parking Meters to manage the demand for on street parking.

The expansion of Council's Parking Meter network included the areas around major transport hubs such as the new Metro Stations in Crows Nest as well as areas identified for significant growth such as Crows Nest - St Leonards, the North Sydney Metro Station and North Sydney Central Business Area and major Village Centres like Neutral Bay, Cremorne, Kirribilli and Milsons Point. Any future contract must take into account that Council's Parking Meter network is likely to be expanded within these areas or on the fringe to manage on street parking demand.

Currently as of 11 October 2021, North Sydney Council's parking meter fleet has 443 Pay by Bay (PbB) Reino VX parking meters (originally RSV2 - 318 stainless steel, installed 2003, upgraded 2013 to EMV & PCI compliance).

The 443 parking meters service 2772 spaces (averaging approx. 7 spaces per meter). For more details see Council website links and additional information:

https://www.northsydney.nsw.gov.au/Transport_Parking/Parking_Management/Parking_Meters

North Sydney Council - current meter rate map:

https://www.northsydney.nsw.gov.au/files/assets/public/docs/7_transport_amp_parking/parking/parking_meters_locations_rates_nsc.pdf

Appendix A - Summary on important meter information and requirements based on current uses.

Appendix B – Two set of Maps - North Sydney Council meter locations and meter IDs. Map #1 - six (6) meter areas and Map #2 - detailed set of maps in areas, indicating meter locations & meter IDs, meter spaces, work zones and other temporary changes.

Objective of the EOI –

To market test the industry to determine whether there are suitable local and remote monitoring systems available for the overall proposed systems.

This would include but not limited to the periodic routine inspection and maintenance of the Parking Meters and the overall On-Street Parking Management Systems performance.

3. PARKING BAY/VEHICULAR MONITORING / PARKING SENSORS/ CAMERAS/ MOBILE LPR SOLUTION

Council is seeking a parking bay/vehicle monitoring system solution that provides reliable data about parking occupancy and usage; and assist enforcement operations.

For data collection and enforcement purposes the solution must be easy to use and operate by parking officers with minimal manual calibration required. For enforcement purposes the solution must provide a legally compliant and viable alternative to manual tyre chalking.

North Sydney is experiencing significant growth and major construction from both public and private development is expected to continue into the foreseeable future. The parking bay/vehicular monitoring system solution will preferably require minimal physical infrastructure to minimise interference from construction activities.

Objective of the EOI –

To market test the industry to determine suitability and availability of a solution for a parking bay/vehicular monitoring system.

This would include but not limited to the periodic routine inspection and maintenance of the system and the overall On-Street Parking Management Systems performance.

4. PARKING APP – SMART DEVICE PARKING APPLICATION

Council is in search of an application that will be offered as an alternative payment to credit card at the parking meter. It will be a substitute to touching the parking meters during a pandemic that would benefit both customer and Council officers i.e., parking services officers.

In addition, it would provide wayfinding for the motorist that can be used for parking meters and Council owned car parks, and other associated parking.

Objective of the EOI –

To market test the industry to determine suitable contractors that can provide this service. A system that is comprehensive and at low or no cost to the motorist.

5. E-PERMIT SYSTEM FOR COUNCIL'S RESIDENT PARKING SCHEME, VISITOR PARKING SCHEME AND CONTRACTORS

Until March 2021, the physical/sticker permit labels were distributed to the pre-approved residents under the North Sydney Council Resident Parking & Visitor Scheme.

From 31 March 2021, a large portion of the permits system officially went digital. This meant that all new standard and temporary resident permits are now E-permits. Although this is with exception of the “visitor permit” and the “shared permits”.

Currently the “visitor permits” are provided through an annual “30 visitor scratchy card” that residents can purchase from Council’s customer service section. The “shared permits” are still a physical permit that Council rangers can only identify the vehicle utilising the “permit” at any one time. For more details on this parking scheme:

https://www.northsydney.nsw.gov.au/Transport_Parking/Resident_Visitor_Parking

All valid and approved registrations reside in Council’s CIVICA Authority system and as permits are updated and registered in the scheme they are integrated/uploaded to Council’s enforcement system PinForce on a daily basis.

Unfortunately, while externally the system is primarily digital, the resident’s application review and approval process are still performed manually by Council’s Customer Services team.

In addition to the Resident & Visitor Parking Scheme, Council also manages permits for contractors working for Council. The application, approval, and delivery of the temporary hard copy label with time/date range is performed manually by Council’s Rangers Administration Section. This is a detailed system that requires close attention to contract timelines, weather conditions, formal approvals from contract/project managers and the working hours so that Contractors have the limited access to the finite parking resource.

Objective of the EOI –

To market test the industry to determine whether there are suitable systems available to assisted in the automation of the overall E-Permit Resident Parking, Visitor and Share Parking Permit system, and ensuring that Council’s CIVICA Authority will always remain the Source of Truth of this data.

In addition, an optional system for Rangers to utilise and ability manage contractor permits more effectively that can be approved and uploaded automatically to the current Enforcement system PinForce.

6. CASH COLLECTION SERVICES

Council requires effective and efficient “cash in transit and security services”, that comprise of the provision of all labour, equipment, and vehicles for the **collection/transit of cash from parking meters and other Council premises** throughout the North Sydney LGA. This would include but not be limited to cash handling, accounting for and banking the coin and other takings including reporting and the provision of associated auditing and security services.

In addition, a comprehensive auditing system and reporting covering the important components of the coin/cash collection.

For the meter system it should have four independent audit trails:

- a. Cash Box Exchange details uploaded through the communication system. (Time/Date, Meter ID, Cash Box ID, Amount, Key ID, Coin Counts, etc ...)
- b. Cash Box details written onto memory chip, I-button, or RFID in the cash box. At the cash collection agency, the agents will count the cash from each box and enter the count amount into the count system record. At the completion of the count all the data is then transferred back to the on-street parking management system.
- c. Cash Box Exchange audit trail. Using an electronic key and all entry data is upload to the on-street parking management system.
- d. Reports detailing payments made between collections at each meter then cross matching the counted and collection details, made available after each collection count within the on-street parking management system.

North Sydney Council parking meter cash payments have been declining each year since Tap&Go was introduced in 2016. Since April 2020 as a result of COVID-19, cash collections have been regularly comprising of 8 % of all meter transactions.

Therefore, a provision for the proposed transition of parking meters to cashless is required. Council is currently seeking approval from TfNSW to commence a cashless trial at its parking meters

Objective of the EOI –

To market test the industry to determine whether there are suitable contractors available to provide these services.

7. LOCAL AND REMOTE SUPPORT – PERFORMANCE BASED

The effective management of the on-street parking system and related systems, Council is looking for high levels of service in terms of the effective “up-time” of the Parking Meters, Parking Bay/Vehicular Monitoring solution and all associated systems. This will include effective undertaking of identification of meter breakdowns, the timely delivery of reactive maintenance and preventative maintenance of all associated system.

Objective of the EOI –

To market test the industry to determine whether there are suitable local and remote support systems available for the overall proposed systems.

This would include but not limited to ongoing hardware and software updates/upgrades, the periodic routine inspection and maintenance of the Parking Meters, Parking Bay/Vehicular Monitoring solution, and the overall On-Street Parking Management Systems performance.

Proponents shall detail their compliance of each of the seven (7) proposed systems of the Project Brief as provided in the **“Information & Proposed Systems Schedules” in Schedule O – Proposed System Schedule.**

Note: This schedule is also available with fillable fields in **Appendix C.**