

14.4 TVP/23/04 Central Parking Management System and Pay-By-Plate Parking Meters - Award of Tender

Location	Town-wide
Reporting officer	Contracts and Procurement Officer
Responsible officer	Manager Business Services
Voting requirement	Absolute majority
Attachments	1. CONFIDENTIAL REDACTED - TV P-23-04 RFT Evaluation Report [14.4.1 - 40 pages] 2. CONFIDENTIAL REDACTED - RFT TV P-23-04 - CEO letter - Final RFT [14.4.2 - 3 pages] 3. CONFIDENTIAL REDACTED - TV P-23-04 EOI Evaluation Report - signed [14.4.3 - 15 pages]

Recommendation

That Council:

1. Awards the contract associated with TVP/23/04 Central Parking Management System and Pay-By-Plate Parking Meters, to Orikan Australia Pty Ltd (ABN: 73 075 154 755), for the replacement of the Town's Central Parking Management System (CPMS) and Pay-By-Plate Parking Meters (Parking Meters), as outlined in the contract.
2. Approves \$60,000 capital expenditure for the parking meter replacements.
3. Approves the transfer of \$60,000 from the Parking Benefit reserve.

Purpose

The Town currently has 137 meters with Pay-and-Display ticket parking machines to pay for on- and off-street parking. These machines have reached the end of their usable life and will not be able to operate once the 3G network is shut down in June 2024. The existing machines also do not provide the user experience drivers expect or the real-time data integrations required to fully optimize the Town's other parking management systems.

In brief

- Expression of Interest (EOI) TVP/23/04 for a Central Parking and Infringement Management System (CPMS) was publicly advertised on 21 April 2023. Ten EOI submissions were received and five suppliers were shortlisted to progress to the Request for Tender (RFT) stage.
- RFT TVP/23/04 was subsequently sent to the shortlisted suppliers requesting to provide a lump sum cost for the supply and installation of CPMS and Parking Meters, along with yearly maintenance costings. Two tender submissions were received.
- The approved municipal funding allocation for this item is \$600,000 for the CPMS and Parking Meters, is to be funded through the Parking Benefit reserve fund, current balance is \$773,583.36. The \$60,000 budget variance is recommended to be funded from the same reserve.
- An evaluation of the tender submissions against the prescribed criteria has been completed and it is recommended that the Council accepts the submission made by Orikan Australia Pty Ltd and enter into a contract to supply and install a CPMS and Parking Meters, along with yearly maintenance costings.

Background

1. In July 2015, the Town installed and commissioned 137 pay-and-display parking meters strategically across five primary activity hubs: Oats Street, East Victoria Park, Victoria Park, Burswood South, and Raphael Park. The comprehensive setup encompasses a total of 5,100 parking bays distributed across these centers, which collectively register approximately 1.5 million transactions every year during the operating hours of Monday to Sunday, between the hours of 8 AM to 8 PM.
2. In April 2022, the Town developed a new Integrated Transport Strategy and Parking Management Plan. This included the Parking Management Sub-Program consisting of the actions in the Parking Management Plan. The tender aims to address some of these actions which include:
 - (a) Implement appropriate technology to benefit drivers and to provide responsive and informed parking management.
 - (b) Integrate technologies for the management of parking operations, enforcement, and communication.
 - (c) Improve the collation and analysis of parking-related information.
 - (d) Continually monitor global transport technology changes.
3. In January 2023, the supplier of the parking meters informed the Town that the infrastructure was nearing the end of its operational lifespan and would become inoperable with the planned shutdown of the 3G network in June 2024.
4. In March 2023, the Town engaged with Telstra Purple, an arm of the Telstra Corporation that specializes in business technology solutions consultancy, to conduct a discovery exercise on the current Central Parking Management System (CPMS), which provided valuable technology and industry insights that informed the expression of interest process. After conducting research and analysis, the report recommended the following factors when selecting a vendor for a parking management system.
 - (a) Provide a Software as a Service (SaaS) parking and infringement management system.
 - (b) Improve data accessibility by choosing a vendor that openly allows access to data through the means of a dashboards and filtered reports.
 - (c) Integrate with existing systems for the seamless flow of information, reduce errors and inconsistencies of data, and increase productivity by reducing manual processes.
 - (d) Improve self-service reporting capabilities, provides adequate out of the box reporting features, with the ability to create and share custom reports.
 - (e) Avoid vendor lock in by adopting an approach that allows the best of breed technologies and integration of new technologies in the future.
 - (f) Provides consolidation and integration system to create a single source of truth for all data.
 - (g) Data retention to comply with the State Record Act 2000.
 - (h) Streamline process for vehicle license plates details from the Department of Transport.
 - (i) End-to-end self-managed infringement management system, that will allow users to easily view and manage their infringements online.
5. In April 2023, the Town advertised an Expression of Interest (EOI) phase before the tender process to better understand the latest parking-related infrastructure and systems, and vendor capabilities within the Australian market. Vendors showcased their capabilities, qualifications and experience in the provision of all materials, labour, equipment, ongoing service/maintenance/support, warranties, and training necessary to install and operationalise one or all the following key elements:
 - (a) Central Parking Management System (CPMS)
 - (b) Infringement Management System (IMS)
 - (c) Pay-by-Plate (PbP) Parking Meters
 - (d) Parking Guidance System (PGS)
 - (e) Mobile Parking Application (App)
 - (f) E-Permit System

(g) Device, Payment, and Security Management

6. In May 2023, a thorough analysis of the current parking meter's locations was conducted internally. Based on historical data, the review considers factors such as transaction volume, payment methods, nearby amenities, and the use of more efficient technologies to identify locations, to consolidate the number of parking meters required. The review provides a preliminary base to reduce the 137 pay-and-display to 81 pay-by-plate parking meters to collectively service the five activity hubs.
7. In June 2023, a budget of \$600,000 was approved for the replacement of the Town's Central Parking Management System (CPMS) and Parking Meters (TVP/23/04 Central Parking Management System and Pay-By-Plate Parking Meters) as part of the 2023/24 annual budget.
8. In August 2023, shortlisted suppliers from the EOI process were invited to provide a lump sum cost and ongoing servicing costs for the supply, installation, and maintenance of a CPMS and Parking Meters, as part of RFT TVP/23/04.

Compliance criteria

9. The RFT compliance criteria include:
 - (a) Completeness of tender submissions;
 - (b) Attendance at a mandatory briefing;
 - (c) Supply of a functioning demonstration of the proposed CPMS and a Parking Meter sample.
10. Additionally, reference checks and external detailed financial and performance reports will be obtained as part of the tender evaluation.

Evaluation process

The Town conducted a two-stage selection process, the EOI was the first stage which identified acceptable vendors before inviting them to a restricted Request for Tender (RFT) process.

Demonstrated Understanding <ol style="list-style-type: none">i. Demonstrated understanding of the scope of works;ii. Provide a comprehensive timeframe for delivering the proposed Goods and Services related to this document. Including timeframes and the estimated number of days required to complete each component of the requirements specified in 'Part 2 – Specification'.	Weighting - 10%
Organisational Capacity <ol style="list-style-type: none">i. Describe your organisation's structure, project team structure, names, and functions departments;ii. Personnel technical skills and expertise (CV's to be provided);iii. Describe your organisation's capacity to perform the requirements specified in Schedule 2;iv. Describe your contingency measures or backup of resources, including personnel/subcontractors (where applicable) to ensure the delivery of all requirements in 'Part 2 – Specification'.	Weighting - 10%
Relevant Experience <ol style="list-style-type: none">i. Describe your experience and track record of achieving similar projects/requirements as this document;ii. Provide details of issues that arose during the similar projects/requirements and how these were managed;iii. Provide details of all vendor relationships and agreements. Including the subcontractors, the scope of their involvement, responsibilities, and outcomes.	Weighting - 10%

Training, Service and Maintenance <ul style="list-style-type: none"> i. Availability of training and the nature of the proposed training; ii. Warranty provisions including inclusions and exclusions and response times for warranty repairs; iii. The availability of spare parts for the proposed Goods in Western Australia; iv. The frequency of servicing requirements for the proposed Goods; v. The arrangements for post warranty repairs and maintenance for the proposed Goods and related services, including response times. 	Weighting - 10%
Environmental and Sustainability <ul style="list-style-type: none"> i. Technical responses, as enquired in 'Part 2 – Specification'; ii. Project Team Structure, Names; Functions Departments; iii. How many Aboriginal employees or sub-contractors will be engaged under this contract; iv. Provide an overview of your Environmental Management System and outline what you believe are the key environmental management issues associated with this project; v. Provide details of any other sustainability practices that you think are relevant to this project. 	Weighting - 10%
Suitability of Proposed Goods and Services <ul style="list-style-type: none"> i. Demonstrate how the proposed Goods and Services are suitable and fit for purpose, in accordance with the description set out in 'Part 2 – Specification'; ii. Technical responses, as enquired in 'Part 2 – Specification'; iii. Provide brochures, procedures, policies, and any relevant information detailing the features of the specified Goods and Services. 	Weighting - 50%

Strategic alignment

Civic Leadership

Community Priority	Intended public value outcome or impact
CL1 – Effectively managing resources and performance.	A consolidation in parking meters and the use of the latest technology will reduce the initial and ongoing service costs significantly over the contract period.

Engagement

Internal engagement

Parking & Rangers	The internal review of the Town's existing parking management systems with Telstra Purple was conducted before the tender process to identify gaps in technology and services. The parking and ranger officers were involved in this process, which assisted with forming the report's recommendations and provided the basis for the EOI and tender process.
Procurement	Provided advice and acted as a probity advisor throughout the process.
Place Planning	Provided advice on adopting technologies to collect data on mobility to inform evidence-based decision making.
Finance	Provided advice as to where the budget variance could be funded from.

Community Development	Provided feedback via the Town's Access and Inclusion Advisory Group, and on the proposed project engagement approach.
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Other engagement	
Access & Inclusion Advisory Group	<p>Officers meet with the Town's Access and Inclusion Advisory Group on several occasions about the replacement of the parking meter and the use of new technologies. Feedback from the group and themes carried throughout the tender process, included.</p> <ul style="list-style-type: none"> • Enhance the visibility of signs, car parks, and parking meters. • Enhance the visibility of available parking spaces via signage and mobile applications. • Consider multiple payment methods for users within phones. • Consider the replacement of the parking meters to other amenities, such as: <ul style="list-style-type: none"> ○ Consider the proximity to ACROD bays. ○ Consider wheelchair accessible and visible to divers. ○ Consider proximity to lighting on the street for safety reasons. <p>Attended meetings on the 15 March, 7 June, and 4 September 2023.</p>

Legal compliance

[Section 3.57 of the Local Government Act 1995](#)

[Part 4 Division 2 of the Local Government \(Functions and General\) Regulations 1996](#)

Risk management consideration

Risk impact category	Risk event description	Consequence rating	Likelihood rating	Overall risk level score	Council's risk appetite	Risk treatment option and rationale for actions
Financial	Financial loss that arises from not delivering the parking meters before the 3G network is closed.	Moderate	Likely	Medium	Low	Treat risk by ensuring a detailed project plan is obtained by the vendor.
Environmental	Not Applicable.				Medium	
Health and safety	Failure to provide safe infrastructure	Minor	Possible	Medium	Low	Treat risk by having a suitably qualified contractor, and that all personnel complete a contractor induction.

Infrastructure/ ICT systems/ utilities	Failure of infrastructure and systems.	Minor	Possible	Medium	Medium	Treat risk by having suitable contractor with availability to carry out maintenance in a timely manner.
Legislative compliance	Non-compliance with relevant regulations	Moderate	Possible	Medium	Low	Treat risk by ensuring the contractor maintains accredited Quality, Work Health and Safety, and Information Security policies.
Reputation	Delaying or not progressing the project would not align with community expectations.	Moderate	Likely	Low	Low	Treat risk by ensuring a comprehensive communication plan is executed after contractual agreement has been signed.
Service delivery	Failure to carry out work in a timely manner.	Moderate	Likely	Moderate	Medium	Treat risk by ensuring that critical milestones are outlined within the contract key performance indicators.

Financial implications

Current budget impact	<p>As the value of the contract exceeds \$250,000, the acceptance of the offer/tender and subsequent award of any such contract is to be determined by Council.</p> <p>Pre-tender lump sum costs were estimated and approved for \$600,000 (June 2023). On receipt of Tender submissions, the lump sum costs have now been projected at \$660,000, which has created the need for budget variances. As such, the following additional funds are requested to be released to ensure project viability:</p> <ul style="list-style-type: none"> • Parking Benefit Reserve Fund - \$60,000 <p>The Town's Parking Benefit Reserve has been approved as the funding source of this project. As defined in the Town's Parking Management Plan (endorsed by Council in August 2022), the Parking Benefit Reserve (\$773,583.26 currently</p>
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	available) has been specifically set aside to reinvest surplus paid parking revenue back into the community through improvements to parking-related infrastructure and place-based initiatives.
Future budget impact	Nil

Relevant documents

[Policy 301 – Purchasing](#)

Analysis

11. The assessment of the submissions was formally undertaken by a panel that included:
 - Manager Business Services
 - Economic Development
 - Administration Officer
12. The Town received two submissions. Of these submissions, none were found to be non-compliant.
13. The evaluation of the submissions against the quantitative and qualitative criteria resulted in the rankings as shown below, with the first ranking scoring the highest.

Company Name	Orikan Australia Pty Ltd	Reino International Pty Ltd t/a Duncan Solutions Australia
Ranking	1	2

Further consideration