



CABINET

Tuesday, 11 July 2023

Subject	RingGo: Contract renewal
Report by	Councillor Toby Hammond Cabinet Member with responsibility for Economic Development and Transport
Supporting Officers	Andrew Jarvis Strategic Director andrew.jarvis@eastsoffolk.gov.uk Lewis Boudville Transport, Infrastructure & Parking Services Manager parking.services@eastsoffolk.gov.uk

Is the report Open or Exempt?	OPEN
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Category of Exempt Information and reason why it is NOT in the public interest to disclose the exempt information.	Not applicable.
Wards Affected:	All Wards

Purpose and high-level overview

Purpose of Report:

To seek approval for the renewal of the RingGo contract which will enable visitors choosing to drive to East Suffolk's towns and attractions to continue to use the cashless parking app. for navigation, payments, and parking sessions extensions, and the telephone (interactive voice recognition (IVR)) service for payments only.

Options:

1. Do not renew the contract with RingGo.
2. Undertake a full procurement process for an alternative cashless parking provider.
3. Renew the contract with RingGo.

Recommendations:

1. That Option 3, to renew the contract with RingGo, be approved.
2. That authority be delegated to the Head of Operations, in consultation with the Cabinet Member with responsibility for Economic Development and Transport, to award the contract for the cashless parking service, after undertaking a procurement exercise pursuant to the Council's Contract Procedure Rules and Public Contract Regulations 2015.

Corporate Impact Assessment

Governance:

Regular review meetings with the Portfolio Holder for Transport.

ESC policies and strategies that directly apply to the proposal:

Climate Emergency Declaration 2019

East Suffolk Strategic Plan 2020 – 2024

Environmental:

Options 3 positively contributes to the environmental and carbon neutral aims of the East Suffolk Strategic Plan 2020-2024 where we promise to put environmental issues at the heart of everything we do. Providing a cashless parking solution reduces the carbon emissions generated from collecting coins from machines and banking them.

Equalities and Diversity:

EQIA518577433 has been completed and positive impacts are effective for the disability and pregnancy protected characteristics in the context of mobility. The race characteristic also positively affected in terms of language accessibility. No negative impacts are identified for the other protected characteristics.

Financial:

Revenue expenditure will continue to be required to deliver recommendation 3. However, the continued use of the RingGo solution has no capital investment requirement, whereas switching to another service provider at this time will.

Human Resources:

None arising directly from the recommendations of this report.

ICT:

The views of the Head of Digital have been sought and support obtained for the recommendation for option 3.

Legal:

None arising directly from the recommendations of this report.

Risk:

None arising directly from the recommendations of this report.

External Consultees:

None required from the recommendations of this report.

Strategic Plan Priorities

Select the priorities of the Strategic Plan which are supported by this proposal:		Primary priority	Secondary priorities
T01	Growing our Economy		
P01	Build the right environment for East Suffolk	<input type="checkbox"/>	<input type="checkbox"/>
P02	Attract and stimulate inward investment	<input type="checkbox"/>	<input type="checkbox"/>
P03	Maximise and grow the unique selling points of East Suffolk	<input type="checkbox"/>	<input type="checkbox"/>
P04	Business partnerships	<input type="checkbox"/>	<input type="checkbox"/>
P05	Support and deliver infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
T02	Enabling our Communities		
P06	Community Partnerships	<input type="checkbox"/>	<input type="checkbox"/>
P07	Taking positive action on what matters most	<input type="checkbox"/>	<input type="checkbox"/>
P08	Maximising health, well-being and safety in our District	<input type="checkbox"/>	<input type="checkbox"/>
P09	Community Pride	<input type="checkbox"/>	<input type="checkbox"/>
T03	Maintaining Financial Sustainability		
P10	Organisational design and streamlining services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
P11	Making best use of and investing in our assets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
P12	Being commercially astute	<input type="checkbox"/>	<input checked="" type="checkbox"/>
P13	Optimising our financial investments and grant opportunities	<input type="checkbox"/>	<input checked="" type="checkbox"/>
P14	Review service delivery with partners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
T04	Delivering Digital Transformation		
P15	Digital by default	<input type="checkbox"/>	<input checked="" type="checkbox"/>
P16	Lean and efficient streamlined services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
P17	Effective use of data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
P18	Skills and training	<input type="checkbox"/>	<input type="checkbox"/>
P19	District-wide digital infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
T05	Caring for our Environment		
P20	Lead by example	<input type="checkbox"/>	<input checked="" type="checkbox"/>
P21	Minimise waste, reuse materials, increase recycling	<input type="checkbox"/>	<input type="checkbox"/>

P22	Renewable energy	<input type="checkbox"/>	<input type="checkbox"/>
P23	Protection, education and influence	<input type="checkbox"/>	<input type="checkbox"/>
XXX	Governance		
XXX	How ESC governs itself as an authority	<input type="checkbox"/>	<input type="checkbox"/>
How does this proposal support the priorities selected?			
It recognises the importance of delivering enhanced services via digital transformation, whilst at the same time providing a digital choice that satisfies our customers' demands.			

Background and Justification for Recommendation

1 Background facts	
1.1	On 4 th February 2020, Cabinet considered a report that prepared for the administration of Civil Parking Enforcement, including simplified parking fee tariffs, and adopting better use of technology.
1.2	Cabinet resolved to simplify parking tariffs; encourage the use of the cashless parking app. for navigation, payments, and parking sessions extensions, and the telephone (interactive voice recognition (IVR)) service for payments only; and to absorb the cost of the 20p convenience fee the drivers paid for each transaction.
1.3	A full review of cashless payment service providers was completed during 2019/20, and RingGo was determined the most appropriate partner at that time.
1.4	Improved terms were negotiated including a reduced convenience fee amount, lower banking charges, the removal of zone configuration fees, a shorter contract termination period, and a full RingGo signs replacement programme at zero-cost to the Council.
1.5	Whilst the penetration rate was calculated to be less than the Public Procurement Threshold amount at that time, the high RingGo usage observed now causes the contract value to exceed it, so Cabinet approval must be sought.
1.6	This report discusses and makes recommendations for extending the RingGo contract for the same terms and a full RingGo signs replacement programme.

2 Current position	
2.1	The RingGo contract period expired 6 th April 2023, and automatic annual renewal is in effect.
2.2	The resolutions made on 4 th February 2020 have: a. Significantly increased RingGo sessions from typically less than 150,000 (of 2.8M) parking sessions each year prior to 2020, to 1.4M (of 2.9M) parking sessions in 2022/23. b. Removed cash collection for approximately £2.4M each year in coins saving approximately 2.6 tonnes/year of CO ₂ from the diesel-powered vans that undertakes the service.
2.3	The contract value comprises: a. Convenience fees paid by the Council. b. SMS confirmations and SMS parking session reminders opted into by the driver. c. Payment card processing fees paid for by the Council. d. Monthly licence fees for newer 'Kiosk' and 'Corporate wallet' services paid for by the Council.
2.4	Whilst the fees are low, it is the volume of parking sessions administered via RingGo that achieved the 2022/23 contract value of £317k.

3 How to address current situation	
3.1	To continue with a cashless payment parking solution is desirable because it satisfies the Council's Strategic Plan theme of 'Delivering Digital Transformation', positively contributes to decarbonising service delivery, and provides a service for

	approximately 100,000 regular users each month. These positive impacts can continue with the renewal of the RingGo contract.
3.2	The RingGo solution remains fit for purpose and meets the Council's business needs, and other solutions on the market do not offer the same range of services. To move to a different supplier at this time will cause major disruption for drivers accessing the Council's parking services given the consideration below at paragraph 3.5.
3.3	An exemption from the Contract Procedure Rules is not permitted because the RingGo contract value exceeds the Public Procurement Threshold.
3.4	A direct award using a procurement framework is permitted and the contract extension will be awarded on this basis. The Procurement team is reviewing the ESPO Parking Management Solutions and CCS Digital Marketplace frameworks; however, Cabinet approval is required because the RingGo contract value exceeds the Public Procurement Threshold.
3.5	In the context of 'Alliance for Parking Data Standards' and the 'National Parking Platform', advocacy from the parking digital service providers is for a more customer-centric open-market approach where all cashless service providers may seek approval from a car park operator to offer its services at a location. The projects and approach are in their infancy, but importantly, the proposed contract renewal with RingGo does not preclude such an approach should the Council wish to effect it for its car parks in East Suffolk.
3.6	A Cabinet report regarding the customer-centric open-market approach from the 'Alliance for Parking Data Standards' and 'National Parking Platform' projects will be presented to Cabinet should the advocated practice be proven and desirable for the Council's delivery of parking services.

4 Reasons for recommendations

4.1	To retain the RingGo parking solution for the benefit of: <ul style="list-style-type: none"> a. the Council's customers regularly using its car parks who will experience service continuity for convenient access to parking. b. decarbonising the administration of the Council's cash collection operation. c. achieving improved value from the contract by undertaking a signs replacement programme at zero-cost to the public purse. d. no capital investment on the public purse.
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Appendices

Appendices:

None.

Background reference papers:

None.