

Case Study

Development of a Technical Specification for Car Parking Infrastructure Replacement and Procurement Support

Client: Colchester Hospital University NHS Foundation Trust



Context

Colchester Hospital University NHS Foundation Trust provides healthcare services to around 370,000 people from Colchester and the surrounding area of north east Essex, England. In addition, it provides radiotherapy and oncology services to a wider population of about 670,000 across north and mid-Essex.

The Trust's main acute hospital site, which was opened in 1984, is Colchester General Hospital. The Trust also owns Essex County Hospital in Colchester.

Essex County Hospital will be closing in the future and services will be transferred onto the Colchester General Hospital site. This will result in an additional 200 staff accessing the site per day and a significant increase in out-patient appointments.

The Colchester site already suffers with capacity issues for staff parking. Visitor parking

capacity has been increased and provides a sufficient number of spaces to meet demand at present. Community staff workers are permitted to park in the visitor car park to ease the problems they encounter when returning to site during the day.

There is currently internal enforcement of parking through the issuing of a Parking Charge Notices (PCNs), but this process is not effective. There is currently a lot of 'unauthorised' parking on site and a loss of potential revenue due to staff not purchasing a permit to park.



There is no assessment of need for permit allocation and staff are currently charged at 0.15% of salary for parking. Trade Unions have supported an increase in staff parking charges in the past but wanted staff to be guaranteed a space to park which is not practical. Proposals to introduce flexible daily charging have therefore been proposed and approved by the Trust Board.

An initial audit of car parking facilities had been undertaken. The Trust is also considering introducing a number of sustainable travel initiatives such as encouraging car sharing, subsidising public transport, creating a Travel Information Centre and exploring park and ride options. There is a park and ride facility on the A12 only 4 minutes from site but the £3 charge, and the fact that the bus service does not come on site, discourages use when parking charges are so low. Public transport accessibility to the site is relatively good.

The Trust required a professional partner to plan improved controls for parking on the site and the implementation of replacement infrastructure and hardware planned for late 2017.



The Trust would consider a small capital outlay for the implementation of a new parking management system (this may include funding the Travel Information Centre and providing

a staff member to patrol and issue PCNs to support ANPR enforcement), however their preferred model was no capital outlay with the operator receiving a small percentage of visitor parking revenue and a split of PCN revenue.

Solutions and Added Value

- ◆ Introduced robust third party enforcement using a private operator to process and recover the debt from issued PCNs;
- ◆ Increased staff parking charges to encourage the use of more sustainable modes of travel and to provide a revenue stream to incentivise their use;
- ◆ Evaluated options to implement flexible daily charges for staff parking on a 'pay as you go' basis;
- ◆ Replacement of aging access control equipment with the consideration of Automatic Number Plate Recognition (ANPR) technology;
- ◆ The review and recommendation of innovative car parking technologies;
- ◆ Increased income from car parking; and
- ◆ Evaluated methods of implementing needs based assessment of permit eligibility.

Services Provided

- Assisted the Trust in developing a detailed Technical Specification of required parking infrastructure, technology and services;
- Undertook a full audit of car parking facilities, signage, payment and access control hardware;
- Sourced suitable procurement frameworks;

- Proposed improvements to wayfinding via signage and Variable Messaging systems;



Colchester Hospital - external map slide #1 - complete

- Worked in partnership with the Trust's Estates and Procurement teams to develop a Pre-Qualification Questionnaire (PQQ) and scoring system for potential suppliers;
- Develop a scoring matrix for submitted PQQs;

Requirements	Met	Essential	Comments
Membership requirements (Personnel etc) ...			
... your organisation / framework provider a member of a parking / park management and/or approval organisation ...			
... Please provide two references from organisations you have worked with in the last 5 years, for a similar arrangement of work of a similar nature to that required for this framework ...			
... Please confirm that you have read and understood this document ...			
... Please confirm that your organisation and its key staff are qualified for the roles and software installation ...			
... regarding - system management, maintenance and performance issues ...			
... Please note that suppliers are held for two elements of PQQ that they must to the satisfaction of the Trust or its qualified representatives, such as will not be submitted to the Trust. Please confirm that you have read, understood and accept the above contents in relation to this PQQ ...			
... Members who are issued a Parking Charge Notice have a right to appeal their charges ...			
... The Trust will have the final say on appeals for parking ...			
... The supplier agrees to provide the Trust with a copy of the current agreement ...			
... The Trust supplier will be solely responsible for the maintenance and support for all hardware and software provided under the contract and offer a single maintenance agreement and full covering of all hardware and software ...			
... The supplier commitment of all essential requirements of the Technical Specification ...			
... The supplier agreement to provide a payment model as required in the Technical Specification (Appendix 2) under the Payment section ...			

- Reviewed and scored PQQs from potential suppliers;
- Shortlisted potential suppliers and invited them to the Invitation to Tender (ITT) stage;
- Developed an ITT following NHS procurement guidelines and framework procedures;
- Developed a detailed scoring matrix to assess submitted tenders;
- Assisted the Trust with interviewing suppliers;
- Developed post-interview clarification questions for each preferred supplier; and

- Provided a recommendation report for contract award of submitted final tenders.

Key Benefits and Success Factors

- Sourced suitable frameworks for the Trust's requirements without the need to use the time and resource intensive OJEU process;
- Removed the requirement to build a Travel Centre to ensure compliant tenders;
- Balanced operational efficiencies with the customer experience i.e. pay on foot equipment within patient areas and ANPR controlled staff parking;



- Recommended changes to the way in which staff permit eligibility is assessed;
- Increased staff parking charges through the facilitation of frequency based charging;
- Successful procurement of new hardware and enforcement parking services without capital investment from the Trust; and
- Introduced effective car parking enforcement and wayfinding signage.

Contract Data

Duration: 16 months
 Contact: Ian Goodwin and David White
theparkingconsultancy@outlook.com
 Tel: 01430 650 343
 Mobile: 07410 117 113