

ITEM 8. TENDER - MAINTENANCE OF PARKEON TICKET MACHINES

FILE NO: S069056

TENDER NO: 0910

SUMMARY

This report provides details of the tenders received for the maintenance of Parkeon parking meters.

The City of Sydney currently has 172 Parkeon ticket machines located in Millers Point/The Rocks to manage on-street parking.

The ticket machines were originally installed between 2002 and 2003 by TTM Equipment. TTM has provided maintenance services under a three year agreement with a two year option. The contract has since expired and the machines are being managed on a monthly basis.

The term of the tender is for 18 months only to allow the City the option to procure a maintenance contract for all the City's ticket machines in 2010 when all maintenance contracts expire.

This report recommends that Council accept the tender offer of Tenderer 'A' for the Maintenance of the Parkeon Ticket Machines.

RECOMMENDATION

It is resolved that:

- (A) Council accept the tender offer of Tenderer 'A' for maintenance of Parkeon Ticket Machines; and
- (B) Tender Evaluation Summary, Attachment A to the subject report, remain confidential in accordance with Section 10A(2)(d) of the Local Government Act 1993.

ATTACHMENTS

Attachment A: Tender Evaluation Summary (Confidential)

BACKGROUND

1. The City of Sydney currently uses three main types of parking ticket machines. They are: 1000 Reino MX ticket machines that are used throughout the CBD and City East; 101 Hectronic ticket machines that are used in Glebe and Pyrmont; and 172 Parkeon ticket machines located in Millers Point and The Rocks.
2. The 172 Parkeon ticket machines were originally installed by TTM Equipment between 2002 and 2003. They allowed coin transactions and loading zone transactions only. The machines communicate daily to a central management system where the daily events and transactions are uploaded. The management system allows the operator to monitor faults and reconcile transactions. In 2008, 30 ticket machines were upgraded to include a credit card payment option. Despite the age of the machines, they have proven to be very reliable.
3. TTM has provided maintenance services under a three year agreement with a two year option. The contract has since expired and the machines are being managed on a monthly basis.
4. The term of the tender is for 18 months only. This will allow the City the option to procure a maintenance contract for all the City's ticket machines in 2010 when all other maintenance contracts expire.
5. It is now necessary to procure a supplier to maintain the ticket machines to an optimal level of performance. Tasks include:
 - (a) respond to all parking meter technical faults within 2 hours;
 - (b) maintain the Parkeon back-office hardware and software and provide accurate reporting;
 - (c) ensure the longevity of the parking meters through preventative maintenance;
 - (d) ensure the parking meter network is operating with a 99% uptime (the original arrangement only required a 98% uptime); and
 - (e) provide a schedule of prices for future credit card upgrades.

INVITATION TO TENDER

6. The Request for Tender was advertised in The Sydney Morning Herald and The Daily Telegraph on Tuesday 17 February 2009, with tenders closing on 11 March 2009.

TENDER SUBMISSIONS

7. At the close of tenders, two (2) submissions were received from the following organisations:
 - APARC - Australian Parking and Revenue Control
 - TTM equipment NSW Pty Ltd
8. No late submissions were received.

TENDER EVALUATION

9. All members of the Tender Evaluation Panel have signed Pecuniary Interest Declarations. No pecuniary interests were noted.
10. The ranking of tenders as determined from the total weighted score is provided in the Confidential Tender Evaluation Summary – Attachment A.
11. All submissions were assessed in accordance with the approved evaluation criteria.
12. The tender evaluation criteria is as follows:
 - (a) tender price;
 - (b) schedule of rates, spare parts; consumables, variations and work instructions;
 - (c) key personnel / subcontractors - allocation of adequate resources;
 - (d) plant and equipment/site amenities - assess their ability to perform the services with the nominated plant and equipment and suitable site amenities;
 - (e) proposed operations plan;
 - (f) experience in works/services of a similar nature / references - quality of references;
 - (g) technical support, demonstrated technical ability;
 - (h) environmental management;
 - (i) Occupational Health & Safety; and
 - (j) financial and commercial trading integrity/insurances.

PERFORMANCE MEASUREMENT

13. The Tenderer will be measured against the ability to maintain ticket machine uptime, respond to faults within two hours, manage vandalism, manage the central management system, conduct regular inspections and provide accurate reporting.

FINANCIAL IMPLICATIONS

14. Provision for these services is included in the draft 2009/10 budgets.

RELEVANT LEGISLATION

15. The tender has been conducted in accordance with the Local Government Act 1993, the Local Government (General) Regulation 2005 and the City's Contracts Policy.
16. Information provided by tenderers 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 tenderers has been used in assessing any request for confidentiality by a tenderer.

CRITICAL DATES / TIME FRAMES

17. The current operator of the site is operating under a monthly arrangement.

JOHN BARBELER

Director Corporate Services

Glenn Caldwell, Manager Parking Services