

9 May 2023

Mike

[fyi-request-22270-492c6e06@requests.fyi.org.nz](mailto:fyi-request-22270-492c6e06@requests.fyi.org.nz)

Kia ora Mike,

### **Parking Services – Procurement**

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 26 March 2023. You requested the following information:

*Regarding your procurement that resulted in an award to Arthur D Riley & Co Ltd (ADR) relating to parking services.*

*Can you please provide*

1. The procurement plan and note if there were prior iterations for different procurement approaches or attempts.
2. The procurement evaluation process, areas of evaluation and associated weightings, and findings of the RFP responses.
3. Any material (inc. but not limited to memo's, emails etc) relating to concerns raised with the procurement, evaluation, selection, or commercial agreement made with ADR.
4. Project risks, issues, assumptions, and decisions recorded in the implementation and operation of the products or services provided by ADR.
5. The Solution Architecture (SAD) written for the technology related to ADR's contracted parking services.
6. Brochures or similar information on the equipment installed in our car parks or meters by ADR.
7. What fields (aka attributes of data, or information) and/or reporting, analysis, or insights you receive from ADR.

As confirmed in your email dated 1 April 2023, your request centres around the procurement(s) that previously contracted ADR to provide services to the Council and not related to the current Request for Proposal (RFP), released in respect to Parking Solutions on 22 August 2022, of which no contract has been awarded to a service provider at this stage.

Wellington City Council has partly granted your request for information.

Below are the documents that fall in scope of your request and my decision to release the document.

Item	Document name/description	Decision
Appendix 1	2013 – Request for Information (RFI) Parking Services	Released
Appendix 2	2014 - Request for Proposal (RFP) Parking Services	Released
Appendix 3	Appendix to the 2014 - Request for Proposal (RFP) Parking Services	Released
Appendix 4	ADR's response to the 2013 RFI. 1 of 4	Withheld under 7(2)(b) of the Act
Appendix 5	ADR's response to the 2013 RFI. 2 of 4	Withheld under 7(2)(b) of the Act
Appendix 6	ADR's response to the 2013 RFI. 3 of 4	Withheld under 7(2)(b) of the Act
Appendix 7	ADR's response to the 2013 RFI. 4 of 4	Withheld under 7(2)(b) of the Act
Appendix 8	ADR's response to the 2014 RFP. 1 of 8	Withheld under 7(2)(b) of the Act
Appendix 9	ADR's response to the 2014 RFP. 2 of 8	Withheld under 7(2)(b) of the Act
Appendix 10	ADR's response to the 2014 RFP. 3 of 8	Withheld under 7(2)(b) of the Act
Appendix 11	ADR's response to the 2014 RFP. 4 of 8	Withheld under 7(2)(b) of the Act
Appendix 12	ADR's response to the 2014 RFP. 5 of 8	Withheld under 7(2)(b) of the Act
Appendix 13	ADR's response to the 2014 RFP. 6 of 8	Withheld under 7(2)(b) of the Act
Appendix 14	ADR's response to the 2014 RFP. 7 of 8	Withheld under 7(2)(b) of the Act
Appendix 15	ADR's response to the 2014 RFP. 8 of 8	Withheld under 7(2)(b) of the Act

**Question 1 – Provide the procurement plan and note if there were prior iterations for different procurement approaches or attempts.**

**2013 – Request for Information (RFI) Parking Services**

The Council released an RFI on 7 May 2013, with a closure date of 7 June 2013, in order to gain a better understanding of the supply of Parking Services, appendix 1 provides a copy of this RFI.

**2014 - Request for Proposal (RFP) Parking Services**

Following the completion of the RFI above, the Council released an RFP with a closure date of 14 October 2014, which was ultimately awarded to Arthur D Riley & Co Ltd (ADR).

Particular innovations sought from this RFP included:

- On-line permitting and correspondence
- Pay-by-Phone capabilities – initially for Coupon Parking Areas, and then trialled for Pay and Display Parking
- Council being more directive over on-street presentation and customer service; and
- Exploring the application of License Plate Recognition and in-ground sensors.

Please note, an appendix to this 2014 RFP was also produced to provide indicative information so that suppliers could understand further the general objectives, methods, and tasks associated with the services.

Appendix 2 and 3 provides a copy of the 2014 RFP, which was awarded to ADR, and the appendix to this RFP

### **Questions 2 to 4**

In response to the following requests:

- The procurement evaluation process, areas of evaluation and associated weightings, and findings of the RFP responses.
- Any material (inc. but not limited to memo's, emails etc) relating to concerns raised with the procurement, evaluation, selection, or commercial agreement made with ADR.
- Project risks, issues, assumptions, and decisions recorded in the implementation and operation of the products or services provided by ADR.

We have assessed these questions and are refusing this part of your request under section 17(e) of the Act because the requested documents cannot be found. The Councils data retention policy with respect to documentation under a tender process requires us to hold the information for a minimum of seven years. In this instance we are unable to locate the information requested above relating to the 2013 RFI and 2014 RFP.

Please note, if the information requested against questions 2 to 4 was held by the Council, the decision to withhold this information may have been made under section 7(2)(b) of the Act as the release of the information would likely unreasonably prejudice the commercial position of Arthur D Riley.

### **Question 5 - The Solution Architecture (SAD) written for the technology related to ADR's contracted parking services**

For clarity, we have defined a Solution Architecture Document (SAD) as the following:

*A solution architecture document is a document that describes the structure of a software solution, including the architecture of its components, the relationships between those components, and the principles that guide its design. The solution architecture document is typically used as a reference for designing, building, and maintaining a software system, and it can be used by developers, architects, and other stakeholders to understand the overall design of the system and how it fits into the larger business or technical environment.*

On investigation into this part of your request, the only information found in scope has been found within ADR's response to the 2013 Request for Information and 2014 Request for Proposal. The decision to withhold this information has been made under section 7(2)(b) of the Act as the release of the information would likely unreasonably prejudice the commercial position of Arthur D Riley.

**Question 6 - Brochures or similar information on the equipment installed in our car parks or meters by ADR.**

Under the procurement plans mentioned in question 1, ADR do not provide the Council with equipment installed in car parks or parking meters.

ADR provide technology to support Parking Service's back-end systems, alongside the Paymypark application and hardware for enforcement (e.g., handheld devices and printers).

We have assessed these questions and are refusing this part of your request under section 17(e) of the Act because the requested information does not exist.

**Question 7 - What fields (aka attributes of data, or information) and/or reporting, analysis, or insights you receive from ADR.**

ADR's software allows for multiple reporting functions for Parking Services by either manual generation or on request pre-scheduled reporting.

Pre-scheduled Reporting

A previous stocktake of reports received by ADR dated 2020, highlighted over 70 scheduled reports sent to Parking Services. These reports are received by Parking Services in different frequencies requested by Parking Services e.g., daily, weekly, monthly.

Manual Generation

Further to the pre-scheduled reports mentioned above, ADR's software also allows for Council Officers to manually generate reports on an ad hoc basis; called 'ad hoc reporting'. This is a reporting function that captures 14 entities, each with its own sub reporting features to allow for in depth reporting.

A further reporting page available to officers highlights a list of 28 reports which can be generated at the click of a link, these reports differ from the ones mentioned above as the filters are pre-set. In the event a more detailed report is required, officers will use the ad hoc reporting function mentioned above.

Subject of reports

The subject of the reports mentioned above covers most aspects of Parking Service's day to day roles and responsibilities, and includes (but not limited to):

- The lifecycle of an infringement
- Infringement Violations
- Parking Permit processing
- Payment reports
- Debt collection and Court lodgements
- Appeal work queue information

To answer your request as it stands would require officers to manually capture each reporting function available to officers, which span three different deliverables (pre-scheduled reports, ad hoc reporting, and pre-set reports), over 120 different reports and provide an overview as to what each report captures. Without refining your request, the Council would either consider refusing your request under section 17(f) of the act due to substantial manual collation or research or we may consider charging for the request.

However, we can confirm that under the current contract we have, the delivery of the below list of reports are required to be provided by ADR as a minimum:

<b>Report Name</b>	<b>Frequency</b>
Aged Receivables	Monthly
Work Queue Statistics	Monthly
Ticketor WCC Daily Receipts report YYMMDD (Bank Reconciliation)	Daily
Court Lodgements	Monthly
LARR & Non-Parking Offences	Monthly
Overpayments & Refunds Report	Daily
Payment Plan Report	Monthly
Permits	Daily & Monthly
Persons Unknown	Daily
Pre-Court Payment Report	Monthly
Post-Court Payment	Monthly
Ticket Upload Report	Monthly
Officer Error Report	Weekly
WCC Monthly Management Report	Monthly
DD File for Part Payments	Fortnightly
Court Preview and Court File	Weekly
Debt Recovery Preview and Debt Recovery File	Weekly
Reminder Notice File	Weekly
Aged Receivables Report	Monthly
PMP Summary	Monthly

### **Right of review**

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Ollie Marchant  
**Official Information**