



REQUEST 19528

I would be grateful if you could provide the following information relating to your use of parking payment apps / mobile parking solutions.

1. Current parking app provider and commercial model

- a. Which parking app(s) or mobile parking payment solution(s) are currently used in your authority's on-street and off-street parking estate?

- b. Is your authority using the National Parking Platform (NPP) provider model, or are you contracted with a single/solo cashless parking provider? Please provide brief details.

2. Contract details and renewal date

- a. What is the start date and end date of your current contract(s) for your parking app / mobile parking payment services?

- b. Does the contract include any extension options, and if so, what are the extension periods and the latest possible end date if all extensions are used?

3. Revenue from convenience fees / reminder & alert fees

- a. Does your current parking app arrangement include any convenience fees, reminder fees, or alert fees charged to motorists?
- b. If so, what is the:
 - Convenience fee - pence per transaction?
 - Reminder fee - pence per transaction?
 - Alert fees - pence per transaction?
- c. If so, what was the total revenue generated from:
 - Convenience fees in the most recent full financial year?
 - Optional reminder and alert-related fees in the most recent full financial year?
 - Please indicate whether these revenues are retained by the authority, by the provider, or

RESPONSE

- a. Pay by Phone

- b. Not currently on the NPP, contracted to one provider paybyphone

- a. July 2021 - Ends July 2026

- b. 1 year extension (July 2026)

- a. Yes
- b. Convenience fee 6p
Optional SMS reminder 10p
- c. We do not hold this information

shared (and if shared, in what proportions, if available).

4. Route to market for the next contract

- | | |
|---|--------------------|
| a. How do you currently plan to procure your next parking app / mobile parking payment contract when the existing arrangement ends? | a. Via a framework |
| b. Specifically, do you intend to use any of the following frameworks: <ul style="list-style-type: none">• ESPO framework (please specify which, if known)• Crown Commercial Service (CCS) framework (please specify which, if known)• Another framework (please specify)• A standalone/open tender outside a framework• Unsure / not yet decided | b. ESPO Framework |

5. Timescales and market engagement

- | | |
|--|--------------------|
| a. What is your anticipated timescale for commencing any procurement activity for the replacement or re-procurement of your parking app / mobile parking payment contract (e.g. quarter/year)? | a. Next 3-6 months |
| b. Do you plan to undertake any soft market testing or supplier engagement exercises prior to starting procurement? | b. No |

6. Devolution and local government reorganisation

- | | |
|--|--------|
| a. Is your authority affected by any current or proposed devolution deals or local government reorganisation (for example, moving into a combined authority or changes to council boundaries/structure)? | a. No |
| b. If so, what impact, if any, do you anticipate this having on the management or procurement of your parking app / mobile parking payment services (for example, joint procurements, merged contracts, or changes to decision-making responsibility)? | b. N/A |
| c. Do you have an indicative timeframe for any such changes becoming operational? | c. N/A |

7. Contact and roles

Please provide the name & job title of the officer with primary responsibility for day-to-day management of parking services (e.g. Parking Manager).

Martin Barton
Service Lead – Highways and Network
Management

8. Contact for future procurement correspondence

Please provide the contact details or generic email address that suppliers should use for any future correspondence relating specifically to parking payment app procurements (e.g. procurement or commissioning inbox), or confirm which Tender Platform the Council plans to use.

networkmanagement@wigan.gov.uk

parking@wigan.gov.uk

or via the Chest tender platform