

REAL TIME PASSENGER INFORMATION

To: Highways and Community Infrastructure Committee

Meeting Date: 14th November 2017

From: Executive Director, Environment, Transport and Economy

Electoral division(s): All

Forward Plan ref: 2017/034 **Key decision:** Yes

Purpose: To inform Committee of the results of the procurement of the bus Real Time Passenger Information System: Framework Agreement for the Service and Maintenance.

Recommendation: The Committee is asked:

a) To approve the award of the framework contract
b) To approve the award of the call-off contract

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1. BACKGROUND

- 1.1 Cambridgeshire County Council (CCC) has been part of a consortium of local authorities delivering Real Time Passenger Information (RTPI) since 2009. Other members of the consortium are Peterborough City Council, Luton Borough Council, Bedford Borough Council, Central Bedfordshire Council and Northamptonshire County Council.
- 1.2 The aim of the RTPI system is to encourage the public to make greater use of the public transport system by making the planning and undertaking of bus journeys an easier and more enjoyable experience. The system is popular in Cambridgeshire with the Council receiving frequent requests for new displays to be installed. For example, further requests have been received in 2017 from bus users for further on-street displays to be installed in Cambridge outside the Grafton Centre at the Park and Ride bus stops, Papworth Everard, Great Shelford and in Witchford.
- 1.3 RTPI equipment has been installed on many of the bus routes and bus services in Cambridgeshire, particularly in areas of higher bus usage and strategic bus routes. The map of where existing RTPI equipment is located can be viewed via the following link <https://drive.google.com/open?id=1nPCUuxueoiBcIV6w7WwFEV1luIE&usp=sharing> Decisions on where to install new RTPI equipment are based on an overview of strategic bus routes and where existing equipment is already in place, feedback from bus operators, Members and bus users and current and forecasted bus usage.
- 1.4 At the Highways and Community Infrastructure Committee on 7 December 2016, committee resolved to:
 - a) renew and extend the Real Time Passenger Information Partnership Agreement with partnering authorities for the length of the new contract period;
 - b) enter into a joint contract procurement exercise with the partnering authorities for a Real Time Passenger Information supply, installation and maintenance contract.

This report provides a summary of the recent RTPI procurement exercise to deliver a new Service and Maintenance Framework Agreement.

2. MAIN ISSUES

- 2.1 The new framework agreement is for the supply of a RTPI system, supply and install or decommissioning of RTPI equipment and the maintenance of the complete RTPI system for the six Consortium members.
- 2.2 The current arrangement for supply and maintenance of the RTPI system is due to expire on 28th February 2018. CCC is therefore seeking to establish a single supplier framework available for use by the Consortium to mobilise on 1 December 2017, ready to implement a new RTPI system on 1st March 2018.
- 2.3 Cambridgeshire County Council is the lead authority in the Consortium and is acting as a Central Purchasing Body, with the award of the Framework intended for use by other contracting authorities.

- 2.4 The framework agreement will be the 'umbrella' contract, to be let by CCC, for a period of 4 years. It is envisaged that each Consortium member will then award a 5 year call off contract with an option to extend for up to 3 further years.
- 2.5 Cambridgeshire County Council has previously acted as the lead authority within the partnering authorities and it is proposed the Council will retain this responsibility into the new contract period. In accordance with the Local Authorities Partnering Agreement, CCC purchases and maintains the central system which is used by all of the partnering authorities, and then recoups a proportion of the cost incurred from each partnering authority. This ensures value for money as the costs for the central system are split between the six Consortium members rather than each Consortium member having to purchase a central system individually. It is the intention that the shared central system element for all Consortium members will be included within the Call-Off Contract for CCC as the leading Consortium member.
- 2.6 The contract value for the six authority framework agreement is estimated to be in the region of £5-5.5million over 8 years. This is on the basis that the 3 year contract extension is awarded by all authorities in the Consortium if the Contractor is performing the contract to the required service standards. If the 3-year extension is not awarded, then a new procurement process will need to be undertaken.
- 2.7 The County Council RTPI revenue budget for 2017/18 is £135,000 and is funded by the on-street parking account. The total RTPI capital budget for 2017/18 is £170,000 with £165,000 funded by Department for Transport Local Transport Plan grant and £5,000 from a S106 (developer funding) agreement. Capital spend is dependent on expansion of the system, the Consortium is not committed to a minimum spend as part of the new contract. In total CCC receives income from other Consortium members and bus operators on an annual basis, in the form of membership payments, with a total income of £131,635 in 2016/17 (£3,596 from Whippet, £37,465 from Stagecoach and £90,574 from Consortium members).
- 2.8 LGSS Law and LGSS Procurement have supported the Consortium throughout the drafting of the contract and managing the procurement process. A considerable amount of support has been received from the partner authorities in the production of the specification, contract documents and evaluation of the submissions from bidders.
- 2.9 Due to the specialist nature of the service the framework is a single Lot across the whole framework area. Soft Market Test days were held in November 2016 and it was concluded that combining the supply and maintenance across all areas would deliver the following benefits compared to an arrangement with many separate contracts, with different suppliers:
- value for money;
 - greater innovation;
 - operational efficiencies;
 - stronger partnerships between Consortium members and bus operators;
 - good quality, consistent information provided to all passengers within the Consortium area.
- 2.10 The open Invitation to Tender (ITT) received 3 submissions and all passed the initial validation process. The 3 bids were then assessed by representatives from the

Consortium, undertaking the evaluation of the price and quality elements. The tender evaluation was made against a quality and price ratio of 60:40.

- 2.11 **Appendix A** (confidential) sets out the results of the procurement process, including identification of the preferred bidder and the scores. The scoring is broken down into quality and price.
- 2.12 Of the 3 bidders it is recommended that the highest scoring and most economically advantageous tender is awarded the framework agreement to become the single supplier for all authorities.
- 2.13 With a framework agreement in place it is recommended to award the Cambridgeshire call-off contract to the same single supplier.

3. ALIGNMENT WITH CORPORATE PRIORITIES

3.1 Developing the local economy for the benefit of all

- The Framework Agreement establishes an efficient and effective route to deliver the supply and maintenance of a RTPI system.
- By awarding the framework agreement, RTPI can improve bus service reliability through the analysis of vehicle movements, leading to improved fleet management and bus priority measures. This in turn can increase bus patronage, create modal shift and reduce congestion on the network. This would have a substantial benefit to the local economy and the Consortium area as a whole.

3.2 Helping people live healthy and independent lives

- By awarding the framework agreement, RTPI improves the quality and accessibility of information for all bus users. Bus information can be accessed at bus stops, kiosks, websites and mobile phones. This allows the public to make informed travel choices, supporting them to live healthy and independent lives.

3.3 Supporting and protecting vulnerable people

- By awarding the framework agreement, RTPI improves the quality and accessibility of information for all bus users. RTPI can provide information in both visual and audio format in order to assist the more vulnerable people using the bus network.

4. SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

The following bullet points set out details of significant implications identified by officers:

- All Framework authorities are working collaboratively together to deliver efficiencies in service delivery across the six areas.
- Working with the partnering authorities as a Consortium and combining the supply and maintenance delivery together, will secure the best available rates and will deliver significant benefits in terms of continuous improvement and value for money.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

The following bullet point sets out details of significant implications identified by officers:

- In order to meet the Council's Contract Rules and the Public Procurement Regulations 2015, the current service was re-tendered to engage an appropriately qualified and skilled supplier to supply and maintain equipment, data feeds and data systems to deliver the service with full cooperation from both legal and procurement officers.

4.3 Statutory, Legal and Risk Implications

The following bullet points set out details of significant implications identified by officers:

- A separate call off contract is established with all other Framework authorities enabling them to utilise the framework whilst the risks of each individual contract let by each commissioning authority will remain with them and not Cambridgeshire County Council.
- The decision to renew and extend the Real Time Passenger Information Partnership Agreement with partnering authorities for the length of the new contract period was approved by the Highways and Community Infrastructure Committee on 7 December 2016.

4.4 Equality and Diversity Implications

The following bullet point sets out details of significant implications identified by officers:

- RTPI improves the quality and accessibility of information for all bus users. RTPI can provide information in both visual and audio format and can be accessed at bus stops, kiosks, websites and mobile phones. This allows the public to make informed travel choices, supporting them to live healthy and independent lives.

4.5 Engagement and Communications Implications

The following bullet point sets out details of significant implications identified by officers:

- Requests continue to be received from members of the public, requesting that RTPI displays are installed at the bus stops that they use, highlighting the need for this information to be provided.

4.6 Localism and Local Member Involvement

The following bullet point sets out details of significant implications identified by officers:

- RTPI has been implemented across the county in Cambridge, market towns and on key bus routes. Local members can highlight areas where RTPI could enhance bus services in their areas for consideration in future roll outs of the service.

4.7 Public Health Implications

The following bullet point sets out details of significant implications identified by officers:

- Promoting bus use and improving the accessibility of information about buses through RTPI could lead to an improvement in air quality if there are consequently fewer cars on the roads as people make a modal shift on to the bus. Effective information at bus stops can help to reduce the barriers to using public transport and this in turn can improve access to public services, particularly health services by bus. Transport and access barriers are highlighted in the Public Health report Joint Strategic Needs Assessment see – <http://cambridgeshireinsight.org.uk/jsnasummaryreport>

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	Yes Name of Financial Officer: Sarah Heywood
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?	Yes Name of Officer: Paul White
Has the impact on statutory, legal and risk implications been cleared by LGSS Law?	Yes Name of Legal Officer: Fiona McMillan
Have the equality and diversity implications been cleared by your Service Contact?	Yes Name of Officer: Tamar Oviatt-Ham
Have any engagement and communication implications been cleared by Communications?	Yes Name of Officer: Eleanor Bell
Have any localism and Local Member involvement issues been cleared by your Service Contact?	Yes Name of Officer: Tamar Oviatt-Ham
Have any Public Health implications been cleared by Public Health	No Officer response Name of Officer:

Source Documents	Location
7 December 2016, Highways & Community Infrastructure Committee report – Real Time Passenger Information (agenda item No. 5)	https://cmis.cambridgeshire.gov.uk/ccclive/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/521/Committee/7/SelectedTab/Documents/Default.aspx