

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

SECTION ONE – CONTRACT STRATEGY

1.1 CONTRACT OVERVIEW	
Contract Title	Integrated Mobility Partnership MaaS Platform and Services
Author	Jonathan Padmore
Contract Reference Number	TBC
1.2 EXECUTIVE SUMMARY	
<p>The Regional Transport Partnerships (RTPs) Tactran and SEStran are working together to investigate and promote mobility as a service (MaaS) digital tools to promote and enable sustainable travel (to support social inclusion, climate change and air quality objectives). The two RTPs have jointly progressed this work programme under the heading of the Integrated Mobility Partnership (IMPs).</p> <p>The two RTPs seek to procure digital services to continue to run the IMPs MaaS programme between April 2025 and March 2028. The required services include:</p> <ul style="list-style-type: none">• The supply and maintenance of a MaaS digital platform which can power a number of existing interfaces (apps/websites). The provider should have the ability to improve the platform to improve/expand the functions it can power (including additional integrations)• Maintenance, improvement of existing, and design of new, interfaces• Continued development of the SEStran YoyagAR accessibility app <p>The project management of the programme will be undertaken by the IMPs Project Officer (a jointly funded post between the two RTPs)</p> <p>The preferred procurement route is using a government digital services procurement framework.</p> <ul style="list-style-type: none">○ This will help provide reassurance regarding pricing, security and capability offers of suppliers (which would otherwise add significant time and resource to the task were Tactran to source additional support to provide the necessary technical advice) <p>Whilst there are Scottish and UK Government government digital services procurement frameworks, the Crown Commercial Services <i>G-Cloud 14 digital services procurement framework</i> is the only framework open to Tactran and is therefore the recommended procurement path.</p>	
1.3 SERVICE STRATEGY/FORWARD PLAN	

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

Transport Scotland promote MaaS planning and booking tools as a means of promoting and enabling sustainable travel as well as helping improve the viability of shared transport opportunities within their second Strategic Transport Projects Review (STPR2)

Both RTPs promote MaaS tools within their respective Regional Transport Strategies.

Both RTPs are supporting Transport Scotland identify and understand how best MaaS opportunities can be taken forward in Scotland.

The two RTPs will continue to develop and trial features, functions, and 'getting the tools to users' within the IMPs programme's journey planning tools for the period April 2025 – March 2028. At which point a decision on whether to continue with the programme will be made. This follows a period since September 2021, when the two RTPs developed and trialled MaaS tools funded largely by Transport Scotland's MaaS Investment Fund (MIF) programme.

It is expected that Transport Scotland will issue their review of the MIF programme in early 2025.

1.4 CONTRACT OBJECTIVE

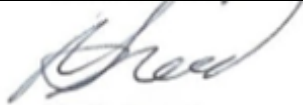
To secure digital consultancy services which enable

- Continuation of the following MaaS journey planning tools: GoSEStran; NHS Tayside Journey Planner; MyDundee and Angus Journey Planner; (Loch Lomond and the Trossachs) National Park Journey Planner. This would require the majority of functions currently available via these interfaces to be available
- Continued development of the separately developed VoyagAR accessibility tool (Currently developed to prototype stage with IP owned by SEStran) into either a standalone interface and/or integrated with other IMPs interfaces. This is likely to include:
 - Review existing work – highlight issues and areas for further work
 - Business Case: Outline an approach to take to market (standalone or integrated with MaaS) – to include fixes and enhancement
- Continue to investigate and test MaaS journey planning tools and their application for the benefit of IMPs partners and Transport Scotland by growing and improving the above interfaces as well as introducing new interfaces
- The ability to deliver MaaS tools to other public and private sector partners who wish to join the IMPs programme
- collation of evidence:
 - IMPs MaaS programme: understand if/how the programme can be upscaled to (i) achieve mass take up that would enable the tools to support modal shift (to support climate change and air quality objectives) and (ii) extend reach to support reducing inequalities. To continue to grow (and retain) the number of users to support this goal of contributing towards a modal shift and reducing inequalities

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

- VoyagAR into either a standalone interface and/or integrated with other IMPs interfaces

1.5 AGREED BUDGET

Budget Amount:	Budget to be confirm by Transport Scotland / Tactran by March 2025
Report – how was the budget approved?	Tactran RTS Budget Monitoring and Review
Budget year(s) in which expenditure will be incurred	2025/26 – 2027/28
Cost Code(s)	TBC
Budget Holder Signature:	
Print Name:	Mark Speed
Date:	20 th February 2025

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

SECTION TWO – CURRENT STATUS

2.1 CURRENT SITUATION/CONTRACT STATUS

The MaaS platform, interfaces and consultancy support were initially provided by Fuse Mobility, sub-contracting provision of the platform and interfaces to EMBER. The service is currently provided by EMBER alone.

The contract was originally established by Tactran. A new contract was then developed between SEStran and Fuse to cover services for both SEStran and Tactran. The current contract has recently been novated from Fuse to Ember.

The current licence is a software as a service (SaaS) licence (developed by SEStran's external legal advisers), with built in change control provisions that allow additional works to be commissioned to the platform or apps as funding or other opportunities arise (Model agreements allowing other IMPs partners to instruct work via the Licence have been developed.)

The contract with Ember has been extended to end of March 2025.

The contract to develop VoyagAR to prototype stage has ended. SEStran have the software and IP rights.

2.2 LESSONS LEARNED

The Tactran and SEStran MaaS programmes have been (largely) funded by Transport Scotland as pilots within the MaaS investment Fund (MIF) programme intended to develop and test the application of MaaS technology within Scotland.

Learnings of the two RTPs from the initial pilot period which could relate to a contract strategy include:

Collaboration

- MaaS tools are unlikely to be financially self-sustaining, or to be affordable to the majority of Scottish public sector organisations. The two RTPs have concluded that a collaborative approach is likely to achieve best value for the public purse by allowing costs and benefits of a MaaS programme to be shared across a number of partners by:
 - sharing programme costs and benefits, and
 - demonstrating the programme's contribution to reducing costs to the public sector of non-attendance at health appointments, mitigating traffic impacts; costs of social exclusion etc
- The majority of the data provided within the platform is sourced from national sources, making it unlikely that numerous MaaS platforms (the 'back office' containing the planning/booking/paying data) will be required to serve Scotland.

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

- It is likely that the costs of building and maintaining a platform by either of the RTPs would be infeasible, requiring such services to be provided by an external provider
- **Continue joint programme with SEStran and keep open opportunities for other public sector partners to join programme to help reduce costs and spread benefits**

Tech and supplier risks

- The costs and implementation timescales of many desired features within the tools can be difficult to predict. There is a risk that if both essential and desired functions were desired to be ready for the same start date that the programme could be delayed. Suggest tendering a core (minimum) level of service with ability to add on new functions
- Much of the evolution in MaaS technology has been based in and around major cities, often to sell tickets for the dominant public transport operators in the area. The experience and offer of many digital suppliers do not always align with the problems and objectives within the Tactran and SEStran regions
- Risks may be minimised if the structure of the programme is clear ie:
 - **the strategic objectives for the programme and relevant target audiences.**
 - To promote active lifestyles (communities with poor health)
 - To support climate change (car drivers undertaking regular trips over 5km)
 - To support air quality (car trips within [air quality management areas](#) e.g. air quality in , Bonnygate(Fife), Broxburn, Crieff, Dundee, Dunfermline, Edinburgh, , Falkirk, Linlithgow, Musselburgh, Newton (WLothian) and Perth)
 - To support social inclusion (vulnerable groups in society: as defined by protected characteristics; target groups in Scottish Government Child Poverty Action Plan; least affluent areas; rural populations)
 - **what are the barriers the above target audiences face in either a modal shift from car; or using public transport to access jobs/education/healthcare/other services & opportunities**

It will be necessary to understand the barriers that the above target audiences face to determine what the journey planning tools need to provide (e.g. awareness of options; ability to plan multi-modal trips; sensitivity to cost; uncertainties which can reduce confidence in trip (e.g. reliability; access information)etc)

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

Different target groups/geographies will bring different problems and opportunities which may make the consideration of tailored approaches necessary to consider

- **the ability of the platform/interfaces to enable the programme to develop and trial bespoke tools (and different approaches) for agencies**
- **identification of what functions/features can address these barriers what do we need to test**
- Minimise the number of interactions between suppliers of:
 - Platform and interfaces (apps/websites)
 - Platform and integrations (e.g. demand responsive transport booking system)
- Risks to programme timescales and delivery if new features/functions/integrations are identified during the contract period. This has been addressed through the change control notice procedure in the current Licence which has allowed instruction of additional works, and even extension of the term, to happen quickly
- The model for designing/supplying and disseminating tools needs to pay as much attention to how we get tools to users AS WELL AS focusing on tech solutions that users need and will find convenient and easy to use
 - Recognising the different approaches available from suppliers, **recommend that the ITQ and ensuing contracts be focused on outcomes.**

Funding risks

- Grant funding (e.g. from Scottish Government) can require that there is some asset that can be reclaimed following the public sector investment. However, the majority of the digital products procured are a service (software as a service). i.e. The partners could likely invest significant sums of money in a service, but would have no asset at the end of the contract.
 - **Seek ability to continue to use what we have invested in come the end of the contract**
- Building a MaaS platform from scratch, and maintaining such, would likely be prohibitively expensive (and time consuming) for the programme. Our financial input is most likely to build on and enhance an existing platform to suit our purposes, and maybe new interfaces
 - **Seek suppliers which offer platform integration and white label app to be tailored as is appropriate**

Reputational risks

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

- Continuity of service, and experience, for the user. To enable continuity of service interfaces should include the existing features (Appendix A)
 - Replicating the integrations to enable the existing services to run could take 3-6months

2.3 HISTORICAL SPEND INFORMATION

Department	Total Expenditure (p.a.)	Suppliers	Comments
MaaS: Tactran (May 2020 – March 2023)	£661,167	Fuse Mobility	Direct award via exemption request
MaaS: SEStran (March 2023 – Ongoing)	£383,510	Fuse Mobility Ember	Direct award
SEStran	£200,000	Sentireal	Identified via Scottish Enterprise CanDo programme

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

SECTION THREE – PROPOSED CONTRACT STRATEGY

3.1 CONSIDERATIONS OF ALTERNATIVE DELIVERY METHODS	
Alternative Delivery Opportunities	
<p>The proposal is to be able to manage a MaaS programme that enables Tactran and SEStran to:</p> <ul style="list-style-type: none"> - Develop and trial approaches tailored to support the IMPs programme objectives - Be able to offer services to partner public services in Scotland <p>The alternative is to pay for a service providing off the shelf journey planning/booking tools which wouldn't offer the bespoke service currently offered by the platforms or allow the continued testing or approaches required</p>	
Further Comments	
<p>The end objective is to understand what approach (tools and dissemination model) can best support reduction in inequalities / modal shift. Being able to test different models within the programme enables this.</p>	

3.2 COLLABORATION CONSIDERATIONS	
Is there an existing collaborative contract available?	Yes
If YES - List collaborative body or Partner Organisations involved in the contract. Please describe the advantages or disadvantages arising from the use of the collaborative agreement.	
<p>Recommended approach is to use the Crown Commercial Services G-Cloud 14 digital services procurement framework</p> <p>The framework includes suppliers of services, and allows an off-line shortlisting of suppliers who can meet the client's technical requirements.</p>	
If NO - Is there an opportunity for Collaboration with another organisation?	
<p>The proposal is to undertake a collaborative approach with SEStran regional transport partnership</p>	
Who will be the Lead Authority?	
Tactran	
Other commodities/work streams dependent or to be considered in conjunction with this contract	

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

The MaaS products will support other workstreams for which separate funding opportunities may exist

Further Comments

None

3.3 ICT Requirements

None to PKC: Whilst the project is fundamentally a digital project, all ICT requirements would be out-sourced

The provided services would need:

- Available via public cloud
- Appropriate security reassurances in terms of Data Storage and Processing locations (previous GDPR advice recommend that all data storage be kept with UK or EU due to stricter data protection regulations)
- User to manage status and priority of support tickets: This is desired to manage feedback from end users and respond to it over the period of the contract. This will be needed to then inform the future development and rollout of new items

Above advice regarding IT specifications provided by Graeme Freeman, Jerait IT Support, Edinburgh (procured by SEStran)

With regard to security issues, Perth & Kinross IT security recommend

- Product to be built to OWASP standards with PKC supplier security policy slotted in along side
- If there are any potential facilitations for payment handling, including the transfer to a merchant, then the project would be in scope for PCI DSS considerations and further discussion with IT and finance would be required at that time

Otherwise, IT and data protection requirements will follow Perth and Kinross Council guidance [Information security](#) in particular Information and Cyber Security Policy for Supply Chain, Partners, and Service Providers

3.4 POLICIES/REGULATIONS

Guidance: Consider which Policies/Regulations apply to the contract. If any policy applies, contact the relevant person for further information. If you are unsure, contact the relevant person for assistance; contracts can be seriously flawed if this work has not been completed.

Policy/ Regulation	Consider	Outcome	Contact
GDPR	Does GDPR apply?	The project involves collecting and using	Jillian Walker

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

	A Data Protection Impact Assessment may be required.	personal data. A data protection impact assessment will be required	
IR35	Does IR35 apply?	No	HR
Transfer of Undertakings Protection of Employment	Does TUPE apply?	No	Moina McLaren
Construction Design and Management Regulations	Do CDM regulations apply?	No	Health & Safety
Equalities and Fairness	Have the outcomes of this contract been assessed for Equality and Fairness? An EFIA may be required. Impact and Value Assessment (IVA) (sharepoint.com)	An Equality Impact Assessment has not yet been undertaken, but would be of benefit in the design of the project	Equalities
Payment Card Industry Data Security Standards (PCIDSS)	Does this contract include an income stream for which customers will make payments via a debit or credit card?	Yes	Lynn Law
Does VAT apply	Is VAT applicable to this contract?	No	Craig Robertson

3.5 KEY RISKS

Description of Risk	Probability (L/M/H)	Impact (L/M/H)	Actions required to manage Risk
Risk to the lead authority (a) resources: admin and project management (b) liability to other IMPs partners	M	M	(a) Agreed project management responsibilities to be undertaken by Tactran (b) Develop SLAs and Participation Agreement

20/02/2025 17:37

C:\Users\Ashleyroger\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\I12IUGDG\2025 02 20 Contract Strategy MaaS 2025_2028 v1.3.docx

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

3.5 KEY RISKS			
Description of Risk	Probability (L/M/H)	Impact (L/M/H)	Actions required to manage Risk
			(see below) as appropriate
Funding	M	H	Commitments will be based on confirmed funding availability
Costs / timescales / practicality of integrations become unfeasible	M	H	Include change control procedure
Supplier is unable to provide service	L	H	Existing services would need to be withdrawn. As assessment of the benefits of the programme would be brought forward to inform any decision to continue
Overall Contract Risk			L/M/H
Guidance: Identify the overall contract risk. Procurement can assist. The level of contract risk will determine the level of contract management required throughout the contract period.			M

3.6 MARKET SUMMARY TABLE	
Guidance: Complete the table below with information which summarises the current market conditions. This information will be used to inform business engagement activities and will support the options appraisal at 3.9 of this document.	
Factor	Findings
Industry Description e.g. Construction/Adult Care/Transport	Smart mobility / Mobility as a Service providers
Market Overview - Summary of the market conditions e.g. size, number of suppliers	Platform / Interface providers: There are a handful of Scottish and international providers of MaaS platforms. The larger the provider, the greater the likelihood that they wish to promote their interface/brand Tech Integrations There are a range of providers who can provide tech integrations into the maas platform, especially in relation to incorporating demand responsive transport booking/paying and ticketing companies
Trade Associations	None

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

e.g. regulatory bodies. Completing this field is to inform who we may need to consult and where we may obtain information to develop specification	MaaS Scotland would likely assist
Key Suppliers e.g. who is likely to respond to this?	<p>Prior Information Notice</p> <p>Tactran issued a PIN in October 2023 to help understand the market's ability to contribute to the delivery of the IMPs MaaS programme. There were 29 noted interests. 10 from tech companies who could supply a maas platform and/or interfaces. Discussions were held with 17 suppliers who expressed interest to have a further discussion. 10 of these were tech suppliers. The conclusion of these discussions are reflected in the issues reflected elsewhere in this contract strategy, i.e.:</p> <ul style="list-style-type: none"> The offer from digital providers ranged from being able to provide an 'all inclusive' package with numerous integrations and functions to those that would be able to develop more bespoke services (but likely to come with less integrations/functions) <ul style="list-style-type: none"> NB the suppliers that were able to offer the most integrations were international operators. It would seem possible that many of these integrations relate to the larger transport providers, and are unlikely to reflect the small operators which would be essential to facilitate many journeys in our rural areas. Some platform providers were unable to provide additional interfaces The ability of providers to provide a MaaS platform which powered existing interfaces varied Many suppliers suggested the approach of ourselves defining desired outcomes, with themselves identifying how best they could provide such Some suppliers were unable / unwilling to provide integrations to enable existing services to be continued. Some of those that were suggested that it could take 3-6months to do so.
Market Trends e.g. inflation	There is a growing interest in this work from policymakers, and an increasing number of contracts being tendered.

20/02/2025 17:37

C:\Users\Ashleyroger\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\121UGDG\2025 02 20 Contract Strategy MaaS 2025_2028 v1.3.docx

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

	Currently unable to comment on how the market is responding to this.
Developments and Innovation e.g. Are there any new developments in technology?	The programme concerns the adaption and application of new technology to help the planning/booking/paying for a range of transport services. This is a relatively new application for technology. It is likely that there will be new developments during the course of the contract.

3.7 KEY COMMODITY/SERVICE CHARACTERISTICS

Guidance: Complete the table below to highlight the key requirements. This information will help populate the tender specification.

Functionality What are the key requirements of the contract?	To procure supplier to deliver and maintain Mobility as a Service software
End User Requirements What does the end user need the contract to deliver?	Journey planning/booking interfaces (apps/websites) for public users
Organisation Requirements What are the requirements of the organisation?	to be able to deliver and improve existing and future SEStran and Tactran journey planning tools. To provide user data to partners to enable analysis and identification of improvements
Future Trends Are there any future changes to be considered e.g. IT developments	It is likely that the application of IT in this field will evolve during the course of the programme
Constraints Are there any barriers that could prevent requirements being met?	Currently insufficient funding has been secured to enable all the aspirations of the programme to be initially contracted.

3.8 SUSTAINABILITY CONSIDERATIONS TO INCORPORATE

[Sustainable Procurement Policy](#)

Environmental Factors

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

(subject to scale) Promoting and enabling sustainable travel will assist:

- Reduction in CO₂ and other transport emitted greenhouse gas emissions, particularly through reducing car km driven, and enabling use of electric vehicles

Economic Factors

(subject to scale) Promoting and enabling sustainable travel will assist:

- Reduction in congestion and costs of travel to business

Promoting and enabling sustainable travel will assist:

- Increasing the size of labour markets (increasing % of non-car owners able to be accessed)

Social Factors

Promoting and enabling sustainable travel will assist:

- Non car owners and vulnerable groups (especially those who find difficulty planning multi-modal journeys) to access jobs, education and services, including people with disabilities to access transport (which the VoyagAR platform could help provide)
- Promoting active travel as part of healthy lifestyles

(subject to scale) Promoting and enabling sustainable travel will assist:

- Reduce pollutants and their adverse impact on human health

Promoting and enabling travel for people with disabilities will help reduce inequalities and enable more people to live independent lives

Community Benefits

Suppliers should detail and demonstrate their commitment to providing Community Benefits as part of this contract within the Tactran and/or SEStran areas. Improving education and skills, delivering training and development, work experience programmes, enhancing and improving local employability all promote examples of Community Benefits

Fair Working Practices

Suppliers should describe and demonstrate how they will commit to adopting Fair Work First for workers (including any agency or sub-contractor workers) engaged in the delivery of this contract. This should include current and planned actions that show how they will embed these practices during the lifetime of this contract.

3.9 PROCUREMENT OPTIONS APPRAISAL

Guidance: Use this table to summarise the factors for and against each of the options as to how the contract might be structured.

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

PROCUREMENT ROUTE	<i>Detail the Pro's and Con's of each option</i>
1) This contract has been exempted	<p>Pro: project continues to run with minimal risk to costs to restart programme, or any gap in provision of the services to the public</p> <p>Con: Have maxed out extensions to current contracts. Need to test market, not least for the confidence of potential partners</p>
2) Work with an ALEO to deliver	N/A
3) Use existing collaborative arrangement	N/A
4) Develop new contract	<p>Pros: ability to test market; in doing so remove risk of challenge of 'rolling over' contract extensions</p> <p>Cons: time to procure (risking gap in provision of service); and introducing risks associated with new supplier (security / gaps in provision of service as new system established)</p>
Recommendation/Justification	4: New contract or framework
PROCEDURE	<i>Detail the Pro's and Con's of each option</i>
1) Open/Single Stage	<p>Pro: open to max number of suppliers. But a similar number to those who expressed an interest in the PIN could be expected (approx 30). Little advantage over restricted approach</p> <p>Cons: ability of Tactran/SEStran to compare the pros and cons of the different digital providers in terms of pricing (i.e. ability to compare like with like) / capability / security etc. Seeking such advice for submissions could add significantly to time and cost, especially if numerous tenders</p>
2) Restricted	<p>Pro: Sufficient suppliers (approx 30) responded to PIN to allow restricted approach. Little advantage over open approach</p> <p>Con: limited ability of Tactran/SEStran to compare the pros and cons of the different</p>

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

	digital providers in terms of pricing / capability / security. Seeking such advice for submissions could add significantly to time and cost, especially if numerous tenders
3) Competitive Procedure with Negotiation	No advantage over open stage (esp if filtering of tenders undertaken by Innovate UK)
4) Other	<p>UK and Scottish Government's both offer Digital Services Procurement Frameworks.</p> <p>Con: not all potential suppliers may be on the frameworks</p> <p>Pros:</p> <ul style="list-style-type: none"> ○ Suppliers on the framework have been pre-vetted including capability and security checks. Hence providing reassurance of the ability of the supplier to meet required IT and security requirements. Inclusion in a framework can provide additional reassurance with regard to the competitiveness of pricing. ○ The Scottish Government digital technology and cyber services: dynamic purchasing system is reserved to Scottish Public Bodies and cross border public authorities (within the meaning of section 88(5) of the Scotland Act 1998), and includes for example local authorities and other public bodies. <p>RTPs (ie Tactran) are independent bodies corporate defined in the Transport (Scotland) Act 2005. Accordingly Tactran and the other RTPs are not a public body as</p>

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

	<p>included within the Scottish Government's National public bodies: directory.</p> <p>The Scottish Government digital technology and cyber services: dynamic purchasing system is therefore not open to Tactran to use.</p> <ul style="list-style-type: none"> ○ The offers on Crown Commercial Services G-Cloud-14 procurement framework are based on packages of work to deliver an identified solution. <ul style="list-style-type: none"> ○ This offers advantages in terms of time savings, ease of use, reduced risk and a faster deployment (it's an existing system) <p>For example, risk reduction and time savings can relate to uncertainties of knowing whether we have contracted all necessary services within the contract (and hence cost and time involved in securing specialist advice on such)</p> ○ G-Cloud 14 comes with standardised terms so this should also reduce the time and resources spent on procurement ○ G-Cloud 14 will allow contract for 3+1 year covering the desired 2025-2028 period.
<p>Recommendation/Justification</p>	<p>Recommend Option 4:</p> <ul style="list-style-type: none"> • Suppliers on a government digital services framework will have been prevetted. This provide greater reassurance of capability and

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

	<p>security (and reduce time, cost and risk of checking such ourselves in the procurement process)</p> <ul style="list-style-type: none"> • Inclusion in a framework can provide additional reassurance with regard to the competitiveness of pricing. • The Crown Commercial Services G-Cloud-14 Framework is the procurement framework open to Tactran • The G-Cloud 14 framework, in offering packages of solutions, will also offer faster deployment (reducing risk of the service being unavailable to the public during any change in suppliers)
LOTS	<i>Detail the Pro's and Con's of each option</i>
1) Multiple lots	N/A
2) Single Lot	The service will be the same service, albeit tailored to geography or users across the Tactran and SEStran regions
3) Geographical	Con: all services potentially required across different geographical areas
4) Product/ Service	Con: all services potentially required across different products
Recommendation/Justification	Single lot: single lot/supplier to provide similar/if not the same service across different geographies and/or users
SUPPLIERS PER LOT (if applicable)	Detail the Pro's and Con's of each option
1) Single Supplier	N/A
2) 2-5 Suppliers	N/A
3) 5+ Suppliers	N/A

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

Recommendation/Justification	N/A
-------------------------------------	-----

3.10 PROCUREMENT PROCESS TO BE ADOPTED		
Procurement Route selected (see 3.9 above)		Digital Services Procurement Framework <ul style="list-style-type: none"> - Crown Commercial Services G-Cloud 14 procurement framework
Procurement Regulations applicable Guidance: What procurement regulations apply (if any)		Public Contract Scotland regulations
Lots (if applicable)		N/A
Call off procedure		Yes
Financial Criteria	Insurance	<ul style="list-style-type: none"> • Employers Liability £10 million • Public Liability £5 million • Professional Indemnity £2 million
	Financial Standing	<p>Tenderers will be required to state the value(s) for the following financial ratio(s) for each of the last two financial years:</p> <p><u>Current Ratio</u> it is expected that the ratio is equal to or greater than 1, i.e. Current Assets will equal or exceed Current Liabilities for both years. Reasons for not meeting the required test to be disclosed by tenderers together with appropriate supporting evidence to confirm the suitability of the tenderer for the contract.</p> <p><u>Net Assets</u> Net Assets (Net Worth) - it is expected that the Net Worth will be positive, i.e. a Net Assets position in both years. Reasons for not meeting the required test to be disclosed together with appropriate supporting evidence to confirm the suitability of the tenderer for the contract.</p>

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

	Other e.g Dun & Bradstreet report	N/A
Award Criteria (Price/Quality Ratio)	Recommended procurement path is G-Cloud 14. The filtering process in G-Cloud 14 identifies supplier based on quality criteria	
Award Criteria (Headings)	<p>Understanding of the brief</p> <ul style="list-style-type: none"> Objectives for the programme (deliverables)(see 1.4) Objectives of the tools (outcomes) <p>Proposed methodology</p> <ul style="list-style-type: none"> Approach to delivering contract objectives (1.4) <p>Project management (Experience covered in qualification questionnaire)</p>	
Commercial Evaluation	<p>For tech suppliers: Comparison of</p> <ul style="list-style-type: none"> platform and interface costs providing core services Estimates for provision of additional integrations 	
Form of Contract	<p>Guidance: Please detail the terms and conditions it is proposed are used. Advice should be provided by Legal Services.</p>	
	Recommended procurement path is use of G-Cloud 14. This provides standard contracts.	

3.10 CONTRACT SPEND INFORMATION (ESTIMATED)	
Annual Contract Value	£250K
Total Contract Value	£1,000,000
Total contract Value incl VAT (if applicable)	N/A
Length of Proposed Contract Period (+ Optional Extension)	Main Contract 3+1

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

Price Review Guidance: Will a price review be carried out during the contract period. If yes, explain the review process.	Recommended procurement path is use of G-Cloud 14. Prices will be based on those set within the framework
--	---

3.11 EXIT STRATEGY	
Requirement	How this will be achieved
Retain users' data	Contract requirement
Retain existing and new interfaces	Contract requirement
Monitoring and performance data from service	Contract requirement

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

SECTION FOUR – PROPOSED CONTRACT BENEFITS

4.0 FORECAST SAVINGS			
Value	Percentage	Description	Financial Year
Difficult to predict		Quantifying savings will depend on the number of partners and when they desire services. Will consider seeking information re costs of providing multiple interfaces	2025/6-2027/8
Additional Comments			
Collaborative approach allows sharing of costs and/or unit costs (due to economies of scale) <ul style="list-style-type: none"> - Platform/license costs - Monitoring and evaluation - Marketing and promotion 			

4.1 PLANNED CONTRACT BENEFITS: NON-FINANCIAL	
Description	Comment
A collaborative approach, allowing other partners to join the programme	Allows features commissioned by one partner to be shared across multiple interfaces which serve different partners Allows collation and sharing of data / knowledge / best practice

4.2 PLANNED CONTRACT PERFORMANCE MEASURE(S)		
KPI ID	KPI Label	KPI Default Instructions
0901/006 (Mandatory)	To what extent does the supplier ensure that invoices provide detailed, accurate cost information, and that where queries occur, they are resolved within agreed timescales?	Assessment of the indicators will be completing during and after the contract by the Contract Manager
0901/007 (Mandatory)	To what extent does the supplier work with the authority in suggesting and responding to cost reduction initiatives?	
0901/004 (Mandatory)	To what extent is the supplier performing in delivering the specific outcomes set within the contract?	
0901/009 (Mandatory)	To what extent does the supplier provide consistently good responses to enquiries	

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

	and requests, and play an active role in ensuring effective communication channels?	
1608/001 (Mandatory)	To what extent does the provider provide a service which reflects good value for money?	
0901/013 (Mandatory)	To what extent does the supplier meet the agreed performance levels in relation to lead / delivery times?	
0901/004 (Mandatory)	To what extent does the supplier respond effectively to change requests?	

Confirmed Savings Targets

Cost of providing service to Tactran and SEStran under separate contracts

SECTION FIVE – GOVERNANCE

5.1 RESOURCES (CROSS-FUNCTIONAL TEAM)

Project Role	Name	Department
Procurement Lead (end user service)	Merry Smith	Tactran
Insurance Advisor	Debbie McRobbie and Lorraine Hay	PKC
Health & Safety	N/A	
Finance	Scott Walker	Tactran/PKC
Technical Specialists	N/A	
Contract Manager	Merry Smith	Tactran
Corporate Procurement Officer	Lynzi Stewart	Corporate Procurement Team
Tender Evaluation Panel	M Smith / J.Padmore / A.Ferguson / R.Smith	Tactran / SEStran

5.2 KEY ACTIVITIES

Key Milestone	Start Date	Completion Date
Tender Published	Not necessary with G-Cloud 14 process	

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

Tender Return Date	Not necessary with G-Cloud 14 process	
Tender Evaluation	19 February 2025	21 February 2025
Tender Report Submitted to Board/SMT (Tactran Director/ PKC Treasurer)	25 February 2025	7 March 2025
Approval Obtained	7 March 2025	7 March 2025
Notification of Outcome	10 March 2025	
Obtain supporting documents	10 March 2025	14 March 2025
Standstill Period	N/A	N/A
Contract Award	17 March	
Contract Implementation Tasks Pre-meetings scheduled, Contract set up on eCM including KPIs Set supplier up on Integra, PECOS or other back office systems	17 March	21 March 2025
Contract Start Date	21 March 2025	
Review Tasks Complete Lessons Learned document		

SECTION SIX – STRATEGY APPROVAL

Signed by Head of Service	
Printed	Mark Speed
Title	Director, Tactran
Date	20 th February 2025

Signed off by Procurement	n/a
Printed	
Date	

Tactran Contract Strategy
Integrated Mobility Partnership MaaS Platform and Services
v1.3

Appendix A

Existing Features

Planning features

- Bus journey time and cost information (via integration with Traveline Scotland)
- Walk and cycle journey times (and ascent/descent)
- Information (cost / contact details) for community transport operators appearing as a travel option in journey plan
- Information (costs / contact details) about demand responsive transport services (DRT) in the region linking to the Stirling Council DRT booking webpage powered by Trapeze
- Ability to plan Enterprise Car Club journeys in the Stirling area / Hiyacar in SEStran area
- Ability to plan Nextbike bike hire
- 'Map' function - transport assets nearby displayed on an interactive map: electric vehicle charge points, enterprise car club locations, bus stops (with real time departures when feed available), train stations (with real time departures from National Rail), Journey Hub locations (manually entered in backend), P&R locations (manually entered in back end)
- DRT interchange planning
- Park and ride interchange planning (manually entered in backend and only currently set up for Wallyford Park & Ride)
- Account creation (and associated functions like 'favourite locations', 'save a journey', 'automatic tailored pricing' (reflecting e.g. under 22, concession pass, railcard etc when added to user profile), 'recent searches', 'my trips')
- Real time passenger information (integration into API feed for SEStran region)
- Ability to sort trips by time/ cost / stages

Booking features

- Ability to plan, book and pay for rail journeys (via integration with RailEasy)
- Ability to plan, book and pay for five taxi companies in the region (Tele Taxis and Dundee City Taxis in Dundee, Perth Radio Taxis, and Ace Taxis in Perth, and Riverside Taxis in Stirling via the taxi aggregator Karhoo). Plus contact details and estimated fares for local taxis which operate in the region, but are not part of the aggregator

Other features

Tactran Contract Strategy

Integrated Mobility Partnership MaaS Platform and Services

v1.3

- Carbon calculator
- days out features for the National Park Journey Planner: 'explore' feature whereby users can browse for places to visit and be fully informed of travel options available to them
- Push notifications