

HAMPSHIRE COUNTY COUNCIL

Executive Decision Record

Decision Maker:	Director of Economy, Transport and Environment
Date:	26 September 2019
Title:	Award of Concessionary Travel Scheme Contracts
Report From:	Kevin Ings, Community Transport and Contracts Manager

Contact name:

Kevin Ings

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1. The decision:

- 1.1 That the Director of Economy, Transport and Environment in consultation with the Executive Member for Environment and Transport gives approval to award contracts up to the value of £1.5 million (for the maximum six year period) to be funded from the Concessionary Travel Scheme Budget as set out in Sections 10 and 11 of this report to provide an Asset Management System/Host Operating Processing System, Customer Management System and Card Production Facilities for the Hampshire Concessionary Travel Scheme ("the Scheme") to commence on 1 October 2019 for an initial four years, with the option to extend for up to further two years.

2. Reason(s) for the decision:

- 2.1 The awards of these contracts will provide the County Council with the Asset Management System/Host Operating Processing System, Customer Management System and Card Production Facilities which it needs in order to continue providing the scheme and fulfil the statutory requirements for operating a Travel Concession Scheme. The concessions offered by the scheme, which support the transport needs of older and disabled people, help to support the County Council's corporate objective of supporting people to live safe, healthy and independent lives.

3. Other options considered and rejected:

- 3.1 One option would be not to award contracts for the provision of an Asset Management System/Host Operating Processing System, Customer Management System and Card Production Facilities. This would result in the

County Council not being able to provide the scheme and fulfil its statutory requirements for operating a Travel Concession Scheme.

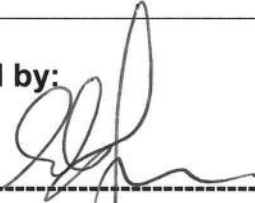
4. Conflicts of interest:

4.1 Conflicts of interest declared by the decision-maker:

5. Dispensation granted by the Conduct Advisory Panel: none.

6. Reason(s) for the matter being dealt with if urgent: not applicable.

7. Statement from the Decision Maker:

Approved by:	Date: 26 September 2019
	
Director of Economy, Transport and Environment Stuart Jarvis	

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Purpose of this Report

1. The purpose of this report is to seek approval for the award of two contracts to provide an Asset Management System/Host Operating Processing System, Customer Management System and Card Production Facilities to enable the delivery of the Hampshire Concessionary Travel Scheme.

Recommendation(s)

2. That the Director of Economy, Transport and Environment in consultation with the Executive Member for Environment and Transport gives approval to award contracts up to the value of £1.5 million (for the maximum six year period) to be funded from the Concessionary Travel Scheme Budget as set out in Sections 10 and 11 of this report to provide an Asset Management System/Host Operating Processing System, Customer Management System and Card Production Facilities for the Hampshire Concessionary Travel Scheme ("the Scheme") to commence on 1 October 2019 for an initial four years, with the option to extend for up to further two years.

Executive Summary

3. This report seeks approval following a procurement process to award two new contracts for an Asset Management System/Host Operators Processing System (AMS/HOPS), Customer Management System (CMS) and Card Production Facilities. These are all needed to support the operation of the County Council's Concessionary Travel Scheme.

Contextual Information

4. In April 2011 Hampshire County Council became the travel concessionary authority responsible for the English National Concessionary Travel Scheme in Hampshire.
5. As part of this transfer the County Council procured a CMS which provides a back office function for the scheme. This provides a means of recording the details of people who are receiving concessions under the scheme (bus passes and vouchers). The CMS supports the initial production of concessions, enables the replacement of lost/stolen cards and assists any annual renewals of concessions which may be required. It also makes it possible to hot-list bus passes which enables bus ticket machines to reject bus passes which are no longer valid. The current contract for the CMS, which is held by Euclid, expires on 30 September 2019.
6. From 24 September 2012 it has been a legal requirement for Travel Concession Authorities (Hampshire County Council for the Hampshire Scheme) to ensure that they have access to another back office system (known as an AMS/HOPS). The AMS/HOPS is a core component in every ITSO (the national standards organisation for transport Smartcards) scheme, providing the pipeline through which all card information and data flows are managed. It stores all concessionary pass creation data, supports all transaction data (for example when a smartcard is used on a bus which has a smart reader, an electronic transaction is created and that data needs to be managed) and communicates with back office systems (AMS/HOPS) belonging to other schemes. The current contract for the AMS-HOPS, is again held by Euclid and expires on 30 September 2019.

Procurement Process

7. The overall approach to procuring these services was agreed in principle by the Executive Member for Environment and Transport at a decision day on 15 January 2019 and the Director of Economy, Transport and Environment was given delegated authority to develop the detail in consultation with the Executive Member for Environment and Transport.
8. The overall approach stated that as a first option the County Council would investigate the feasibility of purchasing the required services from an existing framework. The County Council identified the framework which had been setup by the West Midlands Combined Authority (WMCA) as a suitable framework against which to purchase these services.
9. A procurement process was run using the WMCA framework and the Director of Transport and Environment was provided with a briefing on the results of this on 25 September 2019. The only supplier on the framework, Euclid, submitted compliant tenders to provide the required services. The annual cost of providing these services changes each year depending on the scheme activity e.g. number of concessions holders, new applications, renewals etc. The cost of these activities during 2018/19 was £160,796. In