

## Real Time Passenger Information (RTPI) System – Extension of Contracts

**Committee** Operations

**Date of meeting** 29 January 2021

**Date of report** 13 January 2021

### Report by Assistant Chief Executive

#### 1. Object of report

To recommend the Committee approve:

- The extension of the contract for Real Time Passenger Information (RTPI) Central System to Trapeze Group UK Limited; and
- The extension of the contract for Real Time Passenger Information (RTPI) System Content Management System and RTPI Display Maintenance to Vix Technology Ltd.

#### 2. Background

In January 2016, SPT's Operations Committee<sup>1</sup> approved the award of five year contracts for the implementation and operation of a Real Time Passenger Information (RTPI) system. The RTPI Central System contract was awarded to Trapeze Group UK Ltd. The RTPI Content Management System and RTPI Display Maintenance contract, was awarded to Vix Technology Ltd. Following 5 years of successful operation, both contracts are due to expire on 5th June 2021. The award of both contracts made provision for extension for a further five year period.

In total 11 operators currently participate in the RTPI system, including First, Stagecoach, McGill's and Glasgow City Bus. Participation in the RTPI system is currently voluntary, however the 2019 Transport (Scotland) Act includes provision to mandate participation in such schemes. Accordingly, SPT seeks to further increase operator participation going forward.

Approximately 1,500 buses per day, operating on over 300 bus services, are captured through the RTPI system, generating live bus service arrival predictions. SPT seek to increase this by a further 70 services during 2021, with possible further expansion in due course.

Bus arrival predictions generated by SPT are shown on approximately 700 displays across Strathclyde (see Appendix 1 for more details) including c640 on-street displays & c50 in SPT bus stations including Buchanan Bus Station, Partick, & Govan, and further displays at facilities owned by third parties. On-street RTPI displays are funded by SPT but ownership lies with the respective Local Authorities, SPT provide data, content and maintenance under separate agency agreements.

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<sup>1</sup> [http://www.spt.co.uk/documents/op220116\\_agenda12.pdf](http://www.spt.co.uk/documents/op220116_agenda12.pdf)

Predictions generated are shared with Traveline Scotland National Journey Planner for all services and stops in Strathclyde (i.e. including those without an RTPI display). The RTPI system also offers functionality to offer Traffic Light Priority (TLP) for buses.

The SPT RTPI system has performed well since its establishment in 2016. Effective working relationships have been established with the suppliers, who have gained a good understanding of SPT's requirements and those of our partners. The original contract awards included provision for contract extension based on system performance and scope to maintain service continuity.

See Appendix 1 for details of the coverage of the RTPI system by Local Authority.

### **3. Outline of proposals**

SPT officers entered into negotiations with the RTPI suppliers for pricing options for exercising the potential for five year extensions to the existing contracts.

Both suppliers have submitted fixed prices for 5 years based on the original contract documentation, which allowed for a CPI based increase as a maximum.

Both suppliers were asked to submit prices based upon scenarios for current operation and allowing for future expansion. These are illustrated below.

#### **Lot 1 RTPI Central System (Trapeze)**

The contract extension was based on existing specification for the RTPI central system, which utilises the Trapeze Novus RT product. Trapeze propose to enhance this offering by incorporating their Novus FX bus scheduling suite within the RTPI Central System contract extension (see below). This suite is currently utilised by SPT in the management of bus service registration data and the production of on-street printed timetable displays. The Novus FX suite and the RTPI Central System (Novus RT) share similar data sets for their respective end products. Trapeze have also chosen to include an improved 'KPI Dashboard' allowing more extensive interrogation of data that is held within the RTPI system, both current and historical, for reporting purposes.

SPT requested Trapeze to price the contract extension based on the following scenario:

- Maintenance of RTPI Central System based on up to 2,900 buses operating on the RTPI system annually (2021-2026)

In respect of the above scenario Trapeze submitted the following prices:

- Novus RT annual maintenance - £49,953 per annum
- Novus FX annual maintenance - £32,865 per annum
- **Total maintenance cost per annum £82,828**

Based on the above scenario the total cost of extending the Trapeze contract for five years from July 2021 is up to £414,140. This can be compared to the cost of £471,869 for the period 2016-2021, i.e. the first five years of the contract, detailed in the Operations Committee Paper of 22 January 2016 referred to in this paper. It should be noted the original contract cost at that time included implementation and set up costs which are not required in the contract extension proposed.

#### **Lot 2 Content Management System and Display Maintenance (Vix Technology Ltd)**

SPT requested Vix to price the contract extension based on the following scenario:

	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 5 (2025-26)
Number of displays	800	860	920	980	1040

**Figure 1.** Vix Technology Ltd. Scenarios for pricing extension of Content Management System contract extension

In respect of the above scenarios Vix submitted the following pricing matrix:

	Year 1 (2021-22)	Year 2 (2022-23)	Year 3 (2023-24)	Year 4 (2024-25)	Year 5 (2025-26)
Number of displays scenario	800	860	920	980	1040
Integration & testing of new RTPI sign installations	£4,899	£10,887	£10,887	£10,887	£10,887
Customisation of software for new RTPI sign installations	£2,885	£6,411	£6,411	£6,411	£6,411
EDG Board for new sign installations	£12,642	£28,092	£28,092	£28,092	£28,092
Annual Maintenance Cost	£197,431	£207,568	£217,706	£227,844	£237,982
<b>Total Annual Expenditure</b>	<b>£217,857</b>	<b>£252,958</b>	<b>£263,096</b>	<b>£273,234</b>	<b>£283,372</b>

**Figure 2.** Vix Technology Ltd. RTPI Configuration, & Maintenance Charges

Based on the above the total cost of extending the Vix contract for five years from July 2021 is up to £1,290,517. This can be compared to the cost of £1,110,207 for the period 2016-2021, i.e. the first five years of the contract and detailed in the Operations Committee Paper of 22 January 2016 referred to in this paper. Again, it should be noted the cost in 2016 included implementation and set-up costs, which are not required in the contract extension proposed, and, it was based on a smaller number of on-street displays.

The above prices for installation, customisation and maintenance represent a 0.8% CPI uplift on the existing contract.

Members should also note that the RTPI system has expanded considerably since the 2016 award, from approximately 400 signs at that time to currently just under 800, including bus stations.

Installation, testing, customisation and integration of displays, as noted in the table above, represent capital costs whilst maintenance represents revenue costs which are borne by the Local Authorities via separate Agency Agreements.

#### 4. Conclusions

The RTPI system has performed well since the establishment of the system in 2016. Since its introduction the system has expanded considerably involving more operators, services, local

authorities and displays, delivering an improved passenger information for the travelling public across Strathclyde.

Following negotiation with the current system suppliers, it is concluded that the prices noted above offer best value for continuation and future expansion of the RTPI system.

It should be noted that the extension of these contracts is dependent upon corresponding agreements being finalised with relevant Local Authorities.

## 5. Committee action

The Committee is recommended to approve:

- the award of the contract extension for Lot 1 RTPI Central System to Trapeze Group UK, for a period of five years from 6 June 2021, totalling up to £414,140 over the five-year period; and
- the award of the contract extension for Lot 2 RTPI Content Management System and Display Maintenance to Vix Technology Ltd, for a period of five years from 6 June 2021, totalling up to £1,290,517 over the five-year period. The capital element of this total comprises up to £201,986 whilst the revenue element totalling up to £1,088,531.

## 6. Consequences

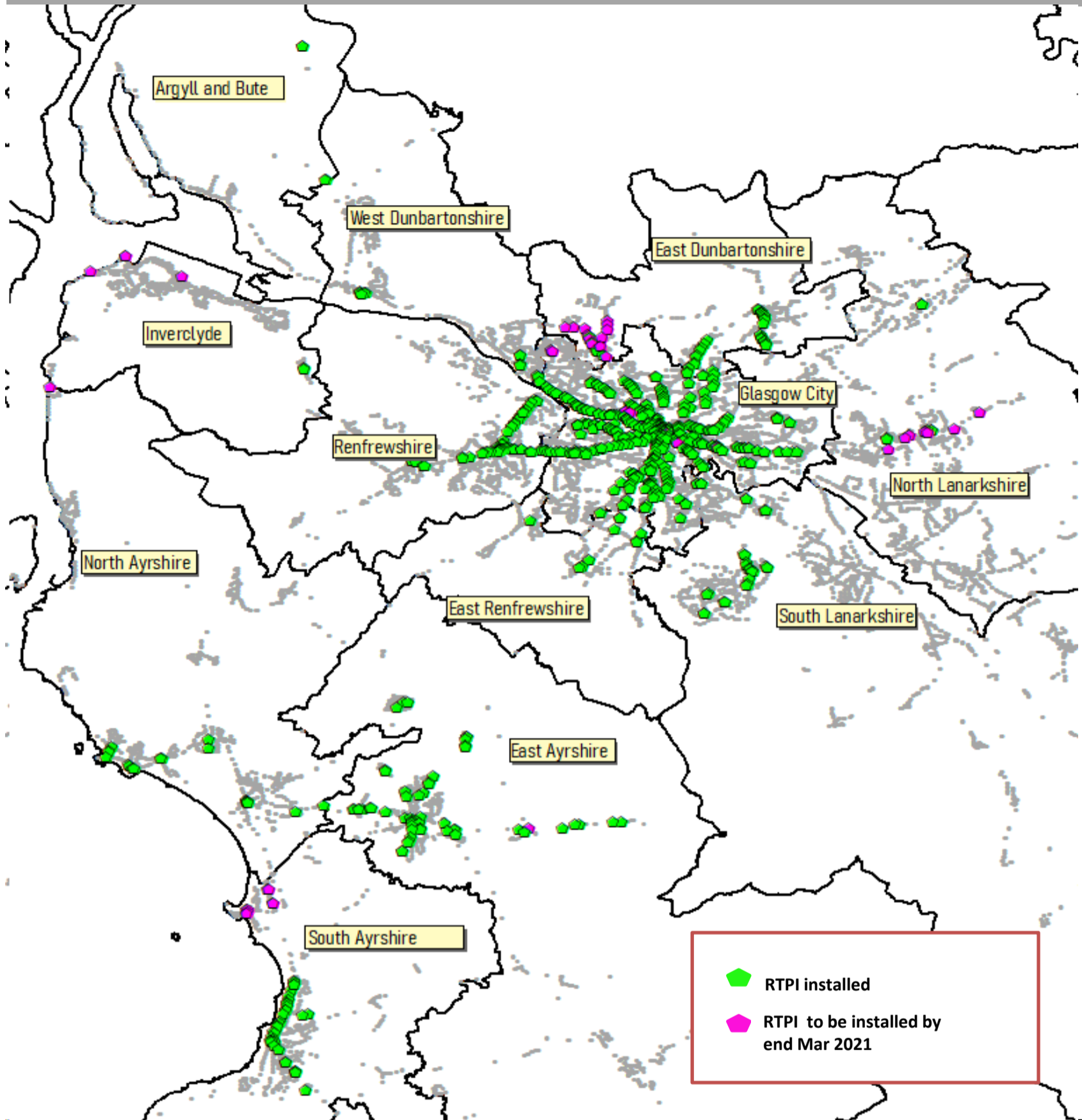
Policy consequences	<i>None directly.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>The call-off costs for new sign installations (Lot 2) will be accommodated within the capital budget, under project 10244 "Expansion of Real Time Bus Information".</i>  <i>The annual revenue costs shown above will be funded on an agency basis by Council's in line with current agreements. SPT related costs for bus stations will be funded from the SPT annual revenue budget.</i>
Personnel consequences	<i>None directly.</i>
Equalities consequences	<i>None directly.</i>
Risk consequences	<i>None directly.</i>

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*For further information, please contact Gordon Dickson, Head of Bus Strategy & Delivery on 0141 333 3407*

REAL TIME INFORMATION SIGNS TO END MARCH 2021



Local Authority	CURRENT TOTALS	END MAR 2021
Argyll & Bute	4	4
East Ayrshire	62	62
East Dunbartonshire	39	60
East Renfrewshire	13	13
Glasgow	359	366
Glasgow - Buchanan Bus station, Govan, Partick & Silverburn	51	64
Inverclyde	2	10
North Ayrshire	20	20
North Lanarkshire	2	14
Renfrewshire	65	65
South Ayrshire	35	43
South Lanarkshire	28	28
West Dunbartonshire	11	11
<b>TOTALS</b>	<b>691</b>	<b>760</b>