**Cheshire West and Chester ICT Transport System**

Cheshire West and Chester Council is considering options for the delivery of an ICT transport system. As part of this, we will be conducting soft market testing for a system that can meet our needs, ensuring statutory duties adhered to and best value is achieved.

Cheshire West and Chester’s Transport Commissioning Service is responsible for the commissioning of all the Council’s transport contracts.  These include transport contracts for:

* Adult social care (including adults with learning disabilities, physical disabilities, mental health disabilities and older people with a social care need).
* Special Educational Needs (SEN) School Transport.
* ‘Looked after children’.
* Mainstream School Transport.
* Community Transport.
* In House Passenger Transport provision.

In addition, the Transport Commissioning Service monitors all these contracts for compliance with our terms and conditions.  Passengers travelling within our care must be adequately safeguarded and in order to do this, we hold a Driver Vetting database of contractors’ staff to ensure they are fit to work on our contracts.  This equally applies to our in-house staff.

The Service holds vehicle details for all contractors including our in-house provision as well as making the appropriate monthly contract payments to these contractors.

The Service regularly reports on the contractual and financial performance of these contracts to the Council’s Leadership Team.

The following provision for services will concentrate on the following areas:

**Route Planning**

Financial Management

* Monthly payment of 300+ invoices, including interface with CWaC payments system.
* Payment of Cash Grants to parents in lieu of transport.
* Payment of personal travel budget to parents in lieu of transport.
* Payment of volunteer expenses.
* Ability to attach different finance codes to customers and individual trips.
* Forecast spend for rest of financial year against budgets.

Customer Information

* Store customer information including name, address, DOB, establishment, journey details.
* Attach documents to customer records.
* Print bus passes.
* Suspend/cancel customer.
* Type of customer.
* Mobility.
* Needs.

Contract Information

* Store historic and current contract information for all Transport Operators including start/end date and cost per day/per annum.
* Contract Monitoring.
* Incident management and reporting.

Route Planner/Mapping

* Plan routes to schools.
* Calculate walking route distances (avoiding hazardous routes).
* Find nearest school.
* Add in bus stops.
* Display hazardous routes.
* Re-schedule routes.
* Save routes/trips.
* Print timetable information.
* Regular map updates for new housing estates/roads.
* Move passengers between vehicles.

Trips

* Create regular and spot hire trips for customer and add to contract/operator.
* Costs for spot hire trips to feed through to Contracts to calculate monthly payment due.
* Create trips for 12 months ahead.
* Ability to copy trips/move between routes/contracts.

Reporting/dashboard facility

* Relevant reports as required.
* Self-serve reporting facility.

Fleet management

* Allocate passengers.
* Driver App to display all trips on vehicle for day including facility to cancel/communicate with office.
* Equipment/uniform inventory.

System requirements

* Set up different types of Users to use different parts of system.
* Read only users.
* Archiving to meet GDPR requirements.
* Store term dates/opening closing times of establishments.
* Easy to access from anywhere.
* Email facility for groups of selected customers/contractors/establishments.
* Texting facility for groups of selected customers/contractors/establishments.

Driver Management

* Store training requirements/completions.
* Store DBS information for Drivers.
* Licensing information.
* Attach drivers to contracts.

**Passenger Management System**

Scheduling

* Functionality to identify shortest walking route (safe).
* Functionality to identify hazardous routes and to update mapping with new/changes hazardous routes and to add "route avoidance" details to mapping.
* Functionality to identify nearest schools (primary and secondary) for every CW&C home address i.e. prepopulated data supporting a self-serve parental portal tool to help when deciding which school to apply for.
* Functionality to reduce number of passengers travelling using hired provision.
* Functionality to increase utilisation of passenger fleet resources.
* Functionality to reduce number of contracts.
* Functionality to maximise optimisation of vehicles - based on needs and vehicle capacity.
* Functionality to maximise optimisation of passenger fleet vehicles - particularly customers with higher need dependency (so effective use of specialised vehicles and trained staff).
* Functionality to avoid back tracking - effective and efficient scheduling of routes.
* Functionality to maintain maximum journey times for customers (according to customer entitlement).
* Functionality of scheduling software to realistic pick up - journey - arrival times.
* Functionality to batch schedule, selected schools (for example) and any accepted solutions automatically saved in transport database (ability to merge schools / establishments and schedule all students attending either school/establishment together).
* Functionality to attach Fair Price Calculator to schedules (either to review what if scenarios or in preparation to tender contracts).

Interface

* Eligibility assessment tool to electronically assess entitlement to travel assistance using data from school admissions (synergy) and applying criteria of the Home to School Travel Assistance Policy (distance, extended rights, hazardous route, permanently excluded etc).
* Interface between Synergy - Hub - Transport databases (two-way communication and transmission between systems). Interface between transport database and oracle - for payments of transport providers (including parents in receipt of cash grants and personal travel budgets).

Service User Profile

* Functionality for each service user to have a profile, display/dashboard (for example, profile to include: level of complexity (banding), risk assessment, ability to share vehicles with others, additional space required whilst travelling, passenger assistant, wheelchair, medical needs, SEN needs, direct route only, last on first off etc. etc. (all in an easy to read summary or display).

Personal Travel Budgeting

* Functionality to calculate a PTB (driving distance - shortest route, calculation formulae and display map with option to print map or save map).
* Functionality to process termly and ad hoc payments (interface with Council Oracle system).
* Functionality to produce management information of number of PTB arrangements (students) and PTB values by entitlement, school, period of time.
* Functionality to collect data from other systems within CW&C - education service and cross reference to student PTB details. Automatically generating a payment where attendance is over 85% and identifying where attendance is missing or below 85%.
* Eligibility Calculator.

Driver and Passenger Assistant allocation to contracts/passenger fleet

* Allocation / identify driver and passenger assistant names for each contract / passenger fleet schedule (for parents/schools to access).

Parent Portal (Desirable not Mandatory)

* Functionality for software to be accessible by parent to self-serve - Application for school setting submission (for those that would not automatically be assessed during admissions round i.e. in-year applications).
* Functionality for informing parent of travel assistance eligibility assessment - mail merge/email.
* Functionality for parents to access portal for progress of travel assistance - operator - route - pick up time - arrival times.
* Functionality to list / identify various suitable travel options from home address to school. Sign post to commercial routes available, school /colleges transport operations.
* Functionality for parent to press ITT as a travel option and then automatically be guided to online referral application.
* Cancel booked transport by trip/day/indefinitely.
* Change/update personal information.

Reporting

* Functionality to pre-set reports - data sets - periods (monthly).
* Functionality to display "Dashboard".
* Functionality to produce bespoke reports for "Education Service Performance" (for example, number of students by service category (mainstream, SEN, medical, social care), by entitlement code (eligibility to reference Home to School Transport Policy, for example, under distance, over distance, SEN/medical needs, extended rights, permanently excluded, hazardous route, SEN needs, Appeal stage 1, Appeal stage 2, other). Also, mode of travel (for example, school contract, volunteer driver, local bus, commercial bus, rail, passenger fleet, transport provided by other LA, personal travel budget, independent travel training).
* Functionality to demonstrate number of customers/contracts/costs £ (by entitlement code, establishment, banding, period in time).
* Functionality to demonstrate variations in customers / contracts / cost £ (by entitlement, establishment, banding, period in time).
* Functionality to demonstrate vehicle optimisation.
* Functionality to forecast costs of hired provision and passenger fleet.

Cheshire West and Chester Council digital programme invests in cloud-based future proof solutions that offer flexible accessibility options and can interface with complimentary systems.

We are interested in hearing from potential providers of systems which can deliver the objectives set out above.

Please can you provide an outline of what services you can provide. If selected the suitable Provider will presented with a range of scenarios in advance to then present in a formal demonstration to the Council Teams.

Please email this to [shane.williams@cheshirewestandchester.gov.uk](mailto:shane.williams@cheshirewestandchester.gov.uk) by 10am 24th July 2020.