**MaaS requirements:**

**Overview**

As part of the West of England Future Transport Zone (FTZ) programme, the CA is undertaking a MaaS trial with a view that MaaS becomes a permanent solution.

The vision for the West of England CA MaaS project is: *The West of England CA's MaaS Solution should collaboratively deliver a regional multi-modal journey planning, booking, ticketing, payment and information solution*.

We are seeking bus service operators who wish to be part of the MaaS scheme, to help improve access to sustainable transport across the region, and attract new customers, notably from single occupany private car users.

**Timeline**

Procurement for a MaaS platform provider commenced in Spring 2022, with a preferred supplier to be identified by Autumn 2022. We intend on running closed trials of the MaaS solution over Winter 2022/23, with a public launch in Spring 2023.

Alongside procurement and development of the MaaS platform, we have been engaging with Mobility Service Providers (MSPs) across the region to develop the ‘MaaS scheme’ – which comprises the commercial agreements for MSPs to participate in MaaS, including product rules, as well as the operating model for delivery.

**MaaS Platform**

Full details of the MaaS platform provider will be provided to the selected operator. A summary of the platform and service capabilities is provided below.

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| **Core solution** | **Product functionality** | **Service** |
| * Operation and maintenance of integrated MaaS Solution
* Product integration and management
* Customer facing app and website
* API integration with MSPs across multiple modes
* Integrated payment service provider and banking merchant acquirer
* Business logic and algorithms
* Data and analytics
* CRM system/software
* Suitable banking operation, such as escrow
 | * Journey planner and routing services
* Live disruption information
* Reservations of trip components
* Single and multi-modal booking, ticketing & payment
* All main modes of transport available in the region - bus, rail, micromobility, taxi, etc
* Mobility credits
* Personalised choices
* Incentives & rewards
* RDG accredited rail ticketing
 | * MSP data and performance analysis interface and support desk
* Customer service support desk
* CA data and performance analysis interface and support desk
* Maintenance of the MaaS Solution
* Product and fares management, in line with MSP product rules
* Management of the financial transactions in the MaaS Solution, including reporting, reconciliation and settlement of funds to MSPs
* Financial Management for the Scheme, including working capital management, collections, allocations, disbursements and distributions, banking, reconciliations and reporting
* Security Management, including threat analysis and mitigation
* Business Continuity Management
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**Requirements**

We require the chosen operator to integrate into the MaaS Platform, including technical integration, and entering into a commercial agreement that allows the CA, and it’s selected MaaS platform provider, to retail tickets and products on the operator’s behalf.

The table below provides details on the technical requirements, and wider MaaS scheme requirements.

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| **Technical requirements** | 1. The selected operator will be expected to develop an API integration with our MaaS platform provider in order to allow a deep integration to the MaaS platform. The API will allow data sharing to support customers in planning, booking and paying for bus journeys, with a digital ticket being held within the MaaS platform for on-board validation. Customers should be able to pay for and hold tickets within the MaaS platform, without needing to hand over to the operator’s native app.
2. We require the following data to be shared by the operator via API as a minimum:
* Service availability, occupancy (where available), delay/disruption data (standard formats such as GTFS-RT, SIRI preferred)
* Trip confirmation
* Service hours, vehicle routing, list of stops
* Available products and their corresponding fare structure
* T&Cs, privacy notices
* Booking/Sales fulfilment for products
1. We require the chosen operator to provide the CA and our MaaS platform provider with relevant API documentation within two weeks of the contract execution, with integration completed by the end of February 2023.
2. APIs and the operator’s software will be the responsibility of the operator and it will be required to maintain and update these through co-operation with the MaaS platform provider to ensure they are appropriate for the MaaS platform. The operator must provide reasonable notice to the MaaS platform provider if any API is due to be updated and provide all information reasonably necessary, with a minimum of 10 working days’ notice.
3. The operator must provide reasonable support to the Combined Authority and the MaaS Supplier in terms of resolving technical problems and dealing with customer complaints.
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| **Scheme requirements**  | 1. The chosen operator is required to appoint the CA, and our selected MaaS platform provider acting on their behalf, as an agent for the sale of agreed products. The MaaS platform provider will offer the relevant products on the MaaS platform, and will be responsible for processing the customer transaction and collecting the relevant sum from the customer’s bank account. When the MaaS platform provider sells a product, it does so on behalf of the operator. As such, once the transaction is complete, a contract will be formed between the operator and the customer, and the operator is responsible for providing the necessary service to the customer.
2. All tickets/products available to customers on the are required to be available within the MaaS platform.
3. All revenue generated from the sale of products through MaaS will be paid by the MaaS platform provider to the operator (less any permitted deductions). If for any reason this does not happen, the CA will be liable to the MSP for any shortfall. The MaaS Partner will provide the operator with relevant information on product sales and revenue, to enable the operator to verify payments received.
4. The payment reconciliation cycle will be every two weeks; or on a more frequent cycle at the discretion of the CA.
5. The operator is responsible for informing the CA and MaaS platform provider of ticket/produce prices. Our strong preference is for an API driven approach to prodie, with product details and pricing provided via API. Where an API approach is not possible, any changes to pricing must be passed to the CA and MaaS platform provider with suitable notice (minimum 5 working days). We will sell products at the prices notified by the operator and will offer discounts at a rate agreed with the operator. We also wish to offer incentives and rewards to encourage sustainable transport.
6. If the prices provided by the operator are incorrect for any reason, the CA and the MaaS platform provider will have no liability for the discrepancy. On the other hand, if the operator has given the CA and the platform provider the correct prices, but for some reason the sale is concluded at a different (lower) price, such as where discounts are provided by the CA, then the CA will be responsible for reimbursing the discrepancy to the MSP.
7. The operator cannot undercut the CA on pricing on tickets sold in the MaaS platform. Where the operator provides discounts or any other reductions on its own retail prices via its own sales platform these must also be made available on the MaaS Platform.
8. The operator will work with the CA on developing a process for handling customer enquiries/complaints/complements.
9. Liabilities on the CA: The MaaS platform provider will be selling tickets on an agency basis on behalf of operators. The CA will be contractually responsible for ensuring that the MaaS platform provider pays over to the relevant operators all revenue received from customers, less any agreed deductions. The CA will therefore be liable for payment to operators for tickets sold. These financial liabilities will be met by the CA regardless of whether the MaaS Partner’s PSP/Merchant Acquirer collects the anticipated payment from the customer’s bank or credit card issuers.
10. Liabilities on the operator: The operator will be liable for delivering the transport solution to customers. In particular, the operator remains responsible for the safe operation of its services – neither the MaaS platform provider nor the CA will take any liability for health and safety issues.
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