



Extension to Ticketing Systems Contract

Committee Operations

Date of meeting 20 August 2021

Date of report 10 August 2021

Report by Assistant Chief Executive

1. Object of report

To recommend approval of the extension of the agreement between SPT and Nevis Technologies Ltd (NTL) for the supply of smart ticketing back office services for the Subway.

2. Background

NTL is a joint venture company between SPT and Visa, which was established through a competitive tender exercise in the early stages of the Subway modernisation programme.

The joint venture was established in 2011, with an agreement between NTL and SPT to provide smart ticketing services for a period of five years. In 2016 this was extended for a further five years, to October 2021.

The agreement covers provision of ITSO¹ back office services including the CMS (Cardholder Management System), HOPS (Host Operator Processing System) and supply of smartcards.

Since the initial agreement in 2011, NTL have provided the back office services which enable a convenient, reliable and secure smartcard ticketing platform for Subway customers. Additional features have been added over time, such as online ticket sales in 2016 with work on further developments ongoing.

The services supplied by NTL includes provision of software tools and supporting infrastructure (such as servers) hosted remotely. For information, the ticketing hardware and software within Subway station stations is provided by a different supplier, Scheidt & Bachmann, through a separate contract.

3. Outline of proposals

SPT seeks to extend the agreement with NTL for a further five-year period, to October 2026.

Due to the nature of the services provided, continuity of service provision with the same supplier is very desirable. Any change in supplier would be disruptive and would be very likely to incur additional costs. The annual cost to SPT for these services has not changed since 2011 and remains at £73,000.

¹ ITSO is the national standard for smart and interoperable ticketing.

In October 2026 the agreement will have been in place for fifteen years, consistent with the life of the ticketing system. It is proposed that officers review future options during the five-year extension, and a report will be presented to committee on system options at that time.

4. Conclusions

The ITSO smart ticketing services supplied by NTL are essential to the Subway smart ticketing system. Continuity of provision is essential to avoid disruption to SPT operationally and to customers.

5. Committee action

The committee is recommended to approve the extension of the agreement between SPT and NTL for a further five years to October 2026, at an annual cost of £73,000. The Contract value is £365,000 for the contract period.

6. Consequences

Policy consequences	<i>None directly</i>
Legal consequences	<i>None directly</i>
Financial consequences	<i>Annual costs remain unchanged at £73,000 – Contract value £365,000</i>
Personnel consequences	<i>None directly</i>
Equalities consequences	<i>None directly</i>
Risk consequences	<i>None directly.</i>

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