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G-Cloud15 Access Adam Transport Commissioning Service Definition

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1 Service Overview

Access Adam Transport is our end-to-end transport commissioning solution designed to help Local Authorities procure and manage transport routes for special educational needs, mainstream, home to school, and ad-hoc adults and children's transport.

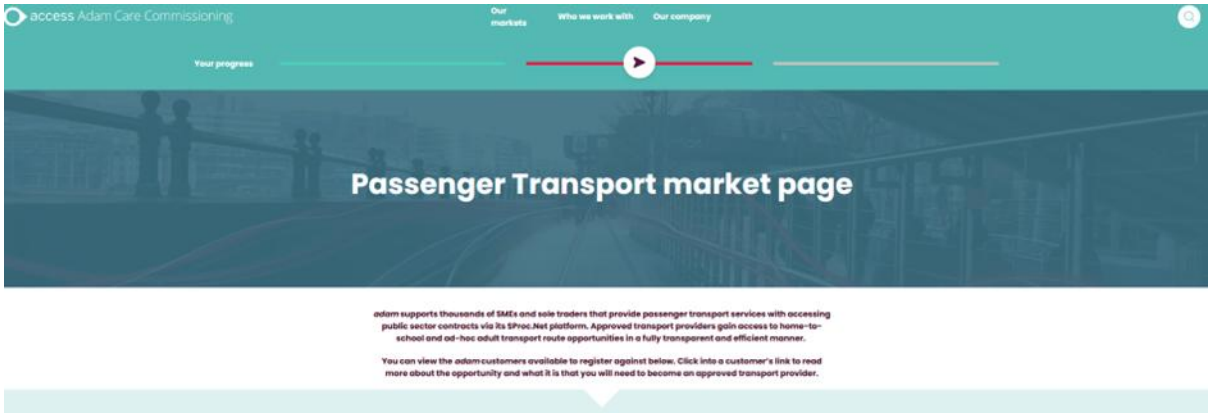
Designed specifically to support transport commissioners, the solution incorporates provider engagement, provider accreditation and enrolment (e.g. provider onboarding to an established Open Framework), competitive procurement, invoicing, payment and Market Management. The solution has been highly successful where deployed with excellent results being realised across a wide range of pain points we seek to address.

- On average, customers reduce their spend by at least 12% using Access Adam Transport
- A large London Borough saved over £2 million on their annual home to school transport costs
- One local authority saw 13 offers on average per requirement
- A large Council saved 5.5% in inflation rate price rises over the last three years

We facilitate the commissioning of transport routes on a requirement-by-requirement basis through our intuitive online platform. Access Adam has aligned system workflow to operate alongside both PCR2015 (for pre-established Contract Notices) and Procurement Act 2023, meaning the solution is ideal for establishment of new markets or management of existing.

Key Features include:

Advertise/Demand site:
Access Adam Transport allows you to stimulate your supply chain and create a fair and transparent marketplace. With a direct interface into the main platform, providers use our Advertising Portal (www.adamproviders.co.uk) to access entry criteria details for joining your supply chain (point of entry). We use it to publish requests for services; contracts awarded and spend information. The site has a repository of information and guidance to assist providers with the commissioning process. This including legal documents, entry criteria, FAQs and user guides.



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Provider Onboarding
The accreditation and enrolment portal enables you to quality-assure providers before they are approved to supply services. Using a combination of objective and subjective assessments, we ensures that providers achieving minimum standards can receive and respond to routes being commissioned.

As part of the accreditation process, Access carries out a quality check on companies registering. Providers must answer objective questions about the health of their company and give their contact details for management purposes. The enrolment process allows further quality checks to be conducted. This includes gathering company policies, bank details and financial assessments. The system notifies providers when their accreditation and enrolment documents are due for renewal and automatically suspends them where documents are expired. This ensures that the whole supply base is fully compliant at all times.

As part of the implementation, we would support you with creating the on-boarding criteria and identify any supporting documents required under your chosen procurement route (e.g. Open Framework). The Access team complete initial accreditations and enrolments checks to ensure that all the responses align to your requirements, before passing them through for your review.

Route Procurement
We work with you to configure service templates on the system in line with the scope of your provisioning activities. This allows you to provide detailed service requests to your providers (based on your exact requirements). We reduce workloads by auto populating questions, documents, outcomes, features, capabilities, qualifications, and multiple rate elements. We can also incorporate fixed pricing or flexible price bandings as required, meaning that you get higher quality responses from your providers and that there's a higher chance of awarding tenders first time. And because everything inputted into the system is auditable, your reports are more granular too.

Users can view templates in draft status before they are adopted. This allows you to check that data is accurate and appropriate for the market to respond to.

Requests are distributed to all relevant and compliant providers within your active supply base, resulting in a wider range of more competitive offers. The system can be used to show providers their live position/ranking for a given tender (includes objective pricing and custom quality elements and/or your subjective review). This enables them to review and amend their offers before tenders expire.

Offer submission
Relevant providers are invited to view and respond to your service requests through a digital offer process (via the platform). They must answer pre-defined quality questions or elements (shaped by you during the requirements creation process) and confirm

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how they can deliver the required routes in line with budgeted costs. These responses are captured in a uniform format, so that you can easily compare them.

Negotiation and if required bidding
The system includes messaging functionality, which enables you to communicate with your supply base during the requirements and offers stages. We also allow for best and final offers to be submitted during a standstill period. After you have chosen your successful provider, all information captured is progressed into a service agreement (stored on the system as an electronic contract).

Once a requirement has been agreed the service agreement is automatically awarded through the system (subject to the necessary approvals). The system will consolidate the requirement and offer details into a legally binding contract, which providers agree to electronically. Confirmation emails are automatically generated by the system to you and the successful provider, notifying them of the agreed package.

Receipting
Providers submit electronic receipts to self-certify that they have delivered the service in accordance with the terms outlined in the service agreement (includes milestones or deliveries). Service receipts include quantum; price (pre-populated from the service agreement); and delivery information (where applicable). They need to be approved before payment is progressed with an auto approval mechanism available which allows receipts to be passed for payment so long as they are within an agreed percentage of the expected cost. Any service receipts that are not auto approved will be sent to the appropriate approver for review and approval. Should a service receipt be rejected then a provider is notified, and the reason is explained.

Self-Bills
Approved service receipts are accumulated to create a single invoice to the client. Providers can see all their receipts and self-bills, and details of the customers commitment to pay within the agreed timescales. This information is also available to their factoring companies as appropriate.

Invoice
Automated electronic invoicing and payments management are part of the core solution, enabling you to deliver a more secure, accurate, and accountable invoicing and payments process and eliminate manual work. The process is completed efficiently, from service agreement (contract) through to service receipting and invoice creation and ending with payment.

You and your providers have full visibility throughout the payments cycle. We eliminate manual “three part” matching and make any adjustments that are needed in a controlled and auditable way.

Supplier Management

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Our Supplier Management Tool is an innovative provider and market management solution, built specifically to help Local authorities and Transport Providers. Local authorities can now efficiently manage large and complex provider markets and maintain high service standards via a cutting-edge technology solution. Once it's in place, staff are supported in their communication with, and management of, all local transport providers.

Our system contains a built-in messaging tool where users can interact and share information with providers, within a controlled environment. Functionality includes read receipts, audit trail and the ability to add individuals to conversations.

The tool is specifically designed for Transport commissioners to help:

- Better understand market performance and activity through the compilation of relevant data at all required levels, including national and local markets
- Collate and evaluate quality or service and delivery from Providers
- Understand wider market capacity and gaps in available capacity to deliver routes.
- Understanding how their service operates in comparison to other authorities
- The two way interface engages providers and helps identify how they can grow their business in line with expansion of routes.

2 Onboarding

We aim to provide you with an excellent experience in getting up and running. Our Implementations packages range from small site implementations using our rapid FlightPath Implementation packages right up to larger solution projects where we would use our Access Implementation methodology. For the set-up process to be as successful as possible, we need to work together to achieve this.

Access FlightPath

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e- learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products,

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they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

Full details of our Flightpath implementations for Access Adam Transport can be found here.

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

Additional project management services	Additional days of project management input and support
Additional provider engagement services	Additional days of provider engagement and onboarding input and support
Additional training services	Additional training sessions or bespoke training collateral creation
Bulk data loads	Handling additional data imports

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Bespoke data extracts	Creating bespoke data extracts or reports from the system that are not already available
Bespoke invoice templates	Creating bespoke invoicing templates outside of the template options available
FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment
We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 2 main support plans as detailed below.

The Standard Plan
Get answers faster
As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

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The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here Access Customer Success Plans

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality

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and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 12 Months, financial data is kept for 7 years.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months
Monthly	1 year for non-financial data /7 years for financial data

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

Standard Restore Testing
We undertake a restore test automatically on a weekly basis

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DR Testing
We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server
SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server
In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours

Single Virtual Machine Failure – SQL Server
In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours

Complete Primary Datacentre Outage
In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

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The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

As one of our core products Access Adam has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

10 Technical Requirements

Access Adam runs on any computer or iOS / Android mobile device with a browser and Internet connectivity.

Web Browsers

- Microsoft Edge
- Microsoft Internet Explorer 11
- Chrome
- Safari
- Opera

Owing to the way most browsers now auto-update, our testing can only practicably focus on the most recent version of the browser publicly available at the time of testing a development item. As part of our regression and release procedures, wider application testing is performed to ensure continued compliance.

11 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.

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