

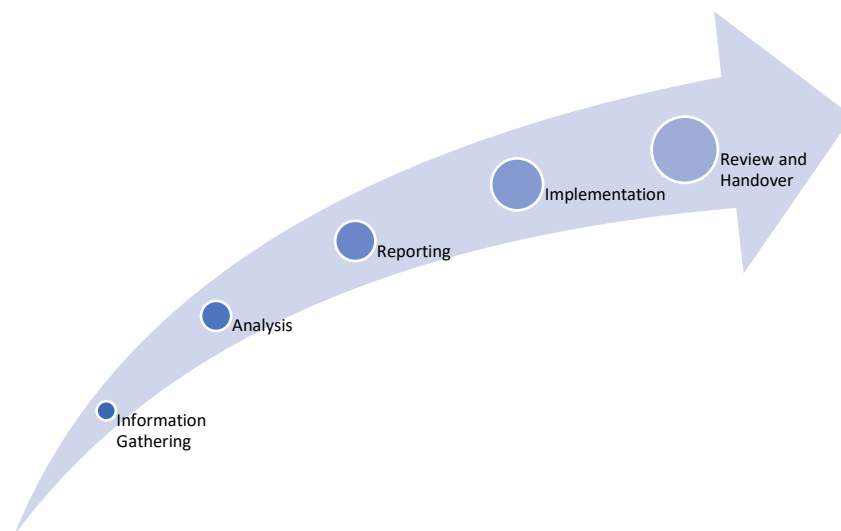
Tim Rivett Consulting

Public Transport Real Time Information System Support

Purpose: To enable public sector organisations to support their real time information system to ensure quality information is provided for passengers and analytical uses.

Overview: Support of a **Public Transport Real Time Information System** is increasingly challenging as the market moves to off the shelf service provision and bus operators provide data from their own systems. The expectations on data supply, operational experience and supplier management require increasingly specialist and scarce skills to ensure a successful outcome. Tim Rivett Consulting has the expertise with many years of experience in its team to ensure successful outcomes.

Approach: We use a proven five stage approach for our Public Transport Real Time Information System Procurement engagements, though the size and scope of the engagement will be agreed in advance before work commences.



1. The first stage is **Information Gathering**. At this stage we seek to understand the requirements of the organisation and of the stakeholders for the Real Time Information System and the position from which the organisation is starting. Typically we gather information using interviews and workshops, reviews of business objectives / strategies, organisational structure and financial information and engaging with the organisation's public transport team and stakeholders as well as existing suppliers to understand the current landscape. This typically includes user engagement and consultation to understand current service characteristics and issues, and the desired state.
2. The second stage is **Analysis**. We analyse the information gathered during information gathering and identify options that meet the organisation's expected performance metrics and the wider needs of the users and stakeholders while providing options for flexibility, agility and value for money. These may involve changes to the supply of data, supplier management or reporting services. They may also involve process, organisational, information and technology changes. All options will be workshopped with stakeholders from early in their development as part of our collaborative approach, ensuring that stakeholders 'own' the strategy as it is developed. As part of this work, we develop a Roadmap, which shows how the organisation moves to the desired end state over time.
3. The third stage is **Reporting**, during which draft Real Time Information management and

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Public Transport Real Time Information System Procurement

improvement strategies and processes are socialised with a range of stakeholders and refined as they pass through the approvals process. The support strategy report may be presented in a variety of ways depending on the needs of the client, but it always includes clear recommendations as to the changes to be made, justified on the basis of strategic alignment, satisfaction of user needs, value for money and deliverability.

4. The Fourth stage is **Implementation**, during which we will manage the partners and supplier to ensure that they deliver the agreed performance, managing the data collection, analysis and testing process and managing the transition from existing performance to the desired end state to ensure that there is minimal business interruption and measurable improvements to customer information.
5. The fourth stage is **Review and Handover**, during which we will work with your team(s) to ensure that all the necessary processes are followed to enable a successful, acceptable, ongoing oversight and performance processes are in place. We will then work on gradual reduction in our services as confidence of in-house team builds.

A menu of professional expert support: The balance of skills needed for each assignment is carefully matched to the customer's requirements but would typically draw on our expertise in digital architecture, digital channels, channel shift, cloud technologies, investment appraisal and strategy delivery.

A proven track record: The staff at **Tim Rivett Consulting Ltd** have worked on many of the UKs largest real time information system projects and supported clients in both public and private sectors during procurement and implementation. We understand what works and how to deliver real time systems, strategies, programmes and projects in a pragmatic and cost effective way.

Pricing: This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA man day rates. Two pricing options are available:

Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Details will be specified in a price quotation provided and agreed before service commencement.

Limited liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost (including the Authority's Management Charge) monthly in arrears against cost incurred.

On-boarding/off-boarding: For all of our assignments we operate our standard on-boarding / mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process: Specific details of the requirement should be sent to info@timrivett.co.uk. Following discussions about your requirement **Tim Rivett Consulting Ltd** will send a fully priced proposal detailing the services to be provided.

Consumer responsibilities: To liaise with the **Tim Rivett Consulting Ltd** lead consultant and ensure access to existing information and key stakeholders.