

Service Definition – TRL UTC

G Cloud 15

Table of Contents

1	Disclaimer	1
2	Introduction	1
3	Service Overview	1
3.1	Why TRL UTC powered by SCOOT®8AI?	1
3.2	Key features of TRL UTC / SCOOT®8AI	2
3.3	Key benefits of TRL UTC / SCOOT®8AI	2
4	Accreditation and Deployment Models	3
4.1	Deployment	3
4.2	Accreditation	3
5	Technical Requirements	3
5.1	Hardware and Software Specifications	3
5.2	Supported Browsers	3
6	Service Management	3
6.1	Onboarding Process	3
6.2	Offboarding Process	3
6.3	Backup and Disaster Recovery	4
6.4	Data Restoration	4
6.5	Support Services	4
7	Commercial Consideration	4
7.1	Pricing	4
7.2	Minimum Contract / Billing Period	4
7.3	Service Constraints	4
7.4	Ordering and Invoicing	4
7.5	Termination Terms	4
8	Service Levels	5
8.1	Software Updates and Upgrades	5
8.2	Support	5
8.3	Training	5
9	Consumer Responsibilities	5

1 Disclaimer

The information contained herein is the property of TRL Limited.

2 Introduction

TRL was established in 1933 within the British Government as the UK's Transport Research Laboratory and was subsequently privatised in 1996. Today, TRL has more than 1,000 clients across 145 countries, driving positive societal and economic benefits worldwide.

Much of our research leads to the development of innovative software solutions that address transport issues at all scales, both in the UK and internationally. We develop powerful software based on solid, proven research, yet easy and practical to use. While we are continually developing new software based on cutting-edge research, well-established products such as iMAAP, iROADS, ARCADY, PICADY, TRANSYT, SCOOT, and MOVA are used by hundreds of authorities, consultants, and engineers around the world.

All our products are built around industry-standard quality procedures and comply with the latest data protection standards, which are continually monitored and externally checked. TRL also provides full support, maintenance and training programmes for all its software products.

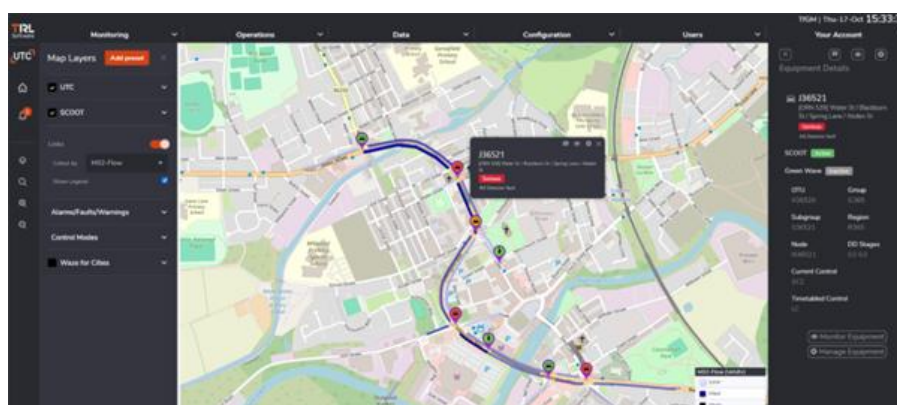
More information about TRL is on www.trl.co.uk & www.trlsoftware.co.uk

3 Service Overview

TRL UTC, or Urban Traffic Control, Powered by SCOOT®8AI is a specialist form of traffic management that, by coordinating traffic signals in a centralised location, minimises the impact of stop times on the road user.

Integrating and coordinating traffic signal controls across a wide area provides greater control over traffic flow.

SCOOT®8AI UTC continually manages the road network, making small, unnoticeable changes to the green splits and cycle time in each cycle.



3.1 Why TRL UTC powered by SCOOT®8AI?

SCOOT®8AI is a groundbreaking evolution of TRL's globally trusted SCOOT Urban Traffic Control system. Using advanced artificial intelligence, it predicts and prevents congestion before it occurs, delivering safer, more efficient and more sustainable transport networks.

Built on proven success

- 350 + cities worldwide already use SCOOT®
- 40 + years of continued development
- Backed by extensive simulation testing and live pilots

3.2 Key features of TRL UTC / SCOOT®8AI

Key features include:

- Centralised coordination of connected traffic signals over the entire network
- Fully scalable - works for small towns or large cities
- Hardware-agnostic - compatible with any standard signal controller/OTU
- Cloud-hosted platform - no on-site maintenance or local hosting needed
- Real-time adaptive signal control - adjusts green splits/cycle timings dynamically
- Supports pedestrians, cyclists, and public transport - inclusive mobility management
- Open-data APIs - allow external apps to access live and historical data
- Dynamic Strategy management for time-of-day, event and scenario control
- Fault monitoring provides alerts, trends and diagnostics supporting predictive maintenance
- Future-ready - prepared for emerging mobility and autonomous vehicles integration

3.3 Key benefits of TRL UTC / SCOOT®8AI

Key benefits include:

- Reduces traffic congestion and delays across the entire road network
- Lowers vehicle emissions through smoother, more consistent traffic flow
- Improves journey time reliability for drivers, cyclists and public transport
- Enhances pedestrian and cyclist safety with smarter priority
- Supports faster, more reliable public transport movements
- Improve operator productivity through clearer dashboards and simplified workflows
- Reduces operational costs via cloud deployment and hardware flexibility
- Improves incident response with live network visibility and alerts
- Enables data-driven planning using detailed traffic analytics and open data
- Boosts overall network efficiency without major infrastructure upgrades

4 Accreditation and Deployment Models

4.1 Deployment

TRL UTC will be deployed in the cloud. TRL offers a fully hosted service using Microsoft Azure.

4.2 Accreditation

TRL is certified to ISO 9001, ISO 27001 and Cyber Essentials Plus.

5 Technical Requirements

5.1 Hardware and Software Specifications

The server requirements will be automatically provided when the software is hosted using TRL's hosted service using Microsoft Azure

5.2 Supported Browsers

TRL UTC supports the following web browsers:

- IE11+
- Firefox
- Chrome
- Safari
- Opera

6 Service Management

6.1 Onboarding Process

The onboarding process involves the end user subscribing via the call-off contract. Following this, a detailed implementation plan will be agreed upon, which includes details and timescales for implementing the software, carrying out any appropriate testing and training all users. Any implementation time will be quoted and charged in accordance with our published SFIA rates.

6.2 Offboarding Process

As part of the contract, we will work with the customer to create an exit plan. This plan will detail and agree on the end-of-contract process, including data preparation and export, service cut-off date and any necessary data migration. The customer will have the option to include, at cost, any required migration support to a new systems vendor.

6.3 Backup and Disaster Recovery

Database backups are taken automatically and stored in a separate storage location regularly. This backup period is configurable. The backups are purged based on a backup retention period policy.

If necessary, the database can be recovered at any point during the backup retention period.

There is also an option to back up the database manually on demand, and this is used during TRL UTC updates.

6.4 Data Restoration

The database instance will be backed up automatically and stored in a separate storage location regularly. The backups are purged based on a backup retention period policy.

It is possible to recover the database at any point in time during the backup retention period.

6.5 Support Services

All support services are provided online and over the phone. The main point of support is the TRL customer help desk, which allows users to log issues and receive instant assistance. Our service level agreement is included within our terms and conditions document.

7 Commercial Consideration

7.1 Pricing

Please refer to the pricing document attached to the G Cloud.

7.2 Minimum Contract / Billing Period

The minimum contract period for TRL UTC is 1 year.

7.3 Service Constraints

TRL will communicate any maintenance windows in advance and ensure users are satisfied with any planned service downtime.

7.4 Ordering and Invoicing

We will commence with the implementation once the call-off contract is finalised and the purchase order cover is in place. Invoices will be raised in line with the terms agreed and outlined within the call-off contract.

7.5 Termination Terms

Our standard termination terms and conditions are set out in our “Terms and Conditions” document.

8 Service Levels

TRL offer a fully comprehensive support and maintenance package which includes:

- All upgrades and updates during the contract period
- Unlimited telephone, e-mail and helpdesk support between the hours of 09:00 and 17:00 UK time, Monday to Friday, excluding bank holidays.

8.1 Software Updates and Upgrades

TRL's offering includes all software updates and upgrades throughout the duration of the contract.

8.2 Support

This will include:

- Answering questions related to the use of the software
- Logging calls, incidents and faults
- Identifying and verifying the causes of suspected errors
- Providing workarounds, when available, for verified errors
- Escalating issues which are not resolved to meet agreed response targets

8.3 Training

Training for TRL UTC can be delivered either at TRL offices, at the client's site or remotely. Please refer to the pricing schedule for the available training and its associated cost.

9 Consumer Responsibilities

The customer must ensure that only those individuals authorised to access the service attempt to use it. Access credentials should not be shared between users. Additionally, the customer must ensure credentials are not distributed to individuals outside their user community. For more information on Consumer Responsibilities, please refer to the Call-Off Contract terms and our Supplier Terms and Conditions.

TRL

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