

Date Issued: 27 April 2022

Item: iBus Contract Extension

This paper will be published once the decision has been made.

1 Summary

- 1.1 The purpose of this paper is to seek Procurement Authority for the extension of the iBus contract with Trapeze ITS Switzerland GmbH (Trapeze) until 2 May 2025, with additional annual options to extend for a further two years until 2 May 2027. This will ensure a continuation of the current iBus services until these have been transferred to iBus2, a successor system which is currently being procured.
- 1.2 The appendix to this paper contains supplementary information that is exempt from publication by virtue of paragraphs 3 and 5 of Schedule 12A of the Local Government Act 1972, in that it contains information relating to the business affairs of TfL and is legally privileged.
- 1.3 The use of Chair's Action is considered appropriate as a decision is required before the date of the next Finance Committee meeting in June 2022.
- 1.4 The members of the Committee are asked to consider the proposal and provide Anne McMeel, as Chair of the Committee, with their views on or before 12noon on Friday 29 April 2022.

2 Recommendation

- 2.1 **The Chair of the Committee, in consultation with available Members, is asked to note the paper and the confidential appendix, and approve Procurement Authority for the sum set out in the confidential appendix, for the proposed extension of the contract for the supply and maintenance of the iBus system.**

3 Background

- 3.1 iBus is the automatic vehicle location system for the London bus network and London Trams. It consists of a back-office system, on-vehicle equipment and a performance management system. The iBus system:
 - a) supports 9,500 buses, running on approximately 700 bus routes across Greater London, providing the ability to track buses in real time and to contact bus drivers using voice radio;
 - b) provides real time customer information, including the delivery of next stop and destination information on-bus, and live bus arrival predictions via the

Countdown system and unified API feeds to TfL's website, SMS, over 2,700 current on-street signs, digital screens and to third parties to support over 60 smartphone apps;

- c) provides TfL and bus operating companies with vehicle location information, including supporting bus priority at selected junctions and low bridge alarms for drivers, with service control functionality;
 - d) facilitates emergency response services (supporting the security of our staff and our customers) via TfL's Network Management Control Centre; and
 - e) is the data collection and calculation engine behind the mileage and reliability performance payments made by TfL to its bus operating companies (approximately £2bn annually).
- 3.2 The iBus contract with Trapeze has been in existence since 2005. It was extended in 2015 for up to a further seven years until May 2022.
- 3.3 In 2015, it was proposed that TfL would begin procurement of the replacement system (iBus2) within a few years, so that no further extensions would be required. However, the majority of the original assets continued to perform well and decisions to start the procurement of iBus2 were deferred until 2020.
- 3.4 The deferral of the commencement of iBus2 procurement, combined with the length of any transition and rollout of the iBus2 services requires TfL to extend the current iBus services until these services can be cut across to iBus2.
- 3.5 It was originally expected that this contract extension would have been proposed by quarter 3 2021/22. However, there were three delays that prevented this plan being achieved:
- a) asset condition: The assessment of the asset condition highlighted several issues that required a partial technology refresh in 2021, the funding for which required lengthy negotiation, equipment sourcing and implementation;
 - b) a major incident in February 2021 required a further architectural review and changes to the resilience of the system that required further technical changes, preventing further progress; and
 - c) settling the terms of the proposed new contract has been a lengthy process, with resource challenges, compounded by the need for robust ethical walls within Trapeze, given they are also tendering under the iBus2 procurement process.
- 3.6 The extension of the current iBus contract will enable TfL to continue to monitor, manage and report on bus and London Tram services across London, including calculating appropriate performance payments to bus operators.
- 3.7 Significant risks to operational services would ensue from failure to extend the current iBus contract, as TfL would be unable to report on operator performance and pay bus operators for the bus services they provide across London. iBus is a safety-critical system, enabling vehicle tracking and radio communication (emergency Code Red calls) between bus drivers and TfL's Network Management Control Centre.

4 Financial Implications

- 4.1 The proposed increase in Procurement Authority for the Trapeze contract is set out in the confidential appendix.
- 4.2 There are other TfL systems which rely on the data from iBus, for example Countdown, which provides customers with real-time bus arrival information for every bus stop through the TfL website, TfLGo, via our Open Data service to third party smartphone apps, via SMS text messages and on over 2,700 signs at bus shelters. These systems would not work without an iBus data feed, but TfL would be obligated to continue making contractual payments to the suppliers.

List of appendices to this report:

An appendix that contains supplemental information that is exempt from publication.

List of Background Papers:

None

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