



ISL Guidance Note Re-organisation of Concessionary Administration

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1 Introduction

On 1 April 2011, English National Concessionary Travel Scheme (ENCTS) administration will transfer from predominantly District/Borough levels to upper-tier levels, including county and unitary level administrations. This document outlines areas that all upper-tier authorities assuming concessionary administration responsibilities should consider before this date.

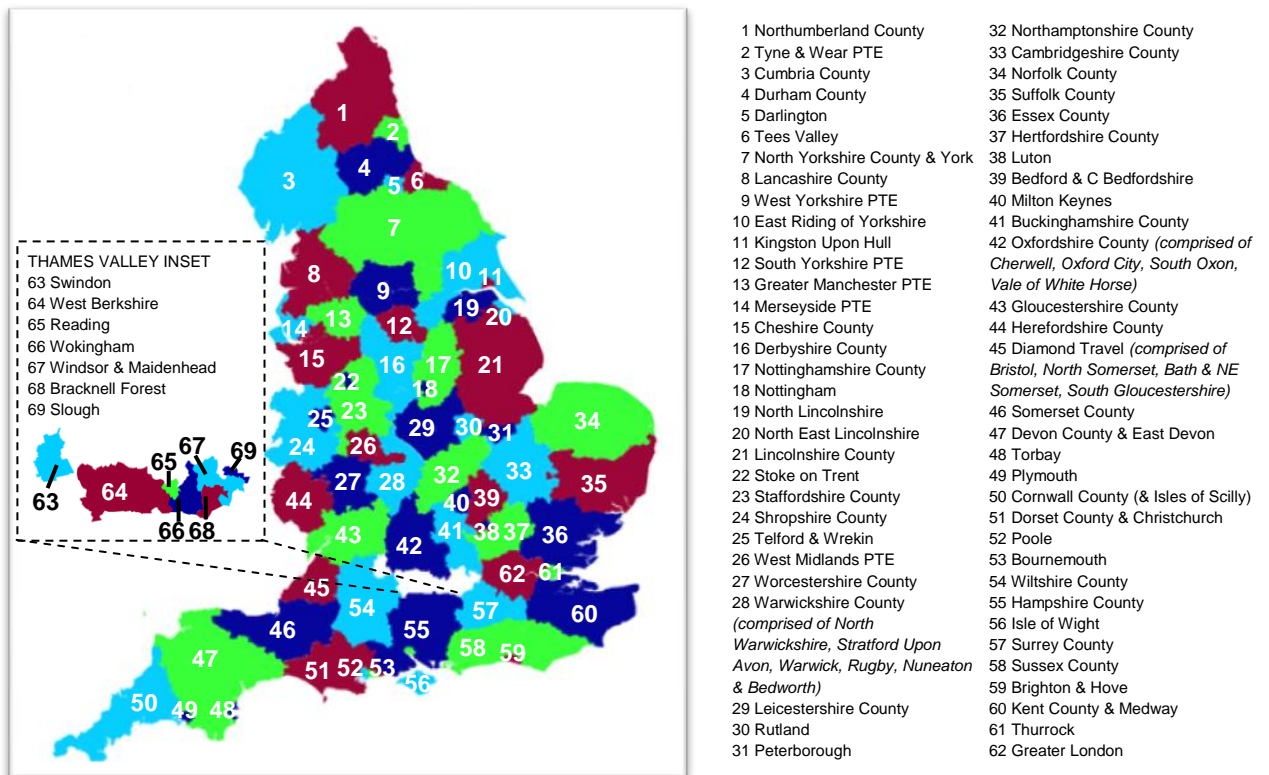
ISL currently supports 249 TCAs, which includes a range of authorities varying in both tier and size; as a result of this revision ISL will support 63 TCAs including PTEs, county councils and unitary authorities (this figure does not take into account those TCAs migrating in the near future). For those unfamiliar with smart cards and their application across concessionary travel, please consult 'The Smart Way', a guidance document distributed prior to the commencement of ENCTS in April 2008:

http://www.itso.org.uk/content/ITSO_SERVICES_LTD/Theguide-final.pdf

In addition, the ITSO Services website (www.itso.org.uk) provides a 'Glossary of Terms', should you be unfamiliar with any terminology used in this document:

<http://www.itso.org.uk/page234/Glossary-Of-Terms>

The following map puts ENCTS administration revision into illustrative context, providing an indication of how the future make-up of ENCTS administration by TCAs may appear geographically.



Some areas have been identified for your consideration and attention, please note that

'upper-tier TCAs' refers to all TCAs who will continue to administer concessionary fares after 1 April 2011:

1. Changes to contact details: all upper-tier TCAs will be required to provide contact details to ISL, including primary contact, address, phone and email details;
2. Annex A: all 'new' upper-tier TCAs will be required to sign an amended Annex A contract to continue the existing Annex A agreements between ISL and TCAs;
3. Stop listing: where applicable, all upper-tier TCAs will be required to submit stop listing to ISL in replacement of previous arrangements;
4. Changes to Bureau Provisions: some upper-tier TCAs may wish to consider current bureau arrangements, this includes ISAM profile provisions and current contract arrangements between bureaus and TCAs;

Each aspect is discussed in greater detail, however should you be unsure of any of the following changes, or if you would like to discuss these changes directly with ISL, you can contact the ISL Helpdesk through the following:

Phone: 0121 634 2758

Email: helpdesk@itsoservices.org.uk

In order to ensure all ISL TCAs are accounted for, ISL will be contacting individual TCAs to assess intentions for future administration and provide on-hand support where necessary. This will involve the following steps:

- Step 1: establishing correct contact details for future administration;
- Step 2: forwarding a updated Annex A letter for signing and returning to ISL (if necessary);
- Step 3: ensuring all ISAMs are up to date, for continued bureau production;
- Step 4: monitoring new stop list submissions to ensure requirements are met;

The aim is to ensure that all necessary changes are accounted for in advance of the changeover of concessionary administration – in order to do this, the following deadlines have been designated:

- Provision of contact details and signed Annex A letter by no later than **29 January 2011**;
- Clarification of chosen bureau provider (or confirmation of continuation of existing contracts) by no later than **26 February 2011**;
- Acknowledgement of applicable change to stop list submissions by no later than **26 February 2011**;

Adhering to these timescales will ensure that all ITSO-related ramifications from the change in concessionary administration are secured once new administrations commence from 1 April 2011.

2 Changes to Contact Details

It is imperative that the correct contact details are submitted on the part of upper-tier TCAs assuming responsibility for concessionary administration. All future correspondence will be based on the contact information relayed by upper-tier TCAs.

All upper-tier TCAs will be required to provide ISL with the following information:

| | |
|-------------------|---------------------------------------------------------------------------------------------------------------|
| Primary Contact | Name of primary contact, specifically relating to staff responsible for managing/implementing ENCTS. |
| Second Contact(s) | Any additional points of contact, such as stop listing administrators or CMS/point of service administrators. |
| Address | Address of TCA premises |
| Phone | Telephone details for each contact submitted (direct numbers if possible) |
| E-mail | E-mail address details for each contact submitted |

Contact information for redundant lower-tier TCAs (such as District or Borough Councils) will be archived by ISL and will not be used in future communication activities.

3 Annex A

All 'new' upper-tier TCAs will be required to re-sign the Annex A agreement originally agreed between all ISL TCAs and ISL at the commencement of ENCTS in 2008.

The Annex A letter is a standard letter agreement between TCAs and ISL and covers the following provisions:

- ITSO Membership (conveyed by ISL on behalf of all ISL TCAs);
- ITSO Operating License (conveyed by ISL – the Licensed Operator – on behalf of ISL TCAs);
- User Support and Guidance (provided by ISL to all ISL TCAs);
- ISAM Provision (provided by ISL to all ISL TCAs, either for bureau card production, or in-house TCA card production);
- Asset Management Service (Provision of the ISL HOPS and all attributable services, including:
 - Management of HOPS-ISMS communication;
 - Management of HOPS-ISAM communication;
 - Provisions for data processing, storage and archiving;)
- Hot list/stop list services (Managing the hot list/stop list strategy for ISL TCAs);
- Customer Helpdesk (Managed by ISL for ISL TCAs to use when necessary);
- Testing (ISL supports any testing requirements on the part of ISL TCAs);
- Stop list submissions (Whereby all ISL TCAs agree to submit regular lists to ISL, either directly or by an agreed third party);

The terms of contract will not be altered, however all 'new' upper-tier TCAs must sign a replacement Annex A to continue the service agreement between the two parties. ISL will provide a new Annex A for upper-tier TCAs to sign, once contact details have been established.

All 'new' upper-tier authorities who are not ITSO Licensed Operators (i.e. do not operate a smart scheme independently) must sign a new Annex A letter - this is a mandatory requirement for TCAs unable to operate a concessionary scheme independently of ISL. An example of the Annex A letter is attached to the end of this document.

Note: If you are an existing Unitary Authority unaffected by the change to concessionary administration, your existing Annex A letter remains unaffected.

4 Stop listing submissions

Currently, each TCA is required to submit stop list data to ISL, either directly via stoplisting@itsoservices.org.uk or through a third party. Upper-tier TCAs will be required to continue this provision as part of a re-signed Annex A agreement.

Please note: if you are unfamiliar with stop listing (for example, if this has not been part of your remit as an upper-tier authority) please contact the ISL Helpdesk for guidance on how to fulfil this requirement.

Guidance Note:

Stop listing: The process whereby ENCTS cards which have been lost, stolen, expired, do not function or are no longer supported have their details submitted to prevent future use. This forms part of a wider hot listing process, whereby cards submitted to a stop list are monitored for use on bus services – any card stop listed is then hot listed to prevent any further use taking place, in order to prevent unwarranted transactions from being registered.

Shell OID: All ISL TCAs issuing concessionary passes use Shell OID 0100 or 0110 – both numbers identify the License from which a pass is issued (i.e. ISL).

Product OID: A Product Operator ID, this is a number (four digits, typically beginning with '8', for example 8249 represents Diamond Travel) encoded to ENCTS cards to identify the issuing County or Unitary Authority. A County may constitute a number of TCAs (such as District Councils within a County), whereas as Unitary Authority will constitute just one TCA – both represent high-tier authorities that will assume management of concessionary administration.

CPICC: The 'Concessionary Pass Issuing Cost Centre' is five digits (for example 24624 represents Bristol within Diamond Travel) encoded to define a Borough or District within a PTE or County Council respectively, or a Unitary Authority (UAs also receive an individual CPICC to complement their Product OID).

Again, should you have any queries relating to OIDs or CPICCs (or if you are unfamiliar with ITSO terminology) please contact the ISL Helpdesk.

The ISL stop listing template is available to download via the ISL website (www.itsoservices.org.uk), under TCA Activities/Stop Listing. Columns for completion include:

- Date (date of submission);
- TCA (name of the upper-tier TCA – PTE, county or unitary authority);
- Scheme (repeat name of upper-tier TCA);
- Shell OID (ISL Shell OID – either 0100 or 0110, the four digit number shown on every ENCTS card issued through ISL via the 18 digit pass number, for example 633597 **0100** 1234 5678);

- Product OID (see above);
- CPICC (see above);
- ISSN & Check Digit (the last eight digits visible on the front of the card);
- ISSN & Check Digit to be withdrawn (only enter details here if you wish to remove a card previously submitted to ISL for stopping);
- Card Expiry Date (expiry date of the card);
- Stop List Reason (choose one of the drop down options for listing the card);
- Authorised by and date;

It is important to ensure that weekly stop lists are submitted to ISL where possible, in order to reduce the potential for fraud.

5 Changes to Bureau Provisions

In view of any potential alterations to TCA contracts with certified card providers, it is important to ensure that pass production remains seamless at the point of transition from 1 April 2011 and beyond, to ensure that pass issuance to those eligible is not delayed.

Guidance Note:

Bureau provision: Each TCA contracts a card providing bureau to print and encode ENCTS cards to ITSO requirements (or a bureau capable of providing card printing equipment for in-house production on TCA premises). There are a range of providers under contract within ENCTS.

Due to the re-organisation, some upper-tier authorities (such as County Councils) may wish to re-negotiate or re-tender contracts with bureaus. As all ENCTS cards must be encoded to ITSO requirements all tender documents for new business must stipulate that the successful bidder should retain the necessary ITSO certification for their equipment.

Some upper-tier TCAs might assume responsibility for multiple bureau contracts, as their constituent district TCAs negotiated individual bureau provisions. Please notify ISL immediately should you re-negotiate or confirm any new contracts with card providers – it is imperative that ISL updates ISAMs used by bureaus in a timely manner to avoid production constraints.

Guidance Note:

ISAM: An 'ITSO Secure Application Module' allows card details encoded by card production bureaus to be relayed to the back office or 'HOPS'. Similar in appearance to a mobile SIM, ISAMs are centrally provided through ISL to card production bureaus on a TCAs behalf, allowing the contracted bureau to correctly encode a TCA concessionary pass.

HOPS: A 'Host Operator Processing System' is the back office repository which can store data encoded to concessionary passes, as well as transaction data generated in the ITSO environment. For ISL purposes, the ISL HOPS stores concessionary pass data (as well as any transaction data generated in smart areas) for all ISL TCAs.

Upper-tier TCAs may also be required to provide new artwork for the front of concessionary passes to replace artwork previously designed for lower-level constituent district authorities. Please note that all artwork must comply with both DfT and ITSO requirements, for the display of ENCTS and ITSO logos respectively; ISL can provide you with ITSO's branding guide should you require it, alternatively the DfT's guidance can be accessed via the following link:

<http://www.dft.gov.uk/pgr/regional/buses/concessionary/informationlocalauthorities/passes/travelconcessionguidance.pdf>.

ISAMs provided by ISL to bureaux on behalf of TCAs ensure that all concessionary cards are encoded correctly before being distributed to concessionaires. ISAMs are profiled at Product OID level (as opposed to CPICC level) – this means that the majority of TCAs will not require changes to ISAM profiles and bureaux may continue production as normal. However, should unitary authorities merge to form county level administrations any nominated Product OID will need to be added to bureau ISAMs where applicable – ISL will ensure that ISAMs are sufficiently updated to account for such changes.

It is likely that management of bureau relationships will require consideration on the part of TCAs, ISL is happy to provide support to ensure that concessionary cards continue to be produced as per requirement.

Annex A

STANDARD LETTER FOR SUBSCRIBING BODIES TO SIGN Annex A

To be sent for the attention of: The Managing Director, ITSO Services Ltd, 4th Floor, Quayside Tower, 252-260 Broad Street, Birmingham B1 2HF.

I, [.....name], confirm that, until further notice, [.....name of TCA] (the TCA) wish ITSO Services Limited to undertake the following services on my behalf:

ITSO Membership – ITSO Services Ltd will secure ITSO membership on behalf of the TCAs who are “signed up” with it. ITSO Services Ltd shall:

- Maintain membership for the duration of the contract,
- Disseminate all relevant ITSO communications to the TCAs as necessary throughout the duration of the contract.
- Perform ITSO required administrative duties on behalf of the TCAs for the duration of the contract
- Inform ITSO Ltd of current and future states of TCAs

Licensed Operator – ITSO Services Ltd will obtain ITSO licensed operator status on behalf of non-smart TCAs. Through the Licensed Operator Service, ITSO Services Ltd will:

- Maintain the Operator Licence throughout the duration of the contract
- Provide the necessary ITSO Ltd interfaces required for the running of the ITSO related services in the specification.
- Provide for and maintain to the ITSO Specification all relevant interfaces and equipment.

User Support and Guidance - ITSO Services Ltd will provide to non-smart TCAs a comprehensive range of Support and Guidance (for the package of Services provided by ITSO Services Ltd) during smart card project start up, implementation and migration. This service shall include, but is not limited to provision of the following:

- Guidance for the deployment to implement a smart scheme, in the form of generic project plans
- Guidance for the migration to an independent smart scheme, in the form of generic project plans.
- Answers to frequently asked questions
- Telephone support
- All materials will be available either online or as hard copies as appropriate.

ISAM Provision - ITSO Services Ltd will source, personalise and distribute ISAMs to each TCA's selected card service bureau(s) in a timely manner. ITSO Services Ltd will:

- Source ISAMs and ensure access to a stockpile of ISAMs at the best possible price
- Manage the shipping and return of an ISAM should a TCA wish to change their card services bureau or bring the printing in-house. Initial shipping cost are not chargeable, however all subsequent shipping costs are chargeable to the TCA

Asset Management Service - ITSO Services Ltd shall provide an overlay of security through the direct management of distributed assets (e.g. ISAMs) so that the environment within which the TCAs work is protected. ITSO Services Ltd will provide this service through an outsourced arrangement and commit to:

- Manage the communication with the ISMS service,
- Facilitate ENCTS ISAM commissioning and profiling
- Provide day-to-day communication with ISAMs at remote locations such as card production bureaus. (For the avoidance of doubt, this will not include the implementation or management of any required communications infrastructure.)

Concessionary Transaction Collection and Depository – ITSO Services Ltd will deliver this service and will commit to:

- Provide transaction, product account and shell account data (receipt, storage, review and migration)
- Store data for each TCA for a maximum of seven years.
- Migrate this data, (in an agreed format and in a timely manner) to the TCA once the TCA has established it's own smart scheme
- Archive data after the agreed seven year period to an agreed specification

Hot List Processing - ITSO Services Ltd will implement the agreed hot-listing strategy for the national concession, for both smart and non-smart TCAs ITSO Services Ltd will commit to:

- Support an ENCTS stop-list programme for non-smart TCAs to enable TCAs to notify ITSO Services of Passes that are no longer valid for use.
- Create and implement a stop-list process for non-smart TCAs
- Work on the behalf of non-smart TCAs with the wider stop and hot-listing community to develop a national stop and hot-list strategy and framework.
- Make available the ENCTS stoplist to the wider community in accordance with the ITSO Operating Licence and Specification requirements and the strategy developed and implemented above.
- Work with the wider community in the development, design and implementation of a national hot-listing strategy.

Customer Help Desk - ITSO Services Ltd will provide a post implementation service offering a second line support for TCA Helpdesks relating to TCA related services and a first line support to TCAs who have queries about ITSO and ITSO processes.

- ITSO Services Ltd shall operate a helpdesk within the hours of 9am to 5pm Monday to Friday (excluding English bank holidays)
- ITSO Services Ltd will provide Second Line Support for the following example areas:
 - I. Resolution of simple “new” faults.
 - II. Resolution of “repeat” faults.
 - III. Filtering of known issues and raising of new issues.
 - IV. Performing simple “root cause” analysis to eliminate problems.
 - V. Resolution of application errors

- ITSO Services Ltd will provide First Line Support including assistance for the following example areas, (made available through both online and telephone channels):
 - I. Provision of answers to frequently asked questions (web based)
 - II. Provision of example project plans
 - III. Migration advice to help TCAs wishing to establish their own independent ITSO smart scheme

Testing - ITSO Services Ltd will establish a support service that will provide TCAs with access to an independent review of the quality of smart cards produced, both under the framework and by alternative suppliers, and will provide arbitration services where disputes arise. ITSO Services Ltd shall:

- Provide independent testing to non-smart TCAs at an agreed rate

I understand that these service will be centrally funded and that, other than where specified, there will be no costs for [.....name of TCA].

I, [.....name], confirm that, so long as ITSO Services Limited undertakes the above services on my behalf [.....name of TCA/Consortium] or my agreed supplier(name.....) will create and maintain a list of lost, stolen or otherwise no longer needed concessionary travel passes and will provide this list to ITSO Services Ltd to an agreed timetable and format for the purposes of hot listing. ITSO Services will go back to the TCA if the list has not been received.

I understand that, at any time, I may write to you to give you three months notice of [.....name of TCA] intention to withdraw from this service. At such a time, we will agree an exit strategy which will include the transfer of all information and assets (including any relevant product OIDs) held by ITSO Services Ltd and relating to [..... name of TCA].

Signed for and on behalf of

[full name of TCA]

.....

Name

Position

Date.....