Contract Details

1. Which supplier currently provides your Highways Management System (HMS) or Equivelant UKPMS Accredited system?

   Causeways Mayrise System

2. What is the scope of your current HMS contract? (e.g., asset management, road maintenance scheduling, traffic management, incident reporting, etc.)

   Asset management
   Road Maintenance Scheduling,
   Traffic Management,
   Incident Reporting
   Inspection Regime

3. What is the value of the current HMS contract (per annum and total contract value)?

   £26K

4. What is the contract start date, end date, and renewal date?

   Annual Contract

5. What is the duration of the current contract, including any extension options?

   N/A

6. What is the procurement framework used for the current contract? (e.g., G-Cloud, Crown Commercial Service, etc.)

   N/A

7. Are there any performance penalties or incentives within the contract? If yes, please provide details.

   N/A

System Features and Usage

8. What modules or features are included in your current HMS? (e.g., GIS integration, work order management, mobile workforce support, citizen reporting, etc.)

   Work Management & Inspections Mobile Licence

9. What other systems does your HMS integrate with? (e.g., financial systems, geographic information systems, customer relationship management tools, etc.)

   GIS Integration
   SOAP Adaptor – JADU / Mobile SM Adaptor

10. What level of customisation has been implemented in the current HMS?

    Blueprint Processes with additional functionality to add Customised Attributes to data tables

11. How many users currently access the system, and what is their role (e.g., staff, contractors)?

    Back Office Staff Strategic Management – 35
    Operational Crews – 18 licences
    Contractor licence – 3

Tendering and Procurement

12. When is the next planned tender for the Highways Management System?

    TBC – Currently going through system requirements review

13. What are the key evaluation criteria for selecting a supplier for the HMS?

    Cloud Based Asset Management system with API capabilities to allow Strategic Asset Management and Operational Work Planning functionality based on resource and cost

14. What were the top three reasons for selecting your current HMS supplier?

    Integration capabilities
    Cloud Based systems needed to future proof services digital vision
    Time spent internally managing the system

15. What challenges or pain points have been identified in the current HMS procurement process?

    Procurement Governance and timescales

Budget and Expenditure

16. What is the annual budget allocated for Highways Management Systems, including licensing, support, and maintenance costs?

£26k

17. Are there any additional costs associated with the current HMS contract (e.g., implementation, training, third-party integrations)?

£6k for integrations
Training all provided in house

Performance and Feedback

18. How is the performance of the current HMS measured? (e.g., KPIs, SLAs, user satisfaction, etc.)

Power BI Reports – external to System

19. Have there been any significant system failures or downtimes in the last 3 years? If yes, please provide details.

Downtime needed when upgraded due to being hosted internally

20. What has been the overall satisfaction level of your staff and stakeholders with the current HMS?

Satisfactory

Data and Reporting

21. What types of reports are generated by the HMS (e.g., maintenance logs, incident reports)?

Maintenance Work Tickets
3rd party reporting
Inspections
Accident Reports

22. Is the HMS compliant with relevant data protection regulations (e.g., UK GDPR)?

No personal information is stored in this system managed in corporate CRM system

23. Does the HMS support open data initiatives for public access to highways-related information?

Yes through integration with GIS

Sustainability and Future Plans

24. How does the HMS support sustainability goals (e.g., reducing carbon emissions, green infrastructure planning)?

No

25. Are there any plans to adopt new technologies (e.g., AI, IoT) within the HMS?

Yes – reviewing in current system requirements

26. What challenges are anticipated in transitioning to a new HMS, if applicable?

Data Strategy Review before transitioning to new HMS

Additional Context

27. Are there any shared service agreements in place with other councils for HMS use?

Yes

28. Does the council use in-house resources to manage the HMS, or is it fully outsourced?

Yes

29. Is your council open to pilot programs for innovative highways management technologies?

Yes