

SCATS Software Maintenance Support Tender – Dublin City Council

Dublin City Council (DCC) is seeking proposals for a 4-year maintenance support contract for its existing Sydney Coordinated Adaptive Traffic System (SCATS) installation. SCATS is an intelligent traffic management system that dynamically adjusts signal timings based on real-time traffic conditions, using data from inductive loop sensors and other inputs.

Maintenance support for SCATS software outside Australia is provided through the SCATS partner network. DCC invites qualified support agencies to submit proposals for ongoing software maintenance and support services.

Current SCATS Configuration Requiring Maintenance:

- 1245 SCATS Adaptive Connect Licences
- 1 Congestion Server – Unusual Congestion Monitor
- 1 Traffic Reporter
- 1 Link View
- 4 NGEN Licence (Limit 1 PC)
- 4 WinTraff Single Licence (Limit 1 PC)- Ongoing maintenance only
- 1 SCATS History Viewer
- 2 SCATSIM – Initial Purchase (Per Annum)
- 1 SCATS Cornerstone (Per Annum)

Scope of Services

The successful Tenderer must provide comprehensive maintenance and support services for DCC's SCATS installation, including but not limited to:

- **Remote Troubleshooting;** Diagnosis and resolution of software-related issues via remote access.
- **SCATS Upgrades support and troubleshooting for**
 - Cornerstone PostGres SQL Support (Installation and maintenance of PostGres SQL upgrades on an ongoing basis)
 - SCATS Upgrades maintenance
 - SCATS utility tools support (HASP, Update Licence Utility, SCATS Region Licence Utility, etc)
 - SCATS Region and SCATS CMS upgrade
 - SCATS Region and SCATS CMS licence upgrades

- SCATS CORE Region and SCATS SCMS upgrade
- SCATS Dongles

This support service must include provisions of on-site support and assistance for critical issues, as required, or where remote resolution is not possible.

Emergency Response Times must be as follows: Receipt of issue within 24 hours during the normal working week and an escalation when critical as below.

The defined SLAs for the support service are;

- Critical Faults, including 4-hour response and 24 hours resolution timeframe
- Major Faults, Including 8-hour response and 36 hours resolution timeframe
- Minor Faults, Including 24-hour response and 96 hours resolution timeframe
- **Software Patching and Version Upgrades**
Management of, and regular application of patches, updates, and version upgrades to maintain system integrity and compatibility.
- **Documentation Updates**
Provision of comprehensive installation, maintenance, and troubleshooting guides. Provision of updated manuals, installation guides, and troubleshooting documentation for all supported components.
- **Training & Knowledge Transfer**
The vendor must outline their approach to knowledge transfer, including:
 - Provision of training sessions for DCC personnel on new features, updates, and best practices.
 - Supply of up-to-date user manuals, technical documentation, and video tutorials to support installation, maintenance, and troubleshooting.
- **Quarterly Review Meetings**
The successful Tenderer must participate in quarterly review meetings with DCC to assess service performance, discuss upcoming upgrades, address any issues, and ensure alignment with operational requirements. These meetings must include:
 - Review of incidents and resolutions
 - Status of licence management and upgrades
 - Recommendations for system improvements
 - Action plan for the next quarter

- **Annual Performance Review Meetings**

The successful Tenderer must participate in an annual performance review meeting with DCC to assess service performance. Where the annual performance is deemed to have not adequately met the level of services as described in the section “Scope of Services” above for 3 months or more, DCC reserves the right to terminate the contract.

Compliance & Standards

The successful Tenderer must ensure full compliance with:

- **DCC IT Security Policies**

All maintenance and support activities must adhere to DCC’s internal IT security standards, including secure handling of system credentials, data protection measures, and adherence to approved change management processes.

- **EU Network and Information Systems (NIS) Directive**

As the SCATS system forms part of Dublin’s critical transport infrastructure, the contractor must implement appropriate technical and organisational measures to manage risks to network and information systems security. This includes:

- Ensuring system resilience against cyber threats
- Prompt reporting and mitigation of security incidents
- Supporting DCC in meeting its obligations under the NIS Directive

Tenderers must provide evidence of their compliance framework and any relevant certifications (e.g., ISO 27001 or equivalent) as part of their proposal.

Pricing Schedule

The annual maintenance cost must include

- A breakdown of the annual maintenance cost
- Day rates for additional remote support
- Day Rates for site visit

Optional Licence Expansions:

Include separate pricing for the following:

- 100 additional SCATS Adaptive Connect Licences
- 200 additional SCATS Adaptive Connect Licences

Optional Enhancements

Tenderers are invited to provide pricing and details for the following optional enhancements to the SCATS maintenance support service:

- **1 SCATS (TMC) Network Operations Bundle**

- 1 SCATS Cornerstone (Test System)
- **Integration Support**
Provision of technical assistance and consultancy for integration of SCATS with other Intelligent Transport Systems (ITS) platforms and applications used by DCC or partner agencies.
- **Cybersecurity Hardening**
Implementation of best-practice security measures for SCATS servers and associated infrastructure, including vulnerability assessments, patch management, and compliance with relevant cybersecurity standards.