

**South Yorkshire Mayoral Combined Authority  
 Officer Scheme of Delegation  
 Record of Officer Decision Form**

**(Regulation 7 of The Openness of Local Government Bodies Regulations 2014)**

Please send this completed form to: [SYMCAMeetings@southyorkshire-ca.gov.uk](mailto:SYMCAMeetings@southyorkshire-ca.gov.uk)

1	Subject of decision/report title:	Approval to appoint suppliers for ongoing revenue costs TSY tram retailing app
2	Decision Date:	22 November 2023
3	Background/reason for decision/purpose of report:	<p>South Yorkshire Mayoral Combined Authority (SYMCA) will need to sell tram tickets when it takes back the operation of the tram system in March 2024. The key digital retail channel will be a Travel South Yorkshire mobile phone app.</p> <p>The tram ticketing app will require a third-party Payment Service Provider to take secure payments for the sale of tram tickets.</p> <p>The tram app will retail tickets in secure barcode format and load tickets to smartcards using ITSO standards. Both standards attract ongoing revenue per transaction charges and will require a third-party provider to offer these services.</p>
4	Options considered:	<p>Options considered PSP provider:</p> <ul style="list-style-type: none"> <li>• The option to utilise the current PSP contracts in place that support TVM sales and online concessionary pass replacement charges were considered. However, the value of the forecast transaction costs would exceed the upper limits in place on those contracts.</li> <li>• Carrying out a full market tender exercise was considered. However due to short timescales and limited expert knowledge of financial regulations and PSP processes where ‘a card is not present’ within SYMCA, using the Crown Commercial Framework was deemed the most appropriate way forward.</li> </ul> <p>Options considered ITSO/Barcode standards</p> <ul style="list-style-type: none"> <li>• SYMCA could source a different supplier to provide the Part 11 ITSO standards required to retail tickets to a smartcard. However, as Yorcard provide our back-office ITSO estate for circa 400,000 concessionaires, 150,000 ITSO transactions though SYMCA ticket vending machines, are developing the TSY retail app and are a not-for-profit company jointly owned by SYMCA &amp; WYCA this option was discounted.</li> </ul>

5	Decision:	To appoint Global Payments as the PSP supplier due to the most economically advantageous price. Approve a contract term of 3 + 1 years with a maximum value of £600,000.  Appoint Yorcard to provide ITSO & Barcode ticketing standards as they are a not-for-profit company owned by SYMCA and West Yorkshire Combined Authority and are developing the TSY retailing app. Approve a minimum contract term of 3 + 1 years with a maximum contract value of £275,000.
6	Background documents:	Report taken to 22 November 2023 Public Transport Team Meeting  <a href="#">Report</a> <a href="#">Appendix A</a> <a href="#">Appendix B</a>
7	Type of decision Key/Non-Key:	Key decision
8	Officer making decision: (Director or Statutory Officer)	Pat Beijer, Acting Executive Director of Public Transport.
9	Contact details (telephone number or email):	<a href="mailto:Pat.Beijer@southyorkshire-ca.gov.uk">Pat.Beijer@southyorkshire-ca.gov.uk</a>
10	Does the decision maker have a conflict of interest?	No
11	Consultations (where appropriate):	Not applicable
12	Any Legal, Financial, or Equality Implications considered:	No – see background paper
13	Have Finance Team confirmed budget availability	Yes  <b>Budget code:</b> REDACTED
14	Signature (Stat Officer or Director) and Date:	Signature redacted  Pat Beijer, Acting Executive Director of Public Transport 23 November 2023

For Democratic Services Team use only:	
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