

Attachment - Core Capabilities

Capability	System Description
C14 – Location Intelligence	Assists with work expenses compliance and certification to verify travel claims (e.g. distance travelled and location of COMCARs), and COMCAR route planning, optimisation and vehicle tracking through provision of a geo-spatial service linked into the relevant ICT capabilities.
C15 – Fleet Reservation & Allocation	Allows reservation and allocation of COMCAR and other vehicles as required. Provides real-time car and driver tracking, automated route management and dispatch scheduling to drivers and operations staff.

The following details provide further information on the requirements.

Requirements identified as ‘must have’ are proposed at this stage. They will be finalised in the RFP pending comments received from industry in response to the draft RFP and contract.

C14 Location Intelligence

Location intelligence or spatial intelligence capability assists M&PS and IPEA processing staff to certify the distances between locations on travel claims, provide geospatial information for Data Reporting and Visualisation capabilities and contribute to automated, real-time route mapping and fleet scheduling for COMCAR services (see Fleet Reservation and Allocation for specific COMCAR needs).

#	Requirement	Demonstrates
2.19.1	The Location Intelligence capability must provide industry standard geospatial map capability (e.g. Google maps).	
2.19.2	The Location Intelligence capability must provide integration to interface into M&PS and IPEA systems. For example, get the distance between two locations to calculate a payable claim.	
2.19.3	The Location Intelligence capability be able to geocode transactions for analytics to drive policy and service improvements. For example, identify trends in COMCAR usage geographically.	

C15 Fleet Reservation and Allocation

COMCAR within M&PS manages a national vehicle reservation and dispatch management system providing car with drives services to clients and the public.

The Fleet Reservation and Allocation capability must allow for a mobile enabled national communications network to support the effective transmission of voice and data between

centralised administrators and decentralised drivers within the vehicle fleet. The supply, configuration and installation of in-vehicle communications in the vehicle fleet (i.e. mobile electronic devices such as tablets and mobile phones) located in each capital city must be catered for by the solution.

#	Requirement	Demonstrates
2.20.1	The Fleet Reservation and Allocation capability must enable the creation, amendment and cancellation of vehicle Reservations.	
2.20.2	The Fleet Reservation and Allocation capability must allow client self-service via Web Portal capability for creation, amendment, cancellation of reservations, viewing of client account information and updating of details and preferences.	
2.20.3	The Fleet Reservation and Allocation capability must store and retrieve client details and references (i.e. via the CRM capability).	
2.20.4	The Fleet Reservation and Allocation capability must allow clients and administrators to create and allocate a single Reservation requiring multiple vehicles.	
2.20.5	The Fleet Reservation and Allocation capability must allow clients and administrators to create a Reservation with multiple pick up and multiple drop off addresses.	
2.20.6	The Fleet Reservation and Allocation capability must allow administrators to distinguish between special events and normal Reservations.	
2.20.7	The Fleet Reservation and Allocation capability must allow clients and administrators to estimate, cost, quote and generate billing data for vehicle with driver services which use either Finance or external service providers.	
2.20.8	The Fleet Reservation and Allocation capability must incorporate administrators to define flexible billing rules including, time and/or distance-based charging, public holidays, geographic location, different vehicle types, client categories and additional charges such as baby seats, tolls, etc.	
2.20.9	The Fleet Reservation and Allocation capability must allow automated and manual allocation of reservation/s to a vehicle and driver across multiple times zones and geographic locations.	
2.20.10	The Fleet Reservation and Allocation capability must support centralised and decentralised creation, cancellation and management	

#	Requirement	Demonstrates
	of Reservations and Allocations by administrators and drivers respectively.	
2.20.11	The Fleet Reservation and Allocation capability must allow creation, amendment and cancelation (but not deletion) of single instance and recurring Reservations.	
2.20.12	The Fleet Reservation and Allocation capability must provide an integrated rostering capability to record drivers' availability and to ensure the allocation of work conforms to various employment conditions.	
2.20.13	The Fleet Reservation and Allocation capability must record vehicle usage and availability to allocate and rotate vehicles in accordance with administrator defined business rules.	
2.20.14	The Fleet Reservation and Allocation capability must provide administrators a view of future work patterns and potential spikes in work that may necessitate utilisation of additional resources.	
2.20.15	The Fleet Reservation and Allocation capability must transmit reservation details to external service providers through a variety of secure communication mechanisms.	
2.20.16	The Fleet Reservation and Allocation capability must provide administrators and drivers with automated route optimisation, map directions and travel time estimates in real time enabled by global positioning system / Location Intelligence ICT capabilities.	
2.20.17	The Fleet Reservation and Allocation capability must transmit and provide update notifications to drivers in real time of current, future and historic job details / tasks via an in-car mobile device.	
2.20.18	The Fleet Reservation and Allocation capability must enable appropriately encrypted transmission and receipt of data between Finance and the vehicle fleet via an in-car mobile device.	
2.20.19	The Fleet Reservation and Allocation capability must allow drivers to add or amend job details via in-car mobile device.	
2.20.20	The Fleet Reservation and Allocation capability must allow administrators and drivers to amend booking details after allocation of a job to a vehicle (e.g. pickup time, notes, etc.) and the ability to transmit updated details to clients, drivers and administrators as relevant.	

#	Requirement	Demonstrates
2.20.21	The Fleet Reservation and Allocation capability must allow drivers to confirm job status via the in-car mobile device.	
2.20.22	The Fleet Reservation and Allocation capability must allow drivers to record commencement and end time of meal/rest breaks via the in-car mobile device.	
2.20.23	The Fleet Reservation and Allocation capability must include automatic vehicle location / tracking and route recording to monitor current and historical vehicle locations.	
2.20.24	The Fleet Reservation and Allocation capability must enable financial charges to be applied and invoices rendered to clients for services provided.	
2.20.25	The Fleet Reservation and Allocation capability should allow administrators and drivers to view current drivers requiring a meal/rest break (e.g. based upon length of time on duty).	
2.20.26	The Fleet Reservation and Allocation capability should allow automated and manual sending and receipt of messages to and from clients (e.g. via online self-service Web Portal, SMS etc.) to inform / acknowledge the of status of a vehicle (e.g. en route, waiting, delayed etc.).	