



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Ms Fiona Carrick

Addressed to: Chris Steel MLA

Reference: Transport Canberra and City Services

Hearing: 27 March 2025

In relation to: MyWay+ scope

Question received: 3 April 2025

Answer Due: 10 April 2025

Would you please provide the original scope of work, and:

- additional scope after the award of contract?

Chris Steel MLA, Minister for Transport: The answer to the Member's question is as follows:

The original 'scope of work' (as considered at the time of contract execution) is detailed at Schedule 2 Statement of Work in the contract with NEC Australia for the provision of the Next Generation Ticketing System for Transport Canberra ([GS0314302](#)).

'Additional scope of work' (as not included at Schedule 2 at the time of contract execution) which has or is being delivered under the Contract includes:

- MyWay Balance transfer functionality.
- Revision of bus fleet hardware and installation.
- On-board Announcement functionality.
- Driver Pass log on functionality. A form of driver log on was contemplated in procurement, modified to this technology. Later placed on hold in beta format.
- MyWay+ journey planner on Transport Canberra website.
- Change from the multi-phase to single phase delivery approach.

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- Inclusion of ACT Digital Account for identity management. This was requested post contract execution, seen as a valuable addition to the ACT Government's digital service offering.
- Modifications to Concessions Management functionality. As a result of the inclusion of ACT Digital Account and the limited functionality of NEC's automated concession verification functionality, a redesigned concession management functionality was proposed.
- Expansion of language options to Ticket Vending Machine specification. Original NEC functionality provided only a singular language option. Given that would be a reduced capability form MyWay TVMs, this variation was seen as a valuable addition.
- Change to platform validator pedestal configuration to meet National Capital Authority (NCA) design standards. NEC standard offering would not meet, therefore requiring this variation to ensure no unintended delays to delivery.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services

Signature:



By the Minister for Transport, Chris Steel MLA

Date:

10/4/25