

LONDON CYCLE HIRE SCHEME AGREEMENT

Schedule 2 – Service Systems Statement of Requirement Lot 2



London Cycle Hire Scheme

Schedule 2

Service Systems and Back-Office Statement of Requirements

Lot 2

SCHEDULE 2

Statement of Requirements

1 GENERAL

1.1.1 Requirement Removed

1.1.2 Requirement Removed

1.1.3 Requirement Removed

OPERATION

1.1.4 The Service Provider shall deliver the Operational Services to the Service Levels at the expected volumes set out in Appendix 5 (*Transaction Volumes*)

1.1.5 The Service Provider shall provide sufficient Service Provider Personnel to handle the anticipated volume of Registrations prior to (and following) the Operational Commencement Date.

1.1.6 The Service Provider shall use the full range of functions provided by the Service Systems, as detailed in Schedule 2 (*Statement of Requirements Service Systems and Back-Office Lot1*), to deliver the London Cycle Hire Scheme to Customers.

1.1.7 The Service Provider shall collect Administration Charges (e.g. for processing Refunds) in line with Business Rules provided by TTL.

2 FUNCTIONAL REQUIREMENTS

2.1.1 The Service Provider shall Change the values of Parameters and Parameterised tables, or equivalents, upon notice from TTL. Any activity associated with a Parameterised Change Element resulting from, or forming the subject of, a Change Control Request raised in accordance with the Change Control Request Procedure, shall not attract any cost or changes to the Milestone Payments and/or Service Charges unless otherwise expressly agreed by TTL in writing and the Service Provider shall not request any amount or changes to the Milestone Payments and/or Service Charges for any Parameterised Change Element within the scope set out in that Annex A (*Parameterised Change Elements*) (or for any other item or thing expressly prohibited under this Agreement).

2.1.2 The Service Provider shall ensure that all Changes made to Parameters and Parameterised Tables are recorded so that:

- a) they can be audited; and

- b) the state of a Parameter or Parameterised Table on a particular day can be ascertained.
- 2.1.3 The Service Provider shall ensure that Changes made to Parameters and Parameterised Tables can be made in advance and activated at a specified date and time.
- 2.1.4 The Service Provider shall ensure that the Service Systems make use of drop-down lists, rather than free text fields when categorising information, for example when allocating Reason Codes.

2.2 CUSTOMER RECORDS

CUSTOMER REGISTRATION

- 2.2.1 The Service Provider shall process Customer Registrations using Business Rules provided by TTL.
- 2.2.2 The Service Provider shall ensure that Customers are aware and understand that they must have a SmartCard to complete Registration.
- 2.2.3 Requirement Removed
- 2.2.4 Where a Customer elects to have a SmartCard, as part of the Registration process the Service Provider shall:
- a) obtain a SmartCard number for allocation to this Customer; and
 - b) ensure that the SmartCard with this number is sent to the Customer as part of the fulfilment process, then proceed with the Registration process
- 2.2.5 The Service Provider shall seek to avoid creation and setting up of duplicate Customer Records by use of the Customer Record search facility.
- 2.2.6 The Service Provider shall in the event of duplicate Customer Records identify, consolidate and remove the relevant duplicated records.
- 2.2.7 The Service Provider shall ensure that a Customer purchases a Subscription as part of the Registration process.
- 2.2.8 The Service Provider shall ensure that a Customer has the opportunity to review and subsequently acknowledge their acceptance of the User Terms and Conditions, as part of the Registration process.
- 2.2.9 The Service Provider shall offer the purchase of User Insurance to a Customer, and if required, on completion of Registration shall direct

the Customer to the dedicated telephone number and website for this service as notified by TfL.

2.2.10 The Service Provider shall ensure that any appropriate Administration Charges are collected before the Registration is confirmed.

2.2.11 Where the Registration is being submitted via the Services Website and the Registration cannot be completed due to missing information, the Service Provider shall attempt to contact the Customer by telephone to obtain the missing information. If a telephone number has not been provided or the Customer cannot be contacted the Service Provider shall use e-mail or post.

2.2.12 The Service Provider shall send a welcome pack by first class post to the Customer upon registration, the contents of which shall be agreed with TTL based upon the type of Subscription and whether a SmartCard is required.

AMENDMENT AND OPERATION OF CUSTOMER RECORDS

2.2.13 The Service Provider shall ensure that appropriate security measures approved by TTL are in place for Registered Customers to identify themselves, including:

- a) prompting the Registered Customer to answer security questions when calling the Contact Centre; and
- b) prompting the Registered Customer to enter their username and password when accessing the Services Website.

2.2.14 The Service Provider shall only give Registered Customers access to their Customer Record details once they have correctly identified themselves.

2.2.15 The Service Provider shall allow Customers to enquire on or amend their:

- a) Customer Record details;
- b) payment details; and
- c) Subscription details,

as specified in Appendix 3 (*Customer and Subscription Data*).

2.2.16 The Service Provider shall process Expiry Notifications using Business Rules provided by TTL

2.2.17 Where an amendment carries an Administration Charge, as specified in the Administration Charge Table, the Service Provider shall ensure that the Administration Charge has been paid before the amendment is confirmed.

2.2.18 The Service Provider shall waive Administration Charges when instructed to do so by TTL.

2.2.19 The Service Provider shall, when instructed by TTL:

- a) amend the Customer Record and notify the Customer of the amendment and its effective date;
- b) notify the Customer of any applicable changes to the User Terms and Conditions and any other terms and conditions applicable to the Customer; and
- c) request acceptance of the notification from each affected Customer.

2.2.20 The Service Provider shall always contact/notify the Customer using the Customer's preferred Channel of communication.

2.2.21 The Service Provider shall ensure that following a Customer request, Customer Services Representatives shall be able to reset:

- a) usernames,
- b) passwords and
- c) Subscriber PINs

associated with a Customer Record and inform the Customer of such new details

CLOSURE OF CUSTOMER RECORDS

2.2.22 The Service Provider shall close a Customer Record or Subscription when instructed to do so by the Customer or TTL.

2.2.23 The Service Provider shall close a Customer Record when one of the following occurs:

- a) the Registered Customer gives notice to the Service Provider to close the Customer Record;
- b) the Customer Record has been dormant for twelve (12) Months; or
- c) TTL Personnel instructs the Service Provider to close the Customer Record for reasons such as suspected or actual fraud and breach of User Terms and Conditions.

2.2.24 The Service Provider shall ensure that the Customer Record is closed on the date specified by the Registered Customer or TTL Personnel, as appropriate, and a reason for the closure shall be recorded by means of Reason Codes.

2.2.25 The Service Provider shall ensure that closure of a Customer Record includes closure of any active Subscription.

- 2.2.26 The Service Provider shall close/suspend a Subscription associated with a Customer Record when one of the following occurs:
- a) the Customer gives notice to close the Subscription to the Service Provider;
 - b) TTL Personnel instructs the Service Provider to close/suspend the Subscription for reasons such as suspected or actual fraud and breach of User Terms and Conditions; or
 - c) in the case of Annual Subscriptions only, the Subscription expires and the Customer cannot be contacted.

2.2.27 The Service Provider shall close/suspend the Subscription on the date specified by the Customer or TTL Personnel, as appropriate and a reason for the suspension shall be recorded by means of Reason Codes.

2.3 SUBSCRIPTION PURCHASES

- 2.3.1 The Service Provider shall process Subscription purchases using Business Rules provided by TTL.

2.4 CHARGES

- 2.4.1 The Service Provider shall notify Customers via their preferred Channel of the total Payment Amount to be debited.
- 2.4.2 The Service Provider shall collect any incurred Late Return Charges on a daily basis by way of deduction from the Subscriber's debit card/ credit card or direct debit mandate.
- 2.4.3 The Service Provider shall suspend a Subscription and/or Customer Record when Late Return Charges become due in accordance with Business Rules provided by TTL
- 2.4.4 The Service Provider shall have the ability to waive, vary or refund Late Return Charges from Customers in accordance with Appendix 4 (*Returns Policy*)

2.5 PAYMENT OF CYCLE HIRE CHARGES

- 2.5.1 The Service Provider shall collect the calculated Payment Amounts using a Customer's Authorised Payment Method.
- 2.5.2 Where a Customer has a debit card/credit card as their Authorised Payment Method, the Service Provider shall process the payment as soon as practicably possible, but at any event within twelve (12) hours of calculating the Payment Amount.
- 2.5.3 Where a Customer has direct debit as their Authorised Payment Method, the Service Provider shall process the payment within forty

eight (48) hours, parameterised, of notifying the Customer of the Payment Amount.

- 2.5.4 The Service Provider shall inform Registered Customers of any failed Payments associated with Charges due and shall request an alternative Authorised Payment Method.
- 2.5.5 Where a Registered Customer's payments repeatedly fail, the Service Provider shall suspend the Customer Record in accordance with Business Rules to be provided by TTL.
- 2.5.6 On payment failure, the Service Provider shall suspend the Subscription of a Non-Registered Customer.

2.6 BILLING AND STATEMENTS

- 2.6.1 As requested by TTL, the Service Provider shall set the appropriate Parameterised Change Elements to turn on the functionality to deliver Statements by Channel and by Customer Type.
- 2.6.2 If requested by TTL, the Service Provider shall apply a postal statement surcharge to those Registered Customers whose preferred Channel for statements is post.

2.7 CONTROL OF THE LONDON CYCLE HIRE SCHEME

- 2.7.1 On direction from TTL, the Service Provider shall:
 - a) suspend the London Cycle Hire Scheme in accordance with Clause 6 (*Suspension of Operational Services*);
 - b) display the appropriate message(s); and
 - c) automatically refund Subscription Fees (or proportions thereof), in accordance with Appendix 4 (*Returns Policy*).
- 2.7.2 On direction from TTL, the Service Provider shall:
 - a) suspend a Docking Station or set of Docking Stations.
 - b) display the appropriate message(s)
- 2.7.3 As required by TTL, the Service Provider shall cap/temporarily halt Subscriptions to the London Cycle Hire Scheme.
- 2.7.4 The Service Provider shall disable the Payment Card Reader at a Terminal where a suspicious pattern of rapid low value transactions has been identified.
- 2.7.5 Service Provider Personnel shall suspend the Docking Station or disable the Card Reader, in accordance with Business Rules supplied by TTL, on receipt of alarms indicating tampering of either:
 - a) the Payment Card Reader; or
 - b) the SmartCard Reader

3 ENQUIRIES AND COMPLAINTS

GENERAL

- 3.1.1 The Service Provider shall develop a set of procedures, to be agreed with TTL, for the escalation of Enquiries and Complaints.
- 3.1.2 The Service Provider shall allow Customers to submit Enquiries and/or Complaints about any aspect of the London Cycle Hire Scheme.
- 3.1.3 The Service Provider shall respond to Enquiries and/or Complaints through the Customer's preferred Channel or via the Channel in which the relevant Enquiry or Complaint was received.
- 3.1.4 The Service Provider shall ensure that all Enquiries and/or Complaints are responded in accordance with the Service Levels.
- 3.1.5 The Service Provider shall only escalate Enquiries and/or Complaints to TTL following escalation within the Service Provider's management hierarchy. Upon escalation to TTL, TTL will advise a timescale for a response to be provided to the Customer either via the Service Provider or in exceptional circumstances direct from TTL.
- 3.1.6 The Service Provider shall create and maintain a knowledge management system which is accessible by Service Provider Personnel for the purpose of responding to Enquiries and Complaints.
- 3.1.7 The Service Provider shall create and maintain an internal frequently asked questions (FAQ) database for Service Provider Personnel use, aligned to or included in the Service Provider's internal knowledge base, that should contain information not shown or required on the Services Website FAQ's.
- 3.1.8 The Service Provider shall provide Service Provider Personnel with access to all information necessary to respond to Enquiries and/or Complaints including but not limited to:
- a) Customer Record information;
 - b) Payment information;
 - c) London Cycle Hire Scheme details;
 - d) TfL Group Policies;
 - e) escalation procedures;
 - f) SmartCard Issues;
 - g) repairs/breakdowns
 - h) accidents involving the Customer; and
 - i) Docking Station Issues.

3.2 BICYCLE THEFT

- 3.2.1 The Service Provider shall process reports of Bicycle theft and the calculation of Cycle Hire Charges in accordance with Business Rules provided by TTL.
- 3.2.2 When informed by a Customer that a Bicycle has been stolen, the Service Provider shall :
- a) record details of the theft;
 - b) request that the Customer:
 - (i) makes an allegation of crime to the appropriate police force; and
 - (ii) supplies the associated Crime Reference Number;
 - c) record the Crime Reference Number.

3.3 ACCIDENTS AND INSURANCE CLAIMS

- 3.3.1 The Service Provider shall process accident reports and the calculation of Cycle Hire Charges in accordance with Business Rules provided by TTL.
- 3.3.2 If an accident results in an insurance claim or correspondence from any Third Party, shall link such correspondence to:
- a) Customer Record , for Registered Customers ; and
 - b) Subscription Record, for Non-Registered Customers.
- 3.3.3 Where a Customer has purchased the User Insurance once basic details have been noted as described above, the Customer should be directed to the insurer's dedicated telephone number and website for this service as notified by TfL.
- 3.3.4 Any other legal claim shall be promptly escalated directly to TTL.

3.4 PAYMENT/BILLING ENQUIRIES

- 3.4.1 The Service Provider shall process all transaction disputes with Customers according to the procedure defined by the Service Provider and Approved by TTL.
- 3.4.2 In the event of the dispute being resolved in favour of the Customer, the Service Provider shall Refund the Customer with the relevant amount in accordance with Appendix 4 (*Returns Policy*).

3.5 REFUNDS, REPAYMENTS AND REDRESS

- 3.5.1 The Service Provider shall provide Refunds, Repayments and Redress Payments in accordance with Appendix 4 (*Returns Policy*)
- 3.5.2 The Service Provider shall make Refunds and Repayments back to the Customer by the means in which the Payment was originally made, or if this is not possible, by cheque.

- 3.5.3 The Service Provider shall ensure that Refunds and Repayments are linked to the details of the original Payment (date, Customer Record, Subscription etc.) to allow for full reconciliation.
- 3.5.4 The Service Provider shall ensure that, as directed by TTL, an Administration Charge is charged for processing Refunds and/or Repayments. This shall appear as a separate item not to be reconciled against individual Subscriptions.
- 3.5.5 The Service Provider shall obtain authorisation from TTL before making Refunds or Repayments that are above the threshold levels as specified by TTL.
- 3.5.6 The Service Provider shall identify and investigate irregular payment patterns, specifically relating to Refunds and shall notify TTL of such events.

3.6 CARD ISSUES

- 3.6.1 The Service Provider shall process reports of loss or theft of:
- a) Smart Card; or
 - b) Authorised Payment Method
- in accordance with Business Rules to be provided by TTL and shall immediately remove the associated card Data from the Customer Record.
- 3.6.2 Where the Customer has lost or damaged a SmartCard, the Service Provider shall issue a replacement SmartCard.

4 CONTACT CENTRE

4.1 GENERAL

- 4.1.1 The Service Provider shall ensure that the Contact Centre is open and ready for service between:
- a) 06:00 and 24:00 from 1st May to 30th September; and
 - b) 07:00 to 18:00 from 1st October to 30th April.
- 4.1.2 The Service Provider shall provide the following Customer contact Channels as a minimum:
- a) e-mail;
 - b) telephone;
 - c) post;
 - d) SMS; and
 - e) IVR.

- 4.1.3 The Service Provider shall perform random quality control checks on its contact Channel processes in accordance with Schedule 5 (*Service Level Agreement*).
- 4.1.4 The Service Provider shall store each item of Customer correspondence (incoming, outgoing, electronic, non-electronic; including SMS messages) in accordance with Appendix 2 (Data Retention) and in line with the Service Provider's obligations in respect of Personal Data set out in Schedule 15 (*Information Compliance*).
- 4.1.5 The Service Provider shall in the event of a problem with a particular Channel:
- a) immediately raise an Incident;;
 - b) provide Customers with details to direct them to other Channels for assistance;
 - c) work to restore the problem; and
 - d) provide regular updates on resolution to TTL;
- 4.1.6 The Service Provider shall ensure that replies to Customer correspondence are sent from the named individual who wrote the letter rather than a single generic name used on all correspondence.
- 4.1.7 The Service Provider shall manage Customer queries in accordance with Business Rules to be provided by TTL.
- 4.1.8 Unless specified otherwise the Service Provider shall, where the Customer expresses a contact Channel preference, initially contact the Customer via the preferred contact Channel and record all interaction details/notes/correspondence sent or received and attempts.
- 4.1.9 The Service Provider shall submit all the Customer-facing information for review and Approval by TTL. This shall include:
- a) call guidelines (including greetings, closings etc);
 - b) registration forms;
 - c) standard letters;
 - d) standard paragraphs within letters;
 - e) receipts; and
 - f) statements.
- 4.1.10 The Service Provider shall record all outbound requests for information to Customers and will contact the Customer again if a timely response is not received as specified in Schedule 5 (*Service Level Agreement*).
- 4.1.11 Correspondence which is not relevant to the London Cycle Hire Scheme (only if obvious without reading whole correspondence) shall not be scanned or put in workflow but forwarded to TTL

4.1.12 The Service Provider shall ensure that any re-allocation of correspondence between workflow queues is monitored and prioritised as defined in business rules to be agreed with TTL.

4.1.13 The Service Provider shall facilitate a coordinated response when correspondence requires input from multiple business areas.

4.1.14 The Service Provider shall allow a TTL nominated Third Party to conduct Customer satisfaction surveys in accordance with Schedule 5 (*Service Level Agreement*).

4.1.15 The Service Provider shall allow a TTL nominated Third Party to conduct Customer service surveys in accordance with Schedule 5 (*Service Level Agreement*).

4.2 TRANSLATION SERVICES AND ACCESSIBILITY

4.2.1 The Service Provider shall ensure that correspondence and telephone calls in multiple languages can be handled, either directly or via a translation service, covering at a minimum:

- a) English
- b) Arabic
- c) Bengali
- d) Chinese
- e) French
- f) German
- g) Hindi
- h) Italian
- i) Gujarati
- j) Greek
- k) Polish
- l) Punjabi
- m) Spanish
- n) Turkish
- o) Tamil
- p) Urdu
- q) Vietnamese

4.2.2 The Service Provider shall ensure that translated copies of correspondence are linked to the original when stored in the Central System.

4.2.3 The Service Provider shall provide access to the Contact Centre for hearing impaired Customers.

4.2.4 The Service Provider shall ensure that outbound Customer communications are provided upon request at no charge in:

- a) large print (as specified by the Royal National Institute for the Blind);

- b) Plain English;
- c) braille; and
- d) audio format.

4.3 Post

- 4.3.1 The Service Provider shall provide a secure facility for the receipt and processing of post and fax correspondence from Customers, including:
- a) payments;
 - b) refunds;
 - c) Enquiries/Complaints; and
 - d) Registration forms.
- 4.3.2 The Service Provider shall have the ability to deal with ad-hoc requirements to print and fulfil all materials requested by TTL to be sent to Customers, either itself or via a Third Party and have the ability to suspend Fulfilment if required.
- 4.3.3 The Service Provider shall direct all London Cycle Hire Scheme related mail to the specific Post Office box(es) provided by TTL.
- 4.3.4 The Service Provider shall store all Incoming and outgoing correspondence in the format in which it was received as specified in Appendix 2(*Data Retention*).
- 4.3.5 The Service Provider shall log and scan all incoming correspondence received in paper format before storing them.
- 4.3.6 The Service Provider shall ensure that the time and date on which documents are first received and then scanned are recorded in the Central System and associated with each document record.

4.4 TELEPHONE

- 4.4.1 The Service Provider shall source an 0845 (or local rate equivalent) number for use as the public telephone contact number, to be licensed to TTL.
- 4.4.2 The Service Provider shall operate an outbound call-scripting system.
- 4.4.3 The Service Provider shall ensure that:
- a) all inbound, outbound and transferred calls are voice recorded, and
 - b) each call recording is linked to a Customer/Contact Record/Subscription Record (if the Customer is known) to facilitate subsequent retrieval.
- 4.4.4 The Service Provider shall store all voice recordings of inbound, outbound and transferred calls where the Customer is not known and assign each voice recording a unique reference number.
- 4.4.5 The Service Provider shall ensure that on request by TTL, the Central System includes or removes a specific pre-recorded emergency service message on the telephone Channel within thirty (30) minutes of receipt of such request from TTL.
- 4.4.6 The Service Provider shall ensure that on request by TTL, the Central System includes or removes a new service message on the telephone Channel within sixty (60) minutes of receipt of such request from TTL.
- 4.4.7 The Service Provider shall direct all non-London Cycle Hire Scheme related Enquiries via call transfer to a dedicated telephone number to be provided by TTL.

4.5 EMAIL

- 4.5.1 The Service Provider shall act upon a request received from Customers by e-mail (unstructured or from a web-form) or other Channel and record the outcome in accordance with the Service Levels.
- 4.5.2 The Service Provider shall provide generic e-mail address(es), to be agreed with TTL, for Customers to make contact with the Service Provider.
- 4.5.3 The Service Provider shall ensure that outgoing Customer correspondence sent by e-mail is sent from a generic address, to which a reply can be sent, but with a personalised e-mail signature.

4.6 IVR

- 4.6.1 The Service Provider shall ensure that any changes to automated messages on the IVR System requiring rewording, recording or simple changes to IVR scripting can be updated or changed at any time with no extra cost to TTL.
- 4.6.2 The Service Provider shall ensure that it utilises a consistent recording artist as the voice of IVR.
- 4.6.3 The Service Provider shall not make any changes to the structures or related messages of the IVR System without express prior consent from TTL in writing.

4.7 SMS

- 4.7.1 The Service Provider shall source an SMS number for use as the public SMS contact number, to be licensed to TTL.
- 4.7.2 The Service Provider shall ensure that the SMS service has a contingency plan approved by TTL in the event that this Channel fails.

4.8 SERVICES WEBSITE

- 4.8.1 The Service Provider shall review the public facing FAQ's at least every three (3) Months and using Customer and /or internal feedback they have gathered, suggest content changes, additions or deletions to TTL where these are needed either to improve the quality of the existing FAQ's or where changes or additional FAQ's are needed as a result of a Change Control Request or London Cycle Hire Scheme / Business Rule change. This work should be undertaken at no extra cost to TTL.
- 4.8.2 The Service Provider shall update any of the pages they are responsible for with emergency information issuing advice to Customers in the event of an emergency.
- 4.8.3 The Service Provider shall ensure that on request by TTL, urgent alert messages and public facing important information messages are displayed on the Services Website within sixty (60) minutes. Use of this functionality shall not constitute a Change under the Change Control Request Procedure and shall incur no additional costs to TTL.

5 TECHNICAL

5.1 SMARTCARDS

5.1.1 The Service Provider shall provide SmartCards for use with the London Cycle Hire Scheme that

- a) provide functionality equivalent to ISO 14443 A and B; and
- b) are compatible with the SmartCard Reader installed in the Docking Points.

5.1.2 The Service Provider shall brand the SmartCards as specified by TTL.

5.1.3 Requirement Removed - RFI

5.2 DATA INTEGRITY

5.2.1 The Service Provider shall ensure that all Data Stores comply with Appendix 2 (*Data Retention*).

5.2.2 The Service Provider shall archive Data in line with Appendix 2 (*Data Retention*).

5.3 SYSTEMS MANAGEMENT

5.3.1 The Service Provider shall follow a recognised systems management process.

5.3.2 The Service Provider shall manage the Services to meet the availability and performance requirements and all other Service Levels specified in Schedule 5: Service Level Agreement.

5.4 SYSTEM MANAGEMENT TOOLS

5.4.1 The Service Provider shall use the provided System management tools to monitor the status of components of the Service Systems and to raise alarms in the event of System Failure, System performance degradation or any other potential issues that might adversely affect the operation or performance of the Service Systems and London Cycle Hire Scheme.

5.4.2 The Service Provider shall provide a facility for a minimum of five (5) TTL Personnel to have concurrent read-only access to Service Systems containing all Data related to operations and maintenance of LCHS Assets, Service Systems and London Cycle Hire Scheme. This facility shall be provided either:

- a) at the primary Premises and Business Continuity Premises; or
- b) via remote access from TTL's network link.

5.5 STORAGE AND DELETION

5.5.1 The Service Provider shall ensure that the Central System stores all received Docking Station Transaction Records, in an audit store for a minimum of ten (10) calendar days to allow for auditing and quality checking.

5.5.2 The Service Provider shall retain and delete all records in accordance with the parameters set by TTL.

5.6 HARDWARE

5.6.1 The Service Provider shall agree the nature of all equipment disposal with TTL.

5.6.2 The Service Provider shall, ensure that equipment disposal is in accordance with all pertaining EU Legislation.

5.6.3 In the event of surplus equipment being resold or donated to a Third Party the Service Provider shall ensure that removal of Data and security related configuration information is in accordance with Schedule 14 (*Security Policy*).

5.7 INTERFACES

5.7.1 The Service Provider shall operate the Interfaces to the Service Levels defined in Schedule 5 (*Service Level Agreement*).

5.7.2 The Service Provider shall review and accept the Interface Specification for each Interface as provided by TTL.

5.7.3 The Service Provider shall operate all Interfaces with TTL and/or any Third Party on request by TTL in order to operate the London Cycle Hire Scheme.

5.7.4 The Service Provider shall automatically monitor all Interfaces. The monitoring shall include availability, throughput, performance, buffer usage, queue lengths, Hardware status, System alarms and warnings, and any other diagnostic Data provided by the Service Provider's implementation of the Interfaces.

5.7.5 The Service Provider shall request any Changes to an Interface Specification via the Change Control Request Procedure.

5.7.6 The Service Provider shall re-use existing Interfaces where possible and agreed through the Change Control Request Procedure.

5.7.7 The Service Provider shall operate all additional Interfaces defined via the Change Control Request Procedure with TTL and/or any Third Party in order to operate the London Cycle Hire Scheme.

- 5.7.8 TTL may, from time to time, add additional Interfaces to the Service Systems via the Change Control Request Procedure.
- 5.7.9 TTL shall issue an updated Interface Specification to all relevant Third Parties following any changes to the Interface Specification.

5.8 DATA CENTRE LOCATION & FACILITIES

This section outlines TTL's requirements regarding the location and facilities of the Data Centre from which the Service Provider will run the Service Systems.

- 5.8.1 The Service Provider shall ensure all Service Systems are located and managed within the EU, in accordance with requirements set out in the Data Protection Legislation and Freedom of Information Legislation.
- 5.8.2 The Service Provider shall be responsible for the provision and maintenance of any office and Data Centre facilities necessary to provide the Service Systems.
- 5.8.3 The Service Provider shall ensure that agreements entered into in respect of office and Data Centre facilities are in its own name and secured for the Initial Term, any possible Extended Term, or any other specified period as agreed with TTL.
- 5.8.4 The Service provider shall grant TTL Personnel access to the office and Data Centre facilities used to provide the Services.
- 5.8.5 The Service Provider's facilities shall allow for the connection of diversely routed communications links to their Data Centre premises used for any future Interfaces to TTL Systems or Third Party Systems.

5.9 IT SYSTEMS OPERATIONS

- 5.9.1 The Service Provider shall provide Service Provider Personnel to deliver a high quality service including;
- a) operating LCHS Assets and Service Systems to meet Service Levels;
 - b) correcting faults and System Failures in a controlled and timely way;
 - c) responding to change to meet timelines;
 - d) protecting all Customer and Payment related Data;
 - e) ensuring no loss of Payment related Data or Personal Data including in the event of equipment failure or other event; and
 - f) liaison with TTL and other Third Parties to ensure effective management of the Services
- 5.9.2 The Service Provider shall maintain an Operational Log for the recording of all operational events, including but not restricted to:

- a) all maintenance activities;
- b) Hardware failures and their resolution;
- c) Software failures and their resolution;
- d) communications failures and their resolution;
- e) Data Protection Law breaches (e.g. misuse or loss of Data);
- f) Security breaches or attempted breaches at the Docking Stations or the Central System; and
- g) power failures.

The Operational Log may be either paper based log or electronic log printed and signed.

- 5.9.3 As a minimum, the following information shall be recorded in the Operational Log for each operational event:
- a) date and time of the start and end of the event;
 - b) event description;
 - c) any action taken;
 - d) cross reference to any Incident raised as a consequence; and
 - e) name and signature of the individual logging the event.
- 5.9.4 The Service Provider shall ensure that the Operational Log is maintained throughout every shift and signed at the end of every shift by the appropriate Service Provider Personnel to certify its accuracy.
- 5.9.5 The Service Provider shall ensure that the Operational Log is reviewed and counter-signed by the Operational Manager each month to certify that no other events have occurred.
- 5.9.6 The Service Provider shall ensure that the Operational Log is available for review by TTL Personnel on Site at any time.
- 5.9.7 The Service Provider System shall store Operational Logs in an open format that can be read by TTL without the need to use proprietary tools.
- 5.9.8 The Service Provider shall perform a daily back-up of all the Operational Logs to external media.
- 5.9.9 The Service Provider shall share the Operational Log with other Third Parties as requested by TTL.
- 5.9.10 The Service Provider shall retain completed Operational Logs for six (6) years.

5.10 IT SYSTEM LOGS

- 5.10.1 The Central System shall retain System Logs for a period of twenty four (24) Months, or longer at TTL's request.

5.10.2 The Service Provider shall retain daily back-ups of all the System Logs for the previous twenty four (24) Months.

5.10.3 The Service Provider shall record all System back-up and recovery operations in the Operational Log.

5.10.4 The Service Provider shall provide proposed processes, procedures, tools and schedules for data and system back-ups.

5.11 IT MONITORING & DIAGNOSTICS

5.11.1 The Service Provider shall ensure that the provided monitoring and diagnostics tools are used to identify and rectify issues that affect the LCHS Assets, Service Systems and Services.

5.11.2 The Service Provider shall retain diagnostic Data for a period of at least twenty four (24) Months.

5.12 CAPACITY PLANNING & SCALABILITY

5.12.1 The Service Provider shall be responsible for the Service Systems and communication infrastructure to ensure that sufficient Capacity is available to meet the Service Levels at all times.

5.12.2 The Service Provider shall provide costed resolution and implementation plans where Capacity is predicted to be insufficient to meet demand.

5.12.3 The Service Provider shall track and report actual utilisation against projections from prior Capacity Plans.

5.13 IT SYSTEMS MAINTENANCE

5.13.1 The Service Provider shall gain approval from TTL for all System maintenance activities that will affect the Services.

5.13.2 The Service Provider shall seek the consent and agreement of TTL to any downtime of the Service Systems required to carry out back-ups as part of scheduled maintenance.

5.13.3 Subject to any Planned Downtime, the Service Provider shall ensure the System maintenance does not impact the provision of the Services.

5.13.4 The Service Provider shall ensure that only suitably qualified Service Provider Personnel and Sub-Contractors are employed to provide the support and maintenance services.

- 5.13.5 The Service Provider shall provide documented procedures for maintenance and support of the Services Systems for Approval by TTL. These procedures shall be reviewed when changes are made to the LCHS Assets, Service Systems and Services, updated as required and provided to TTL for Approval.
- 5.13.6 The Service Provider shall comply with all relevant regulations and standards during installation and maintenance of the Service Systems unless otherwise agreed with TTL in writing, including without limitation any regulations and standards specified in Schedule 2 (*Statement of Requirements Common Requirements Lot 2*).
- 5.13.7 The Service Provider shall ensure that regular preventative maintenance is carried out across the whole of the Service Systems.
- 5.13.8 The Service Provider shall agree with TTL any maintenance activities that are additional to the agreed plan of regular maintenance. The Service Provider shall notify TTL within two (2) Working days of any proposed changes.
- 5.13.9 The Service Provider shall record all maintenance actions carried out in the Operational Log which shall be signed daily by the member of the Service Provider's Personnel responsible for managing the provision of the Services on that day.
- 5.13.10 The Service Provider shall provide TTL with Monthly reports on all maintenance activities undertaken in the previous Month.

5.14 IT SYSTEM BACK UP

- 5.14.1 The Service Provider shall ensure that the Service Systems are backed up to ensure recovery of the Data from loss or corruption to any point in time.
- 5.14.2 The Service Provider shall use processes and procedures for the management of back-up media, including:
- a) tracking of media;
 - b) secure storage off-Site;
 - c) conformance with Data security;
 - d) ensuring that back-up media are not in use for longer than the manufacturer's recommended lifespan; and
 - e) erasing of Data held on media that is no longer required.
- 5.14.3 The Service Provider shall ensure that an off Premise copy of the Data is kept up to date on a daily basis.
- 5.14.4 The Service Provider shall ensure that the backup and recovery strategy provides consistency across the contingent parts of the

Service Systems in the event that recovery of the Service Systems is necessary.

5.14.5 The Service Provider shall be able to perform a full restoration of Operational Services and Data to the point of failure within twenty four (24) hours.

5.14.6 The Service Provider shall ensure the back up and recovery strategy is documented and includes regular, auditable recovery exercises

5.15 BUSINESS CONTINUITY

5.15.1 The Service Provider shall develop a Business Continuity Plan for the Service Systems in accordance with Schedule 25 (*Business Continuity*)

5.15.2 The Service Provider shall prepare, implement and maintain a Business Continuity Plan. The Business Continuity Plan shall include measures to ensure Business Continuity in the event of:

- a) Back Office Primary or Business Continuity Premises loss;
- b) Docking Station loss;
- c) Terminal loss;
- d) Data loss or corruption which prevents the correct operation of the London Cycle Hire Scheme;
- e) Systems Failure; and
- f) failure of the communication links between Docking Stations and the Service Provider Central System
- g) Business Continuity Event; and
- h) Disaster Recovery Event.

5.15.3 Requirement Removed - RFI

5.15.4 The Service Provider shall, at the request of TTL, invoke the Business Continuity Plan to switch operations to the Business Continuity Premises.

5.15.5 The Service Provider shall carry out Business Continuity Testing, at regular periods to be agreed with TTL, as set out in Schedule 25 (*Business Continuity*) and the Business Continuity Test Schedule, and TTL may, at its discretion, undertake Test Witnessing.

5.15.6 The Service Provider shall carry out Business Continuity Testing, in accordance with

- a) Schedule 25 (*Business Continuity*) and
- b) Schedule 4 (*Testing Regime*).

5.15.7 The Service Provider shall, at TTL's request, conduct Business Continuity Testing in conjunction with the Other Service Providers.

5.15.8 The Service Provider shall maintain the Service Levels in the event of loss of either the primary Premises or Business Continuity Premises.

5.16 TIME SYNCHRONISATION

In order to support accurate charging and system auditing the Service Systems will need to maintain time synchronisation with each other.

5.16.1 The Service Provider shall ensure that the Central System provides a system wide NTP Time Service to which all Service Systems will synchronise their time.

5.16.2 The Service Provider shall provide the capability to synchronise its NTP time service from a TTL provided NTP time service if requested by TTL.

5.16.3 The Service Provider shall implement a version of NTP as agreed from time to time with TTL.

5.16.4 The Service Provider shall ensure that time synchronisation across all infrastructure components is maintained to within one second.

5.17 TECHNOLOGY STRATEGY AND REFRESH

This section addresses the need for the Service Provider to ensure that all physical structure and Software supporting the LCHS Assets, Service Systems and Services is maintained on supported versions.

5.17.1 The Service Provider shall provide TTL with a status report on the technologies supporting the LCHS Assets, Service Systems and Services that it has provided, detailing their predicted lifespan in terms of supplier support, age, and ability to support known advances in technology on a yearly basis.

5.17.2 The Service Provider shall maintain, upgrade, and if necessary replace, the technologies supporting the Service Systems and the London Cycle Hire Scheme so that all equipment, and the technologies continue to operate such that all Service Levels are maintained and met. The cost of such maintenance, upgrade or replacement shall be at the Service Provider's cost.

5.17.3 The Service Provider shall ensure that all Software is maintained on supported versions.