

## Schedule 2 (Statement of Requirements) Annex 1 - Compliance Matrix

Section	Requirement Reference No.	Confirm compliance
		Yes or No
<b>Common Statement of Requirements Lot 1</b>		
<b>Information Compliance</b>		
General	1.1.1	Yes
	1.1.2	Yes
	1.1.3	Yes
	1.1.4	Yes
	1.1.5	Yes
	1.1.6	Yes
	1.1.7	Yes
	1.1.8	Yes
	1.1.9	Yes
	1.1.10	Yes
	1.1.11	Yes
	1.1.12	Yes
	1.1.13	Yes
Freedom of Information Requests	1.2.1	Yes
	1.2.2	Yes
	1.2.3	Yes
Complaints	1.3.1	Yes
	1.3.2	Yes
Subject Access Requests	1.4.1	Yes
	1.4.2	Yes
<b>Finance</b>		
General	2.1.1	Yes
	2.1.2	Yes
	2.1.3	Yes
	2.1.4	Yes
	2.1.5	Yes
	2.1.6	Yes
	2.1.7	Yes
	2.1.8	Yes
	2.1.9	Yes
	2.1.10	Yes
	2.1.11	Yes
	2.1.12	Yes
	2.1.13	Yes
	2.1.14	Yes
	2.1.15	Yes
	2.1.16	Yes
	2.1.17	Yes
Standards	2.2.1	Yes
	2.2.2	Yes
	2.2.3	Yes
	2.2.4	Yes
	2.2.5	Yes
	2.2.6	Yes
	2.2.7	Yes
	2.2.8	Yes
Control	2.3.1	Yes
	2.3.2	Yes
	2.3.3	Yes
	2.3.4	Yes
	2.3.5	Yes
Accounts Receivable	2.4.1	Yes
	2.4.2	Yes
	2.4.3	Yes
	2.4.4	Yes
	2.4.5	Yes
Accounts Payable	2.5.1	Yes
	2.5.2	Yes
	2.5.3	Yes
Reporting	2.6.1	Yes
	2.6.2	Yes
<b>Standards, Working Practices and Principles</b>		
General	3.1.1	Yes
	3.1.2	Yes
	3.1.3	Yes
Version Control	3.2.1	Yes
	3.2.2	Yes
	3.2.3	Yes
	3.2.4	Yes
	3.2.5	Yes
	3.2.6	Yes

## Schedule 2 (Statement of Requirements) Annex 1 - Compliance Matrix

Section	Requirement Reference No.	Confirm compliance
		Yes or No
<b>Common Statement of Requirements Lot 1</b>		
<b>Standards, Working Practices and Principles</b>		
Testing	4.1.1	Yes
	4.1.2	Yes
Test Environments	4.2.1	Yes
	4.2.2	Yes
	4.2.3	Yes
<b>Security</b>		
Security Policy and Management	5.1.1	Yes
	5.1.2	Yes
	5.1.3	Yes
	5.1.4	Yes
	5.1.5	Yes
	5.1.6	Yes
Access to Systems and Data	5.2.1	Yes
	5.2.2	Yes
	5.2.3	Yes
	5.2.4	Yes
	5.2.5	Yes
Audit Trails	5.3.1	Yes
	5.3.2	Yes
	5.3.3	Yes
	5.3.4	Yes
<b>Incident Management and Resolution</b>		
Escalation Management	6.1.1	Yes
	6.1.2	Yes
	6.1.3	Yes
	6.1.4	Yes
	6.1.5	Yes
	6.1.6	Yes
<b>Documentation</b>		
General	7.1.1	Yes
	7.1.2	Yes
	7.1.3	Yes
	7.1.4	Yes
	7.1.5	Yes
	7.1.6	Yes
System Documentation	7.2.1	Yes
	7.2.2	Yes
	7.2.3	Yes
	7.2.4	Yes
<b>Reporting, Performance Management and Audit</b>		
General	8.1.1	Yes
	8.1.2	Yes
	8.1.3	Yes
	8.1.4	Yes
	8.1.5	Yes
	8.1.6	Yes
	8.1.7	Yes
	8.1.8	Yes
	8.1.9	Yes
	8.1.10	Yes
	8.1.11	Yes
Performance Indicator Reporting	8.2.1	Yes
	8.2.2	Yes
	8.2.3	Yes
<b>Management Services</b>		
General	9.1.1	Yes
<b>Legal Claims</b>		
General	10.1.1	Yes
	10.1.2	Yes
	10.1.3	Yes
	10.1.4	Yes
	10.1.5	Yes
	10.1.6	Yes
	10.1.7	Yes
	10.1.8	Yes
	10.1.9	Yes
	10.1.10	Yes
	10.1.11	Yes
	10.2.7	Yes
	10.1.7	Yes
	10.2.8	Yes
10.1.8	Yes	
10.2.9	Yes	

**Schedule 2 (Statement of Requirements)  
Annex 1 - Compliance Matrix**

Section	Requirement Reference No.	Confirm compliance
		Yes or No
<b>Common Statement of Requirements Lot 1</b>		
	10.1.9	Yes
	10.2.10	Yes
	10.1.10	Yes
	10.2.11	Yes

## Schedule 2 (Statement of Requirements) Annex 1 - Compliance Matrix

Section	Requirement Reference No.	Confirm compliance
		Yes or No
<b>Common Statement of Requirements Lot 2</b>		
<b>Information Compliance</b>		
General	1.1.1	Yes
	1.1.2	Yes
	1.1.3	Yes
	1.1.4	Yes
	1.1.5	Yes
	1.1.6	Yes
	1.1.7	Yes
	1.1.8	Yes
	1.1.9	Yes
	1.1.10	Yes
Freedom of Information Requests	1.2.1	Yes
	1.2.2	Yes
	1.2.3	Yes
Complaints	1.3.1	Yes
	1.3.2	Yes
Subject Access Requests	1.4.1	Yes
	1.4.2	Yes
	1.4.3	Yes
	1.4.4	Yes
	1.4.5	Yes
Data Protection Audit	1.5.1	Yes
	1.5.2	Yes
	1.5.3	Yes
	1.5.4	Yes
<b>Finance</b>		
General	2.1.1	Yes
	2.1.2	Yes
	2.1.3	Yes
	2.1.4	Yes
	2.1.5	Yes
Standards	2.2.1	Yes
	2.2.2	Yes
	2.2.3	Yes
	2.2.4	Yes
	2.2.5	Yes
	2.2.6	Yes
	2.2.7	Yes
	2.2.8	Yes
	2.2.9	Yes
	2.2.10	Yes
	2.2.11	Yes
	2.2.12	Yes
	2.2.13	Yes
Control	2.3.1	Yes
	2.3.2	Yes
	2.3.3	Yes
	2.3.4	Yes
	2.3.5	Yes
	2.3.6	Yes
	2.3.7	Yes
	2.3.8	Yes
	2.3.9	Yes
	2.3.10	Yes
	2.3.11	Yes
	2.3.12	Yes
	2.3.13	Yes
	2.3.14	Yes
Accounts Receivable	2.4.1	Yes
	2.4.2	Yes
	2.4.3	Yes
	2.4.4	Yes
	2.4.5	Yes
	2.4.6	Yes
Accounts Payable	2.4.7	Yes
	2.5.1	Yes
	2.5.2	Yes
	2.5.3	Yes
	2.5.4	Yes
Reporting	2.5.5	Yes
	2.6.1	Yes
	2.6.2	Yes

<b>Standards, Working Practices and Principles</b>		
<b>General</b>	3.1.1	Yes
	3.1.2	Yes
<b>Version Control</b>	3.2.1	Yes
	3.2.2	Yes
<b>Quality Assurance, Risk Management and Change Control</b>		
<b>General</b>	4.1.1	Yes
	4.1.2	Yes
	4.1.3	Yes
	4.1.4	Yes
	4.1.5	Yes
	4.1.6	Yes
	4.1.7	Yes
	4.1.8	Yes
<b>Testing</b>		
<b>General</b>	5.1.1	Yes
	5.1.2	Yes
<b>Test Environments</b>	5.2.1	Yes
	5.2.2	Yes
	5.2.3	Yes
<b>Security</b>		
<b>Security Policy and Management</b>	6.1.1	Yes
	6.1.2	Yes
	6.1.3	Yes
	6.1.4	Yes
	6.1.5	Yes
	6.1.6	Yes
	6.1.7	Yes
	6.1.8	Yes
	6.1.9	Yes
<b>Facilities and Building Security</b>	6.2.1	Yes
	6.2.2	Yes
	6.2.3	Yes
	6.2.4	Yes
	6.2.5	Yes
	6.2.6	Yes
<b>Anti-Virus Scanning and Protection</b>	6.3.1	Yes
	6.3.2	Yes
<b>Security Clearance</b>	6.4.1	Yes
	6.4.2	Yes
<b>Access to Systems and Data</b>	6.5.1	Yes
	6.5.2	Yes
	6.5.3	Yes
	6.5.4	Yes
	6.5.5	Yes
	6.5.6	Yes
	6.5.7	Yes
	6.5.8	Yes
	6.5.9	Yes
	6.5.10	Yes
	6.5.11	Yes
	6.5.12	Yes
<b>Audit Trails</b>	6.6.1	Yes
	6.6.2	Yes
	6.6.3	Yes
<b>Incident Management and Resolution</b>		
<b>General</b>	7.1.1	Yes
	7.1.2	Yes
	7.1.3	Yes
	7.1.4	Yes
	7.1.5	Yes
	7.1.6	Yes
	7.1.7	Yes
	7.1.8	Yes
	7.1.9	Yes
	7.1.10	Yes
	7.1.11	Yes
	7.1.12	Yes
	7.1.13	Yes
	7.1.14	Yes
	7.1.15	Yes
	7.1.16	Yes
	7.1.17	Yes
	7.1.18	Yes
	7.1.19	Yes
	7.1.20	Yes
	7.1.21	Yes
	7.1.22	Yes
	7.1.23	Yes
	7.1.24	Yes
<b>Documentation</b>		
<b>General</b>	8.1.1	Yes
	8.1.2	Yes

	8.1.3	Yes
	8.1.4	Yes
	8.1.5	Yes
	8.1.6	Yes
<b>Operational Documentation</b>	8.2.1	Yes
<b>Reporting, Performance Management and Audit</b>		
<b>General</b>	9.1.1	Yes
	9.1.2	Yes
	9.1.3	Yes
	9.1.4	Yes
	9.1.5	Yes
	9.1.6	Yes
	9.1.7	Yes
	9.1.8	Yes
	9.1.9	Yes
	9.1.10	Yes
	9.1.11	Yes
<b>Performance Indicator Reporting</b>	9.2.1	Yes
	9.2.2	Yes
	9.2.3	Yes
<b>Audit</b>	9.3.1	Yes
	9.3.2	Yes
	9.3.3	Yes
	9.3.4	Yes
<b>Management Services</b>		
<b>General</b>	10.1	Yes

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Section	Requirement Reference No.	Confirm compliance
		Yes or No
<b>Service Systems Statement of Requirements Lot 1</b>		
<b>Functional Requirements</b>		
<b>General</b>	1.1.1	Yes
	1.1.2	Yes
	1.1.3	Yes
	1.1.4	Yes
	1.1.5	Yes
	1.1.6	Yes
<b>Parameterised Tables to Support the London Cycle Hire Scheme</b>	1.2.1	Yes
	1.2.2	Yes
	1.2.3	Yes
	1.2.4	Yes
	1.2.5	Yes
	1.2.6	Yes
	1.2.7	Yes
	1.2.8	Yes
	1.2.9	Yes
	1.2.10	Yes
<b>Customer Records</b>	1.3.1	Yes
	1.3.2	Yes
	1.3.3	Yes
	1.3.4	Yes
	1.3.5	Yes
	1.3.6	Yes
	1.3.7	Yes
	1.3.8	Yes
	1.3.9	Yes
	1.3.10	Yes
	1.3.11	Yes
	1.3.12	Yes
	1.3.13	Yes
	1.3.14	Yes
	1.3.15	Yes
	1.3.16	Yes
	1.3.17	Yes
	1.3.18	Yes
	1.3.19	Yes
	1.3.20	Yes
	1.3.21	Yes
	1.3.22	Yes
	1.3.23	Yes
	1.3.24	Yes
1.3.25	Yes	
1.3.26	Yes	
1.3.27	Yes	
1.3.28	Yes	
1.3.29	Yes	
1.3.30	Yes	
1.3.31	Yes	
1.3.32	Yes	
1.3.33	Yes	
1.3.34	Yes	
<b>Subscription Purchases</b>	1.4.1	Yes
	1.4.2	Yes
	1.4.3	Yes
	1.4.4	Yes
	1.4.5	Yes
	1.4.6	Yes
	1.4.7	Yes
	1.4.8	Yes
	1.4.9	Yes
	1.4.10	Yes
	1.4.11	Yes
	1.4.12	Yes
	1.4.13	Yes
	1.4.14	Yes
1.4.15	Yes	
1.4.16	Yes	
1.4.17	Yes	
<b>Declining a Subscription</b>	1.5.1	Yes
	1.5.2	Yes
<b>Cycle Hire(Dockign Station/Terminal Functions)</b>	1.6.1	Yes
	1.6.2	Yes

	1.6.3	Yes
	1.6.4	Yes
	1.6.5	Yes
	1.6.6	Yes
	1.6.7	Yes
	1.6.8	Yes
	1.6.9	[Requirement Removed]
	1.6.10	Yes
	1.6.11	Yes
	1.6.12	Yes
	1.6.13	Yes
	1.6.14	Yes
	1.6.15	Yes
	1.6.16	Yes
	1.6.17	Yes
	1.6.18	Yes
	1.6.19	Yes
	1.6.20	Yes
	1.6.21	Yes
	1.6.22	Yes
<b>Charges</b>	1.7.1	Yes
	1.7.2	Yes
	1.7.3	Yes
	1.7.4	Yes
	1.7.5	Yes
	1.7.6	Yes
	1.7.7	Yes
	1.7.8	Yes
	1.7.9	Yes
	1.7.10	Yes
	1.7.11	Yes
	1.7.12	Yes
	1.7.13	Yes
	1.7.14	Yes
<b>Payment of Cycle Hire Charges</b>	1.8.1	Yes
	1.8.2	Yes
	1.8.3	Yes
	1.8.4	Yes
	1.8.5	Yes
	1.8.6	Yes
<b>Billing and Statements</b>	1.9.1	Yes
	1.9.2	Yes
	1.9.3	Yes
	1.9.4	Yes
	1.9.5	Yes
	1.9.6	Yes
<b>Control of the Scheme</b>	1.10.1	Yes
	1.10.2	Yes
	1.10.3	Yes
	1.10.4	Yes
	1.10.5	Yes
	1.10.6	Yes
<b>Enquiries and Complaints</b>		
<b>General</b>	2.1.1	Yes
	2.1.2	Yes
	2.1.3	Yes
	2.1.4	Yes
	2.1.5	Yes
	2.1.6	Yes
	2.1.7	Yes
	2.1.8	Yes
	2.1.9	Yes
	2.1.10	Yes
	2.1.11	Yes
	2.1.12	Yes
	2.1.13	Yes
	2.1.14	Yes
	2.1.15	Yes
	2.1.16	Yes
	2.1.17	Yes
	2.1.18	Yes
	2.1.19	Yes
<b>Bicycle Theft</b>	2.2.1	Yes
	2.2.2	Yes
	2.2.3	Yes
	2.2.4	Yes
<b>Accidents and Insurance Claims</b>	2.3.1	Yes
	2.3.2	Yes
	2.3.3	Yes
	2.3.4	Yes
	2.3.5	Yes
<b>Payment/Billing Enquiries</b>	2.4.1	Yes
	2.4.2	Yes



Refunds, Repayments and Redress	2.5.1	Yes
	2.5.2	Yes
	2.5.3	Yes
	2.5.4	Yes
<b>Contact Centre</b>		
General	3.1.1	Yes
	3.1.2	Yes
	3.1.3	Yes
	3.1.4	Yes
	3.1.5	Yes
	3.1.6	Yes
	3.1.7	Yes
Accessibility	3.2.1	Yes
	3.2.2	Yes
	3.2.3	Yes
	3.2.4	Yes
Email	3.3.1	Yes
	3.3.2	Yes
	3.3.3	Yes
	3.3.4	Yes
	3.3.5	Yes
Telephone	3.4.1	Yes
	3.4.2	Yes
	3.4.3	Yes
	3.4.4	Yes
	3.4.5	Yes
	3.4.6	Yes
	3.4.7	Yes
	3.4.8	Yes
	3.4.9	Yes
	3.4.10	Yes
	3.4.11	Yes
	3.4.12	Yes
	3.4.13	Yes
	3.4.14	Yes
IVR System	3.5.1	Yes
	3.5.2	Yes
	3.5.3	Yes
	3.5.4	Yes
	3.5.5	Yes
	3.5.6	Yes
	3.5.7	Yes
	3.5.8	Yes
Post	3.6.1	Yes
	3.6.2	Yes
	3.6.3	Yes
	3.6.4	Yes
	3.6.5	Yes
	3.6.6	Yes
	3.6.7	Yes
	3.6.8	Yes
	3.6.9	Yes
	3.6.10	Yes
	3.6.11	Yes
SMS	3.7.1	Yes
	3.7.2	Yes
	3.7.3	Yes
<b>Services Website</b>		
	4.1.1	Yes
	4.1.2	Yes
	4.1.3	Yes
	4.1.4	Yes
	4.1.5	Yes
	4.1.6	Yes
	4.1.7	Yes
	4.1.8	Yes
	4.1.9	Yes
	4.1.10	Yes
	4.1.11	Yes
	4.1.12	Yes
	4.1.13	Yes
	4.1.14	Yes
	4.1.15	Yes
	4.1.16	Yes
	4.1.17	Yes
4.1.18	Yes	
4.1.19	Yes	
4.1.20	Yes	
4.1.21	Yes	
<b>Technical</b>		
Data Integrity	5.1.1	Yes
	5.1.2	Yes
	5.1.3	Yes
	5.1.4	Yes
	5.1.5	Yes

System Management Tools	5.2.1	[Requirement Removed]
	5.2.2	Yes
	5.2.3	Yes
Storage and Deletion	5.3.1	Yes
	5.3.2	Yes
Hardware	5.3.3	[Requirement Removed]
	5.4.1	Yes
	5.4.2	Yes
	5.4.3	Yes
	5.4.4	Yes
Network Provision	5.5.1	Yes
	5.5.2	Yes
	5.5.3	Yes
	5.5.4	Yes
	5.5.5	Yes
Development	5.6.1	Yes
	5.6.2	Yes
	5.6.3	Yes
	5.6.4	[Requirement Removed]
	5.6.5	[Requirement Removed]
	5.6.6	Yes
	5.6.7	Yes
Software Release Management	5.7.1	Yes
	5.7.2	Yes
	5.7.3	Yes
	5.7.4	Yes
	5.7.5	Yes
	5.7.6	Yes
	5.7.7	Yes
	5.7.8	Yes
	5.7.9	Yes
Interfaces	5.8.1	Yes
	5.8.2	Yes
	5.8.3	Yes
	5.8.4	Yes
	5.8.5	Yes
	5.8.6	Yes
	5.8.7	Yes
	5.8.8	Yes
	5.8.9	Yes
	5.8.10	Yes
	5.8.11	Yes
Location and Facilities	5.9.1	Yes
	5.9.2	Yes
	5.9.3	Yes
	5.9.4	Yes
	5.9.5	Yes
IT Systems Operations	5.10.1	Yes
IT Systems Logs	5.11.1	Yes
	5.11.2	Yes
IT Monitoring and Diagnostics	5.12.1	Yes
	5.12.2	Yes
	5.12.3	Yes
	5.12.4	[Requirement Removed]
	5.12.5	[Requirement Removed]
Capacity Planning and Scalability	5.13.1	Yes
	5.13.2	Yes
	5.13.3	Yes
	5.13.4	Yes
	5.13.5	Yes
	5.13.6	Yes
IT Systems Maintenance	5.14.1	Yes
	5.14.2	Yes
IT System Back Up	5.15.1	Yes
	5.15.2	Yes
	5.15.3	Yes
	5.15.4	Yes
	5.15.5	Yes
Business Continuity	5.16.1	Yes
	5.16.2	[Requirement Removed]
	5.16.3	Yes
	5.16.4	Yes
	5.16.5	Yes
	5.16.6	Yes
Time Synchronisation	5.16.7	Yes
	5.17.1	Yes
	5.17.2	Yes
	5.17.3	[Requirement Removed]
	5.17.4	Yes
	5.17.5	[Requirement Removed]
	5.17.6	Yes
	5.17.7	Yes
5.17.8	Yes	
Technology, Strategy and Refresh		

	6.1.1	Yes
	6.1.2	Yes
	6.1.3	Yes

## Schedule 2 (Statement of Requirements)

### Annex 1 - Compliance Matrix

Section	Requirement Reference No.	Confirm compliance
		Yes or No
<b>Service Systems Statement of Requirements Lot 2</b>		
<b>General</b>		
	1.1.1	[Requirement Removed]
	1.1.2	[Requirement Removed]
	1.1.3	[Requirement Removed]
	1.1.4	Yes
	1.1.5	Yes
	1.1.6	Yes
	1.1.7	Yes
<b>Functional Requirements</b>		
<b>General</b>		
	2.1.1	Yes
	2.1.2	Yes
	2.1.3	Yes
	2.1.4	Yes
<b>Customer Records</b>		
	2.2.1	Yes
	2.2.2	Yes
	2.2.3	Yes
	2.2.4	Yes
	2.2.5	Yes
	2.2.6	Yes
	2.2.7	Yes
	2.2.8	Yes
	2.2.9	Yes
	2.2.10	Yes
	2.2.11	Yes
	2.2.12	Yes
	2.2.13	Yes
	2.2.14	Yes
	2.2.15	Yes
	2.2.16	Yes
	2.2.17	Yes
	2.2.18	Yes
	2.2.19	Yes
	2.2.20	Yes
2.2.21	Yes	
2.2.22	Yes	
2.2.23	Yes	
2.2.24	Yes	
2.2.25	Yes	
2.2.26	Yes	
2.2.27	Yes	
<b>Subscription Purchases</b>		
	2.3.1	Yes
<b>Charges</b>		
	2.4.1	Yes
	2.4.2	Yes
	2.4.3	Yes
	2.4.4	Yes
<b>Payment of Cycle Hire Charges</b>		
	2.5.1	Yes
	2.5.2	Yes
	2.5.3	Yes
	2.5.4	Yes
	2.5.5	Yes
	2.5.6	Yes
<b>Billing and Statements</b>		
	2.6.1	Yes
	2.6.2	Yes
<b>Control of The London Cycle Hire Scheme</b>		
	2.7.1	Yes
	2.7.2	Yes
	2.7.3	Yes
	2.7.4	Yes
	2.7.5	Yes
<b>Enquiries and Complaints</b>		
<b>General</b>		
	3.1.1	Yes
	3.1.2	Yes
	3.1.3	Yes
	3.1.4	Yes
	3.1.5	Yes
	3.1.6	Yes
	3.1.7	Yes
	3.1.8	Yes
<b>Bicycle Theft</b>		
	3.2.1	Yes
	3.2.2	Yes
<b>Accidents and Insurance Claims</b>		
	3.3.1	Yes
	3.3.2	Yes
	3.3.3	Yes

	3.3.4	Yes
Payment /Billing Enquiries	3.4.1	Yes
	3.4.2	Yes
Refunds, Repayment and Redress	3.5.1	Yes
	3.5.2	Yes
	3.5.3	Yes
	3.5.4	Yes
	3.5.5	Yes
	3.5.6	Yes
Card Issues	3.6.1	Yes
	3.6.2	Yes
Contact Centre		
General	4.1.1	Yes
	4.1.2	Yes
	4.1.3	Yes
	4.1.4	Yes
	4.1.5	Yes
	4.1.6	Yes
	4.1.7	Yes
	4.1.8	Yes
	4.1.9	Yes
	4.1.10	Yes
	4.1.11	Yes
	4.1.12	Yes
	4.1.13	Yes
	4.1.14	Yes
	4.1.15	Yes
Translation Services and Accessibility	4.2.1	Yes
	4.2.2	Yes
	4.2.3	Yes
	4.2.4	Yes
Post	4.3.1	Yes
	4.3.2	Yes
	4.3.3	Yes
	4.3.4	Yes
	4.3.5	Yes
	4.3.6	Yes
Telephone	4.4.1	Yes
	4.4.2	Yes
	4.4.3	Yes
	4.4.4	Yes
	4.4.5	Yes
	4.4.6	Yes
	4.4.7	Yes
Email	4.5.1	Yes
	4.5.2	Yes
	4.5.3	Yes
IVR	4.6.1	Yes
	4.6.2	Yes
	4.6.3	Yes
SMS	4.7.1	Yes
	4.7.2	Yes
Services Website	4.8.1	Yes
	4.8.2	Yes
	4.8.3	Yes
Technical		
SmartCards	5.1.1	Yes
	5.1.2	Yes
	5.1.3	[Requirement Removed]
Data Integrity	5.2.1	Yes
	5.2.2	Yes
Systems Management	5.3.1	Yes
	5.3.2	Yes
System Management Tools	5.4.1	Yes
	5.4.2	Yes
Storage and Deletion	5.5.1	Yes
	5.5.2	Yes
Hardware	5.6.1	Yes
	5.6.2	Yes
	5.6.3	Yes
Interfaces	5.7.1	Yes
	5.7.2	Yes
	5.7.3	Yes
	5.7.4	Yes
	5.7.5	Yes
	5.7.6	Yes
	5.7.7	Yes
	5.7.8	Yes
	5.7.9	Yes
Data Centre Location and Facilities	5.8.1	Yes
	5.8.2	Yes
	5.8.3	Yes
	5.8.4	Yes

	<b>5.8.5</b>	Yes
<b>IT Systems Operation</b>	<b>5.9.1</b>	Yes
	<b>5.9.2</b>	<b>Yes</b>
	<b>5.9.3</b>	Yes
	<b>5.9.4</b>	Yes
	<b>5.9.5</b>	Yes
	<b>5.9.6</b>	<b>Yes</b>
	<b>5.9.7</b>	Yes
	<b>5.9.8</b>	Yes
	<b>5.9.9</b>	Yes
	<b>5.9.10</b>	Yes
<b>IT System Logs</b>	<b>5.10.1</b>	Yes
	<b>5.10.2</b>	Yes
	<b>5.10.3</b>	Yes
	<b>5.10.4</b>	Yes
<b>IT Monitoring and Diagnostics</b>	<b>5.11.1</b>	Yes
	<b>5.11.2</b>	Yes
<b>Capacity Planning and Scalability</b>	<b>5.12.1</b>	<b>Yes</b>
	<b>5.12.2</b>	Yes
	<b>5.12.3</b>	Yes
<b>IT Systems Maintenance</b>	<b>5.13.1</b>	Yes
	<b>5.13.2</b>	<b>Yes</b>
	<b>5.13.3</b>	Yes
	<b>5.13.4</b>	Yes
	<b>5.13.5</b>	Yes
	<b>5.13.6</b>	Yes
	<b>5.13.7</b>	Yes
	<b>5.13.8</b>	Yes
	<b>5.13.9</b>	Yes
	<b>5.13.10</b>	Yes
<b>IT System Back up</b>	<b>5.14.1</b>	Yes
	<b>5.14.2</b>	Yes
	<b>5.14.3</b>	<b>Yes</b>
	<b>5.14.4</b>	Yes
	<b>5.14.5</b>	Yes
	<b>5.14.6</b>	Yes
<b>Business Continuity</b>	<b>5.15.1</b>	Yes
	<b>5.15.2</b>	Yes
	<b>5.15.3</b>	<b>[Requirement Removed]</b>
	<b>5.15.4</b>	Yes
	<b>5.15.5</b>	Yes
	<b>5.15.6</b>	Yes
	<b>5.15.7</b>	Yes
	<b>5.15.8</b>	Yes
<b>Time Synchronisation</b>	<b>5.16.1</b>	Yes
	<b>5.16.2</b>	Yes
	<b>5.16.3</b>	Yes
	<b>5.16.4</b>	Yes
<b>Technology Strategy and Refresh</b>	<b>5.17.1</b>	Yes
	<b>5.17.2</b>	<b>Yes</b>
	<b>5.17.3</b>	Yes

### Schedule 2 (Statement of Requirements) Annex 1 - Compliance Matrix

Section	Requirement Reference No.	Confirm compliance
		Yes or No
<b>On Street Statement of Requirements Lot 1</b>		
<b>Principle Design Requirements</b>		
	1.1	Yes
	1.2	Yes
	1.3	Yes
	1.4	Yes
	1.5	Yes
	1.6	Yes
	1.7	Yes
	1.8	Yes
<b>Docking Stations</b>		
<b>Design</b>	2.1	Yes
	2.2	Yes
	2.3	Yes
	2.4	Yes
	2.5	Yes
	2.6	Yes
	2.7	Yes
	2.8	Yes
	2.9	Yes
	2.10	Yes
	2.11	Yes
	2.12	Yes
	2.13	Yes
	2.14	Yes
	2.15	Yes
	2.16	Yes
<b>Installation of Docking Stations</b>	2.17	Yes
	2.18	Yes
	2.19	Yes
<b>Environmental Requirements</b>	2.20	Yes
	2.21	Yes
	2.22	Yes
	2.23	Yes
	2.24	Yes
	2.25	Yes
	2.26	Yes
	2.27	Yes
	2.28	Yes
	2.29	Yes
	2.30	Yes
	2.31	Yes
	2.32	Yes
	2.33	Yes
<b>Environmental Management</b>	2.34	Yes
	2.35	Yes
<b>Docking Points</b>		
	3.1	Yes
	3.2	Yes
	3.3	Yes
	3.4	Yes
	3.5	Yes
	3.6	Yes
	3.7	Yes
	3.8	Yes
	3.9	Yes
	3.10	Yes
	3.11	Yes
	3.12	Yes
	3.13	Yes
	3.14	Yes
	3.15	Yes
<b>Terminals</b>		
<b>Terminal Housing</b>	4.1	Yes
	4.2	Yes
	4.3	Yes
	4.4	Yes
	4.5	Yes
	4.6	Yes
	4.7	Yes
	4.8	Yes
	4.9	Yes
	4.10	Yes

	4.11	Yes
Terminals Components	4.12	Yes
	4.13	Yes
	4.14	Yes
	4.15	Yes
	4.16	Yes
	4.17	Yes
	4.18	<i>[Requirement Removed]</i>
The Terminals Screen and Input Device	4.19	Yes
	4.20	Yes
	4.21	Yes
	4.22	Yes
Payment Card Reader	4.23	Yes
	4.24	Yes
Oyster Card Reader	4.25	Yes
	4.26	Yes
	4.27	Yes
	4.28	Yes
	4.29	Yes
	4.30	Yes
	4.31	Yes
SmartCard Reader	4.32	Yes
	4.33	Yes
	4.34	Yes
Customer Information Panels	4.35	Yes
	4.36	Yes
	4.37	Yes
	4.38	Yes
	4.39	Yes
Oyster Controller	4.40	Yes
<b>Power and Communications</b>		
Power	5.1	Yes
	5.2	Yes
	5.3	Yes
	5.4	Yes
	5.5	Yes
	5.6	Yes
	5.7	Yes
	5.8	Yes
	5.9	Yes
	5.10	Yes
Communications	5.11	Yes
	5.12	Yes
	5.13	Yes
<b>Bicycles</b>		
<b>General Requirements</b>		
Bicycle Design	6.1	Yes
	6.2	Yes
	6.3	Yes
	6.4	Yes
	6.5	Yes
	6.6	Yes
	6.7	Yes
	6.8	Yes
	6.9	Yes
	6.10	Yes
	6.11	Yes
	6.12	Yes
	6.13	Yes
	6.14	Yes
	6.15	Yes
	6.16	Yes
	6.17	Yes
	6.18	Yes
	6.19	Yes
	6.20	Yes
6.21	Yes	
6.22	Yes	
6.23	Yes	
6.24	Yes	
6.25	Yes	
6.26	Yes	
6.27	Yes	
6.28	Yes	
6.29	Yes	
6.30	Yes	
<b>Additional Services</b>		
<b>Introduction</b>		
Portable Docking Stations	7.1	Yes
	7.2	Yes
	7.2.1	Yes
	7.2.2	Yes
	7.2.3	Yes
	7.2.4	Yes
7.2.5	Yes	



	7.2.6	Yes
	7.2.7	Yes
	7.2.8	Yes
	7.2.9	Yes
Terminals	7.3	Yes
	7.3.1	Yes
Docking Points	7.4	Yes
	7.4.1	Yes
	7.4.2	Yes
	7.4.3	Yes
Promotion of the Cycle Hire Scheme	7.4.4	Yes
	7.5	Yes
	7.5.1	Yes
	7.5.2	Yes
Training Cycles	7.5.3	Yes
	7.6	Yes
	7.6.1	Yes
	7.6.2	Yes
	7.6.3	Yes
	7.6.4	Yes
	7.6.5	Yes

## Schedule 2 (Statement of Requirements) Annex 1 - Compliance Matrix

Section	Requirement Reference No.	Confirm compliance	
		Yes or No	
<b>On Street Statement of Requirements Lot 2</b>			
<b>General Requirements</b>			
	1.1	[Requirement Removed]	
	1.2	[Requirement Removed]	
	1.3	[Requirement Removed]	
	1.4	[Requirement Removed]	
	1.5	[Requirement Removed]	
	1.6	[Requirement Removed]	
	1.7	[Requirement Removed]	
	1.8	[Requirement Removed]	
<b>Overall Service</b>			
	2.1	Yes	
	2.2	Yes	
	2.3	Yes	
	2.4	Yes	
	2.5	Yes	
	2.6	Yes	
	2.7	Yes	
	2.8	Yes	
	2.9	Yes	
	2.10	Yes	
	2.11	Yes	
	2.12	Yes	
	2.13	Yes	
	2.14	Yes	
	2.15	Yes	
<b>Bicycle Availability and Redistribution</b>			
	3.1	Yes	
	3.2	Yes	
	3.3	Yes	
	3.4	Yes	
<b>Normal Operation and Maintenance</b>			
<b>General</b>			
	4.1	Yes	
	4.2	Yes	
	4.3	Yes	
	4.4	Yes	
	4.5	Yes	
<b>Bicycles</b>			
	4.6	Yes	
	4.7	Yes	
	4.8	Yes	
	4.9	Yes	
<b>Docking Stations</b>			
	4.10	Yes	
	4.11	Yes	
	4.12	Yes	
	4.13	Yes	
	4.14	Yes	
	4.15	Yes	
	4.16	Yes	
	4.17	Yes	
<b>Oyster Card Readers and Docking Points</b>			
	4.18	Yes	
	4.19	Yes	
	4.20	Yes	
	4.21	Yes	
	4.22	Yes	
	4.23	Yes	
<b>Additional Docking Station Actions</b>			
<b>New or Replacement Docking Stations</b>			
	5.1	Yes	
	5.2	Yes	
	5.3	Yes	
	5.4	Yes	
	5.5	Yes	
	5.6	Yes	
	5.7	Yes	
	5.8	Yes	
	5.9	Yes	
	5.10	Yes	
	5.11	Yes	
<b>Additional Services</b>			
<b>Introduction</b>			
	6.1	Yes	
	<b>Portable Docking Stations</b>		
	6.2	Yes	
	6.2.1	Yes	
6.2.2	Yes		
6.2.3	Yes		

	6.2.4	Yes	
	6.2.5	<b>Yes</b>	
	6.2.6	Yes	
	6.2.7	Yes	
	6.2.8	Yes	
	6.2.9	Yes	
	6.2.10	Yes	
	6.2.11	Yes	
	6.2.12	Yes	
	6.2.13	Yes	
	6.2.14	Yes	
	6.2.15	<b>Yes</b>	
	<b>Oyster Card Readers and Docking Points</b>	6.3	Yes
		6.3.1	Yes
		6.3.2	Yes
6.3.3		<b>Yes</b>	
6.3.4		Yes	
	6.3.5	Yes	