

LONDON CYCLE HIRE SCHEME AGREEMENT

Schedule 2 – Service Systems Statement of Requirement Lot 1



London Cycle Hire Scheme

Schedule 2

Service Systems and Back-Office Statement of Requirements

Lot 1

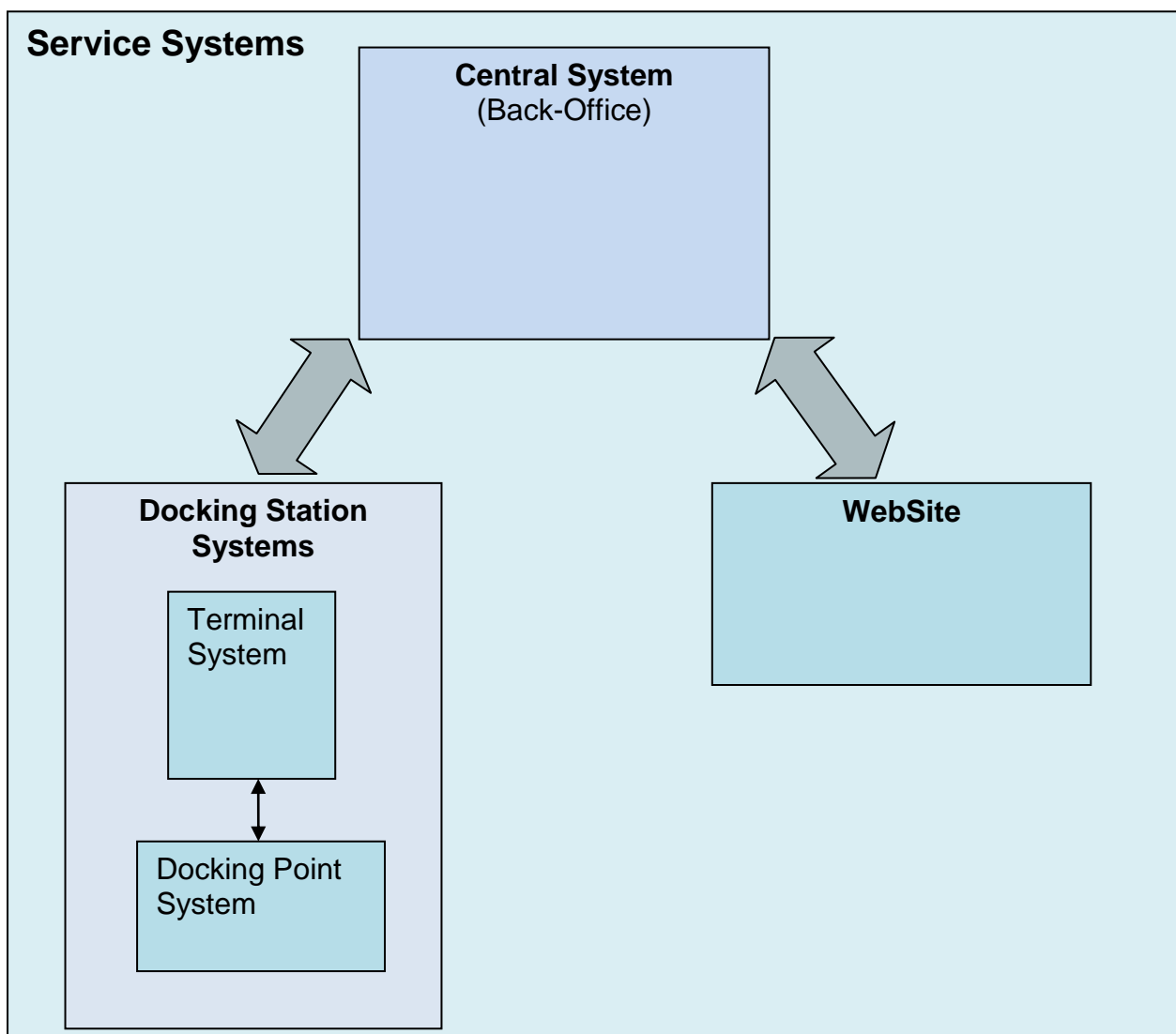
SCHEDULE 2

Statement of Requirements

1 FUNCTIONAL REQUIREMENTS

General

- 1.1.1 An overview of the indicative Service Systems architecture is illustrated below:



- 1.1.2 The Service Provider shall ensure that the Service Systems are designed to be flexible and configurable in order to enable the incorporation of Changes to the LCHS Assets and London Cycle Hire Scheme, as may be requested by TTL from time to time, with minimum cost and effort, including any request for the introduction of a TTL SmartCard as an Additional Service in accordance with

Clause 22 (*Additional Services*) and Schedule 33 (*Additional Services*).

- 1.1.3 The Service Provider shall provide flexibility by the use of Parameters and Parameterised Tables, or equivalents, which can be changed 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).
- 1.1.4 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.
- 1.1.5 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.
- 1.1.6 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.

1.2 PARAMETERISED TABLES TO SUPPORT THE LONDON CYCLE HIRE SCHEME

- 1.2.1 The Service Provider shall ensure that a range of Subscriptions are made available to a Customer by means of setting an appropriate set of Parameters. An illustrative set of Parameters, and indicative values based upon the Subscriptions that TTL proposes to offer to Customers at the start of the London Cycle Hire Scheme, are set out in Table 1 below.
- 1.2.2 The Service Provider shall ensure that new Subscriptions can be added as requested by TTL.

Table 1 - Subscriptions

Subscription Table

| Subscription Type | Subscription Fee | Duration | Tariff applicable | Discounts applicable | Payment Types | Billing Period | Threshold Value | Available via Channel(s) | Applicable Terms & Conditions | Available to Customer type(s) |
|-------------------|------------------|----------|-------------------|--|---|----------------|-----------------|---|-------------------------------|--|
| Daily | £1 | 1 day | Tariff A | <ul style="list-style-type: none"> • Discounts A | <ul style="list-style-type: none"> • Credit Card • Debit Card | Daily | £50 | <ul style="list-style-type: none"> • Terminal • Website | Standard | <ul style="list-style-type: none"> • Registered • Non-Registered |
| Weekly | £5 | 7 days | Tariff A | <ul style="list-style-type: none"> • Discounts A | <ul style="list-style-type: none"> • Credit Card • Debit Card | Weekly | £50 | <ul style="list-style-type: none"> • Terminal • Website | Standard | <ul style="list-style-type: none"> • Registered • Non-Registered |
| Annual | £30 | 365 days | Tariff B | <ul style="list-style-type: none"> • Discounts A • Discounts B | <ul style="list-style-type: none"> • Credit Card • Debit Card • Direct Debit | Monthly | £50 | <ul style="list-style-type: none"> • Terminal • Website • Contact Centre | Standard | <ul style="list-style-type: none"> • Registered |

- 1.2.3 The Service Provider shall ensure that a number of Tariff Tables can be created and maintained by TTL, by means of setting Parameters. These Tariff Tables shall be associated with Subscriptions and the calculation of Cycle Hire Charges, as illustrated in the following examples:

| Tariff Table A | | Tariff Table C | |
|---------------------------|--------|---------------------------|--------|
| Up to (mins) | Rate | Up to (mins) | Rate |
| 30 | £0.50 | 90 | £0.00 |
| 60 | £2.00 | 480 | £0.50 |
| 90 | £4.00 | 1,440 | £40.00 |
| 120 | £6.00 | | |
| 150 | £10.00 | | |
| 180 | £15.00 | | |
| 210 | £20.00 | | |
| 240 | £25.00 | | |
| 360 | £30.00 | | |
| 480 | £35.00 | | |
| 720 | £40.00 | | |
| 960 | £45.00 | | |
| 1,440 | £60.00 | | |

- 1.2.4 The Service Provider shall ensure that a Late Return Charges Table can be created and maintained by TTL, by means of setting Parameters. This Late Return Charges Table shall be used during the calculation of Cycle Hire Charges, as illustrated in the following example:

Late Return Charge Table

| From (mins) | To (mins) | Rate |
|-------------|-----------|------|
| 1 | 30 | 0 |
| 31 | 300 | £20 |
| 301 | 720 | £50 |
| 721 | 1,439 | £100 |
| 1,440 | 2,879 | £150 |
| 2,880 | 4,319 | +£60 |
| 4,320 | 5,759 | +£60 |
| 5,760 | 7,199 | +£60 |
| 7,200 | - | +£60 |

1.2.5 The Service Provider shall ensure that a number of different Discount Tables can be created and maintained by TTL, by means of setting Parameters. These tables shall be used during the calculation of Cycle Hire Charges.

1.2.6 The Service Provider shall ensure that Discounts can be granted based upon total cycle hire time within a Billing Period, as illustrated in the following example:

Discount Table (reductions for total usage)

| Greater than (hours) | Reduction |
|-----------------------------|------------------|
| 50 | 1% |
| 100 | 2% |
| 150 | 3% |

1.2.7 The Service Provider shall ensure that Discounts can be granted based upon a particular Tariff Table being in force for all Customers on specified days, as illustrated in the following example:

Discount Table (calendar based tariff)

| Date | Tariff Table |
|-------------|---------------------|
| 25-Dec | Tariff C |
| 26-Dec | Tariff C |

1.2.8 The Service Provider shall ensure that Discounts can be granted based on the creation of new Customer Types, which would be a sub-category of Registered Customers.

1.2.9 The Service Provider shall ensure that an Administration Charge Table can be created and maintained by TTL, by means of setting parameters. This table shall be used when processing amendments to a Customer Record to determine what charges, if any, the Customer should pay

1.2.10 The Service Provider shall ensure that an Administration Charge Table can be created and maintained by TfL, by means of setting parameters. This table shall be used when processing amendments to a Customer Record to determine what charge(s), if any, the Customer should pay and shall be at no cost to TfL.

1.3 CUSTOMER RECORDS

CUSTOMER REGISTRATION

- 1.3.1 The Service Provider shall ensure that Customers can:
- a) complete Registration; and
 - b) amend their Customer Record, via the Contact Centre and the Services Website.
- 1.3.2 The Service Provider shall ensure that Customers are aware and understand that they must have a SmartCard to complete Registration.
- 1.3.3 Requirement Removed
- .
- 1.3.4 Where a Customer elects to have a SmartCard, 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.
- 1.3.5 The Service Provider shall enable a Customer Service Representative to search existing Customer Records, including:
- a) Customer name;
 - b) Customer number;
 - c) SmartCard number;
 - d) home/mobile phone number;
 - e) e-mail address;
 - f) address; and
 - g) postcode.
- 1.3.6 The Service Provider shall seek to avoid creation and setting up of duplicate Customer Records.
- 1.3.7 The Service Provider shall in the event of duplicate Customer Records, identify, consolidate and remove the relevant duplicated records.
- 1.3.8 The Service Provider shall register an applicant as a Registered Customer by recording the Data required as specified in Table 2 of Appendix 3 (*Customer and Subscription Data*), ensuring that the Data is validated in accordance with the criteria given in Table 2 (or as otherwise specified by TTL from time to time).

- 1.3.9 The Service Provider shall ensure that a Customer purchases a Subscription as part of the Registration process (see section 1.4 (*Subscription Purchases*) below).
- 1.3.10 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 (see section 1.4 (*Subscription Purchases*) below).
- 1.3.11 The Service Provider shall offer the purchase of any optional 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 TTL.
- 1.3.12 The Service Provider shall ensure that where a Customer elects to have a SmartCard, the Customer pays any appropriate Administration Charge before the Registration is confirmed.
- 1.3.13 The Service Provider shall advise the Customer in response to each Registration whether the Registration has been:
- a) accepted; or
 - b) rejected with the reasons for rejection where appropriate.
- Where the Registration is being submitted via the Services Website, the Service Provider may send this response by e-mail if the applicant has supplied an e-mail address.
- 1.3.14 Where the Registration is being submitted via the Services Website and the Customer 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 given the Service Provider shall use e-mail or post.
- 1.3.15 The Service Provider will advise the Customer, via their preferred Channel, of how to view and access their Customer Record using the secure area of the Services Website.
- 1.3.16 Where a Customer has elected to pay by direct debit, the Service Provider shall advise the Customer of the approximate length of time it will take before the direct debit is set up and the Customer will be able to use the London Cycle Hire Scheme. The Service Provider shall not activate a Customer's account until the direct debit arrangements have been set up and the Subscription Fee collected.

1.3.17 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

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

- a) storing security questions and associated answers for use when calling the Contact Centre; and
- b) use of username and password when accessing the Services Website.

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

1.3.20 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*).

1.3.21 The Service Provider shall provide an Expiry Notification facility to identify and contact Registered Customers with particular Subscription Types whose:

- a) Subscription; and/or
 - b) Authorised Payment Method,
- is about to expire.

1.3.22 Where a Registered Customer provides a new or amended Authorised Payment Method, the Service Provider shall ensure that the name and address for the Registered Customer matches that for the Authorised Payment Method.

1.3.23 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.

1.3.24 The Service Provider shall allow Administration Charges to be waived, when instructed to do so by TTL.

- 1.3.25 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.
- 1.3.26 The Service Provider shall always contact/notify the Customer using the Customer's preferred Channel of communication.
- 1.3.27 The Service Provider shall provide a facility for Customer Service Representatives to reset:
- a) usernames;
 - b) password; and
 - c) Subscriber PIN,
- associated with a Customer Record and to inform the Customer of such new details.
- 1.3.28 The Service Provider shall provide an automated facility for Customers on the Services Website to request a password reminder and/or password reset, and for the new information to be sent to their email address.

CLOSURE OF CUSTOMER RECORDS

- 1.3.29 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.
- 1.3.30 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.
- 1.3.31 The Service Provider shall ensure that closure of a Customer Record includes closure of any active Subscription.
- 1.3.32 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.

1.3.33 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.

1.3.34 Suspending a Subscription shall result in:

- a) the active Subscription being suspended; and
- b) prevention of the purchase of any further Subscriptions for reasons such as suspected or actual fraud and breach of User Terms and Conditions.

1.4 SUBSCRIPTION PURCHASES

1.4.1 The Service Provider shall ensure that each Subscription Type can be purchased from:

- a) Contact Centre;
- b) Services Website; and
- c) any other Channels.

1.4.2 The Service Provider shall ensure that no Subscription can be activated until the Service Provider has collected the Subscription Fee from the Customer.

1.4.3 The Service Provider shall ensure that all transactions involving debit card or credit card payments are subject to financial authorisation prior to confirming the transaction to the Customer as set out in paragraph 5.3 (*Merchant Acquirer Services*) of Schedule 32 (*Revenue Collection and Payment*).

REGISTERED CUSTOMERS

1.4.4 The Service Provider shall obtain or confirm the Data required as specified in Tables 3 and 4 to Appendix 3 (*Customer and Subscription Data*), ensuring that the information is validated according to the criteria given in the respective tables (or as otherwise specified by TTL from time to time).

1.4.5 The Service Provider shall confirm or amend the ‘Rolling Subscription Indicator’ field from Table 2 to Appendix 3 (*Customer and Subscription Data*).

1.4.6 The Service Provider shall check and confirm the validity of the Customer’s SmartCard before the Subscription purchase is confirmed.

1.4.7 Where the Customer elects to pay by direct debit, the Service Provider shall:

- a) provide a direct debit mandate form via the Customer’s preferred Channel; and
- b) advise the Customer of the approximate length of time it will take before the direct debit is set up.

The Service Provider shall not activate a Customer’s account until the direct debit arrangements have been set up and the Subscription Fee has been collected.

1.4.8 The Service Provider shall ensure that the Subscription will activate on the first occasion the Customer presents their SmartCard at a Docking Station in order to hire a Bicycle, providing that the Subscription Fee has been collected.

ROLLING SUBSCRIPTION PURCHASE

1.4.9 The Service Provider shall automatically initiate the purchase of a Subscription for a Registered Customer, which shall be of the same type as the previously purchased Subscription, where the Registered Customer:

- a) has no currently active Subscription;
- b) has selected the Rolling Subscription option; and
- c) presents their valid SmartCard at a Docking Station.

1.4.10 The purchase shall be subject to requirements 1.4.1 to 1.4.8 and shall be activated immediately.

NON-REGISTERED CUSTOMERS (TERMINAL PURCHASES)

1.4.11 The Service Provider shall ensure that Non-Registered Customers can purchase relevant Subscriptions from the:

- a) Contact Centre;
- b) Services Website; and
- c) any other Channels.

1.4.12 The Service Provider shall obtain the Data required as specified in Tables 3 and 4 to Appendix 3 (*Customer and Subscription Data*) –,

ensuring that the information is validated according to the criteria given in the respective tables (or as otherwise specified by TTL from time to time).

1.4.13 The Service Provider shall ensure that the Authorised Payment Method details are the same as those on the debit card/credit card inserted into the Terminal.

1.4.14 The Service Provider shall ensure that the Subscription will commence upon successful completion of the purchase of the relevant Subscription.

1.4.15 The Service Provider shall ensure that the Customer selects a Subscriber PIN for use with the Subscription Number, in order to identify the Customer when hiring Bicycles on the Subscription.

1.4.16 The Service Provider shall ensure that a printed receipt is provided to the Customer giving details of the type of Subscription purchased and details of the Bicycle(s) hired, including:

- a) Subscription Number
- b) Subscription Type
- c) Subscription Fee
- d) debit card/credit card details (last 4 digits (as required by Merchant Acquirer))
- e) date and time the Subscription commences
- f) date and time the Subscription expires
- g) number of Bicycles issued against the Subscription
- h) Information on Late Return Charges
- i) Any information legally required to be displayed on the receipt

1.4.17 Where multiple Bicycles are hired on one Subscription, the Service Provider shall provide a printed receipt for each Bicycle.

1.5 DECLINING A SUBSCRIPTION

1.5.1 The Service Provider shall decline a Subscription where:

- a) the information provided fails its associated validation; or
- b) Charge Payment is rejected.

1.5.2 The Service Provider shall decline a Subscription that would exceed:

- a) the limit of the number of Bicycles that can be hired at any one time against a single Authorised Payment Method (debit card/credit card or direct debit mandate). This number shall be Parameterised in the Service System; and
- b) the limit of the number of Subscriptions that can be in effect concurrently against any single Authorised Payment Method. This number shall be Parameterised in the Service System.

1.6 CYCLE HIRE (DOCKING STATION /TERMINAL FUNCTIONS)

1.6.1 The Service Provider shall make the following functions available to Customers at the Docking Station:

- a) Subscription purchase;
- b) Subscription activation;
- c) Bicycle hire;
- d) Bicycle return;
- e) receipt printing;
- f) registering inability to return a Bicycle;
- g) balance enquiry;
- h) Near-realtime availability of Bicycles and Docking Points across the London Cycle Hire Scheme;
- i) fault reporting (Bicycles and Docking Station components); and
- j) display of London Cycle Hire Scheme information, including User Terms and Conditions.

Customer identification shall be required to access functions 1.6.1 c) to g) above.

1.6.2 The Service Provider shall ensure that the Terminal functions and features are available and enable output in the following languages

- 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

1.6.3 The Service Provider shall ensure that Subscription purchase is undertaken in line with requirements 1.4.1 to 1.4.3 and 1.4.11 to 1.5.2 b).

1.6.4 The Service Provider shall enable the Customer to identify themselves at the Terminal by one of the following means:

- a) SmartCard;
- b) Subscription Number and Subscription PIN; or
- c) debit card/credit card used to purchase the Subscription and the debit card/credit card PIN.

BICYCLE HIRE

1.6.5 Where a Registered Customer presents their SmartCard at a Docking Point, ensure that the Service Systems:

- a) check for an active or pending Subscription;
- b) activate a pending Subscription;
- c) check that the Customer has not exceeded the number of Bicycles that can be hired:
 - (i) on the Subscription;
 - (ii) hired simultaneously on the Authorised Payment Method;
- d) release the Bicycle at that the chosen Docking Point; and
- e) record the hire information against the Subscription.

1.6.6 Where a Registered Customer presents their SmartCard at a Terminal and elects to hire a Bicycle, ensure that the Service Systems:

- a) check for an active or pending Subscription;
- b) activate a pending Subscription;
- c) display the time remaining on the current Subscription and, if the current Subscription is within one (1) hour (Parameterised) of expiry, offer the purchase of a follow-on Subscription;
- d) display the Docking Points that have Bicycles available for hire;
- e) allow the Customer to chose one or more of the available Docking Points;
- f) check that the Customer has not exceeded the number of Bicycles that can be hired:
 - (i) on the Subscription;
 - (ii) simultaneously on the Authorised Payment Method;
- g) release the Bicycle(s) at the chosen Docking Point; and
- h) Record the hire information against the Subscription

1.6.7 Where a Non-Registered Customer elects to hire a Bicycle the Service Systems shall:

- a) display the time remaining on the current Subscription and, if the current Subscription is within one (1) hour (Parameterised) of expiry, offer the purchase of a follow-on Subscription;
- b) display the Docking Points that have Bicycles available for hire;
- c) allow the Customer to chose one or more of the available Docking Points;
- d) release the Bicycle(s) at the chosen Docking Point(s);
- e) record the hire information against the Subscription;

1.6.8 .The Service Provider shall minimise the risk of accidental or intentional removal of a Bicycle from the Docking Point by anyone other than the Customer who has hired the Bicycle.

1.6.9 Requirement Removed -RFI

BICYCLE RETURN AND RECEIPT PRINTING

1.6.10 The Service Provider shall ensure that when a Customer Docks a Bicycle, the Central System records the completion of the Hire Period against the Subscription.

1.6.11 The Service Provider shall enable all Customers who Dock a Bicycle to receive a printed receipt from the Terminal. The receipt shall include:

- a) the Bicycle unique reference number;
- b) the date and time the Bicycle was Docked;
- c) the Docking Point and Docking Station at which the Bicycle was Docked;
- d) the Customer Number or Subscriber Number of the Customer who returned the Bicycle.

1.6.12 To obtain a receipt, the Customer shall identify themselves by means of their:

- a) SmartCard; or
- b) Subscription Number and Subscriber PIN.

The receipt should only be made available at the Terminal for a limited time after the Bicycle has been Docked. This time limit shall be Parameterised in the Central System and agreed with TTL.

INABILITY TO RETURN A BICYCLE

1.6.13 The Terminal System shall provide a facility for a Customer to indicate that they could not Dock a Bicycle because the Docking Station was full (i.e. all operational Docking Points have Bicycles Docked).

1.6.14 Where a Customer indicates 'Docking Station Full' at a Terminal, the Service Provider shall ensure that Service System:

- a) verifies that the Docking Station is full;
- b) informs the Customer of the nearest Docking Station(s) with free Docking Points;
- c) records the date and time of the interaction; and

- d) grant the Customer a free five (5) minute (Parameterised) period in which to travel to the nearest Docking Station with a free Docking Point

BALANCE ENQUIRY

- 1.6.15 The Service Provider shall ensure that the Service Systems display the Cycle Hire Charges incurred during the current Subscription Billing Period, when a Customer requests a balance enquiry.

NEAR-REALTIME AVAILABILITY OF BICYCLES AND DOCKING POINTS ACROSS THE LONDON CYCLE HIRE SCHEME

- 1.6.16 The Service Provider shall ensure that, on request by a Customer, the Service System shall display the current availability of Bicycles and Docking Points across the London Cycle Hire Scheme.

FAULT REPORTING (BICYCLES AND DOCKING STATION COMPONENTS)

- 1.6.17 The Service Provider shall ensure that the Terminal System allows a Customer to report a Bicycle or a Docking Point as faulty and indicate the basic nature of the fault.
- 1.6.18 The Service Provider shall ensure the Terminal System shall immediately report the faulty component to the Central System so that it registers it as Damaged/unavailable.
- 1.6.19 For a Damaged Bicycle, the Service Provider shall ensure that the Service Systems shall prevent the Hire or Release of the Bicycle until the fault has been rectified.
- 1.6.20 For a faulty Docking Point, the Service Provider shall ensure that the Service System sets the Docking Point into a state where other Customers will not attempt to use it (e.g. turn off power to the Docking Point; or set an indication at the Docking Point).
- 1.6.21 The Service Provider shall ensure that where a Bicycle is hired and Returned to the same Docking Station within two (2) minutes (Parameterised), three (3) times (parameterised) in succession, the Service Systems shall register the Bicycle as Damaged.

DISPLAY OF LONDON CYCLE HIRE SCHEME INFORMATION

- 1.6.22 The Service Provider shall ensure that on request by a Customer, the Terminal Systems shall display standard London Cycle Hire Scheme information, including:
 - a) current Tariffs and Late Return Charges;

- b) general information on how to use the London Cycle Hire Scheme;
- c) safety information;
- d) help information including contact details for the Contact Centre and Services Website; and
- e) User Terms and Conditions.

1.7 CHARGES

- 1.7.1 The Service Provider shall normally calculate the Cycle Hire Charges incurred by a Customer as determined by the Billing Period associated with the Subscription Type.
- 1.7.2 The Service Provider shall have the ability to calculate and collect the Cycle Hire Charges incurred by a Customer before the end of their Billing Period when the Cycle Hire Charges incurred reach the Threshold Value for that Subscription Type.
- 1.7.3 The Service Provider shall calculate Cycle Hire Charges for each individual Hire Period, based upon the relevant Tariff Table, except where:
- a) a Bicycle has been hired and returned to the same Docking Station within a short period of time (Parameterised), in which case the Hire Period will attract no Charge;
 - b) a second Hire Period begins within a short period of time (Parameterised) of the previous one, and the first Hire Period is liable to a Charge, the two (2) Hire Periods are to be treated as one continuous Hire Period; and
 - c) additional time has been granted due to System Failure issues (see requirement 1.6.14)
- 1.7.4 The Service Provider shall calculate the Payment Amount by adding all the individual Cycle Hire Charges within the Billing Period and applying any relevant Discounts. Where a Threshold Value is exceeded multiple Charge Payments shall occur in a Billing Period.
- 1.7.5 The Service Provider shall notify Customers via their preferred Channel of the total Payment Amount to be debited.

LATE RETURN CHARGES

- 1.7.6 The Service Provider shall enable a Late Return Charge to be collected from a Customer who has not returned their Bicycle after:
- a) the expiry of their Subscription; and/or
 - b) the Maximum Continuous Hire Period.

- 1.7.7 The Service Provider shall ensure that the Service Systems allow for a Maximum Continuous Hire Period, which will be Parameterised, after which a Customer is liable for Late Return Charge(s).
- 1.7.8 The Service Provider shall ensure that the Service Systems allows for a Maximum Late Return Charge, which will be Parameterised, which is the limit of a Customers liability for Late Return Charges.
- 1.7.9 The Service Provider shall ensure that a Customer remains liable for Late Return Charges until either:
- a) the Customer returns the Bicycle; or
 - b) the Late Return Charges levied exceed the Maximum Late Return Charge.
- 1.7.10 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.
- 1.7.11 The Service Provider shall calculate Late Return Charges based upon the Late Return Charge Table.
- 1.7.12 The Service Provider shall notify Customers via their preferred Channel of the Payment Amount to be debited.
- 1.7.13 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.
- 1.7.14 The Service Provider shall have the ability to waive, vary or refund Late Return Charges from Customers in accordance with Appendix 4 (*Returns Policy*).

1.8 PAYMENT OF CYCLE HIRE CHARGES

- 1.8.1 The Service Provider shall collect the calculated Payment Amounts using a Customer's Authorised Payment Method.
- 1.8.2 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.
- 1.8.3 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.

1.8.4 The Service Provider shall inform Registered Customers of any failed Payments associated with Charges due and shall request an alternative Authorised Payment Method.

1.8.5 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.

1.8.6 On payment failure, the Service Provider shall suspend the Subscription of a Non-Registered Customer.

1.9 BILLING AND STATEMENTS

1.9.1 The Service Provider shall have the capability to generate the following type of statements for Customers:

- a) Statement - a statement covering the complete Billing Period;
- b) Mini Statement – balance and previous eight Charges; and
- c) Balance Statement – the total Charges incurred against the current Subscription within the current Billing Period.

1.9.2 The Service Provider shall develop the Service Systems to deliver all statements via any of the Channels.

1.9.3 The Service Provider shall by means of Parameterised Change Elements, allow TTL to turn on the functionality to deliver each statement by any of the Channels for each Customer Type.

1.9.4 The Service Provider shall ensure that the Service Systems have the functionality to apply a postal statement surcharge if requested by TTL

1.9.5 The Service Provider shall only make Mini Statements and Balance Statements available to Customers on request.

1.9.6 Where the Billing Period is Monthly, the Service Provider shall calculate Payment Amounts for Cycle Hire Charges on the Billing Date specified by the Registered Customer.

1.10 CONTROL OF THE SCHEME

1.10.1 The Service Provider shall ensure that on direction from TTL:

- a) the London Cycle Hire Scheme can be suspended in accordance with Clause 6 (*Suspension of Operational Services*); and
- b) a Docking Station or set of Docking Stations can be suspended.

- 1.10.2 Where the London Cycle Hire Scheme is suspended, the Service Provider shall:
- a) display a message indicating London Cycle Hire Scheme suspension at all Terminals and on the Services Website;
 - b) prevent the hire of any Bicycles;
 - c) set all Cycle Hire Charges for the day(s) of suspension to zero (£0.00); and
 - d) automatically refund Subscription Fees (or proportions thereof), in accordance with Appendix 4 (*Returns Policy*).

- 1.10.3 Where a Docking Station or set of Docking Stations are suspended, the Service Provider shall ensure that:
- a) a message can be displayed on the Terminal(s) at the affected Docking Stations;
 - b) the location of adjacent working Docking Stations is displayed;
 - c) prevent the hire of any Bicycles from the Docking Station(s);
 - d) the Docking Station(s) can be shutdown completely, as agreed with TTL,

- 1.10.4 The Service Provider shall ensure that Subscriptions to the London Cycle Hire Scheme can be capped/temporarily halted as required by TTL.

- 1.10.5 The Service Provider shall provide the capability to identify suspicious patterns of rapid low value transactions at a Terminal and allow the Payment Card Reader to be disabled.

- 1.10.6 The Service Provider shall ensure that when any alarms associated with tampering of either:
- a) the Payment Card Reader; or
 - b) the SmartCard Reader,
- are received that Service Provider Personnel have the ability to either suspend the Docking Station or disable the Card Reader.

2 ENQUIRIES AND COMPLAINTS

2.1 General

- 2.1.1 The Service Provider shall allow a Customer to make an Enquiry or Complaint using the following contact Channels:
- a) Services Website;
 - b) telephone;
 - c) post; and
 - d) e-mail.

- 2.1.2 The Service Provider shall make available and maintain an online Customer Enquiries and Complaints service accessible via the Services Website, the format of which is to be agreed with TTL.
- 2.1.3 The Service Provider shall allow Customers to submit Enquiries and/or Complaints about any aspect of the London Cycle Hire Scheme.
- 2.1.4 The Service Provider shall issue a unique reference number in respect of each Enquiry and/or Complaint received by the Service Provider.
- 2.1.5 The Service Provider shall ensure that the unique reference number for all Enquiries or Complaints appears on all relevant correspondence with the Customer until the Enquiry and/or Complaint has been completed to the Customer's satisfaction.
- 2.1.6 The Service Provider shall ensure that the Central System records the nature, purpose, outcome, dialogue and correspondence in respect of all Enquiries and/or Complaints.
- 2.1.7 The Service Provider shall ensure that where an Enquiry and/or Complaint cannot be resolved immediately, details are logged by means of a Reason Code against the Customer or Contact Record and the Enquiry/Complaint is escalated in accordance with the escalation procedure to be agreed with TTL.
- 2.1.8 The Service Provider shall record the details of the Enquiry and/or Complaint against the relevant existing Customer Record where an Enquiry and/or Complaint is received from a Registered Customer.
- 2.1.9 The Service Provider shall ensure that where an Enquiry and/or Complaint is received from a Non-Registered Customer, details of the Enquiry and/or Complaint are stored against a Contact Record, which will be created if this is the first time that the Customer has contacted the London Cycle Hire Scheme.
- 2.1.10 The Service Provider shall ensure that a Contact Record consists of at least one of the following:
- a) Customer's name and telephone number; or
 - b) Customer's name and e-mail address;
- 2.1.11 The Service Provider shall have the ability to link:
- a) Enquiries and/or Complaints to Customer Records; and
 - b) Subscription Data to a Customer or Contact Record.

- 2.1.12 The Service Provider shall have the ability to convert a Contact Record into a Customer Record.
- 2.1.13 The Service Provider shall ensure that the Service System searches and reports on the nature and purpose of Enquiries and/or Complaints.
- 2.1.14 The Service Provider shall ensure that the Central System enables Service Provider Personnel to respond to Enquiries and/or Complaints.
- 2.1.15 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/or Complaints.
- 2.1.16 The Service Provider shall provide an internal frequently asked questions (FAQ) database for Service Provider Personnel and TTL Personnel to 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.
- 2.1.17 The Service Provider shall ensure that Customer Service Representatives have near-realtime information regarding the availability of :
- a) Bicycles;
 - b) Docking Points;
 - c) Terminals; and
 - d) Docking Stations - for individual Docking Stations and for all Docking Stations for the purpose of responding to Customer Enquiries.
- 2.1.18 The Service Provider shall provide Service Provider Personnel with access to all information necessary to respond to Enquiries and/or Complaints including:
- 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
 - i) Docking Station issues
- 2.1.19 The Service Provider shall ensure that each Enquiry and/or Complaint is categorised at a minimum into the following groups:

- a) Customer Record Enquiry;
- b) Payment/billing Enquiry;
- c) London Cycle Hire Scheme Enquiry;
- d) TfL Group Policy Enquiry;
- e) SmartCard Enquiry;
- f) repairs/breakdown Enquiry;
- g) accident Enquiry;
- h) theft/vandalism report; and
- i) Docking Station Enquiry.

2.2 Bicycle Theft

2.2.1 When informed by a Customer that a Bicycle has been stolen, the Service Provider shall record details of the theft against:

- a) the Customer Record, for Registered Customers; and
- b) Subscription Record, for Non-Registered Customers.

2.2.2 The Service Provider shall request that the Customer:

- a) makes an allegation of crime to the appropriate police force; and
- b) supplies the associated Crime Reference Number to the Service Provider.

2.2.3 The Service Provider shall record the Crime Reference Number against:

- a) the Customer Record, for Registered Customers; and
- b) Subscription Record, for Non-Registered Customers.

2.2.4 When a Bicycle is reported stolen, the Service Provider shall ensure that the Central System allows a Customer Service Representative to undertake appropriate actions including:

- a) cancel the Customers current Hire Period;
- b) set the Customers current Hire Period to complete at the time the theft was reported/occurred;
- c) reactivate the Subscription Record or Customer Record;
- d) refund monies to the Customer in accordance with Appendix 4 (*Returns Policy*) (if applicable); and
- e) identify that the Bicycle is non-operational;

2.3 Accidents and Insurance Claims

2.3.1 When informed by a Customer that a Bicycle has not been returned due to an accident, the Service Provider shall record details of the accident against:

- a) the Customer Record, for Registered Customers; and
- b) Subscription Record, for Non-Registered Customers.

2.3.2 When a Customer reports that they have been involved in an accident, the Service Provider shall ensure that the Central System allows a Customer Service Representative to:

- a) cancel the Customers current Hire Period;
- b) set the Customers current Hire Period to complete at the time the accident was reported/occurred;
- c) reactivate the Subscription Record or Customer Record;
- d) refund monies to the Customer in accordance with Appendix 4 (*Returns Policy*) (if applicable); and
- e) identify that the Bicycle is non-operational;

2.3.3 If an accident results in an insurance claim or correspondence from any Third Party, the Service Provider shall link such correspondence to:

- a) the Customer Record, for Registered Customers; and
- b) Subscription Record, for Non-Registered Customers.

2.3.4 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.

2.3.5 Any other legal claim shall be promptly escalated directly to TTL.

2.4 Payment/Billing Enquiries

2.4.1 The Service Provider shall process all transaction disputes with Customers according to the procedure defined by the Service Provider and Approved by TTL.

2.4.2 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*).

2.5 Refunds, Repayments and Redress

2.5.1 The Service Provider shall provide Refunds, Repayments and Redress Payments in accordance with Appendix 4(*Returns Policy*).

2.5.2 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.

2.5.3 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.

- 2.5.4 The Service Provider shall ensure that an optional Administration Charge (Parameterised) can be charged for processing Refunds and/or Repayments, to be charged as a separate item not to be reconciled against individual Subscriptions.

3 CONTACT CENTRE

3.1 General

- 3.1.1 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.
- 3.1.2 The Service Provider shall ensure that Central Systems provide as a minimum the following Customer contact Channels:
- a) e-mail;
 - b) telephone;
 - c) post;
 - d) SMS; and
 - e) IVR.
- 3.1.3 The Service Provider shall ensure that the Central System enables documents to be:
- a) processed according to the document type and definition; and
 - b) managed through to resolution in a structured, auditable, and controlled and resource efficient manner,
- in accordance with Schedule 5 (*Service Level Agreement*).
- 3.1.4 The Service Provider shall store each item of Customer correspondence (incoming, outgoing, electronic, non-electronic; including SMS messages) in the Central System, for a period as specified in Appendix 2 (*Data Retention*), as follows:
- a) time and date of each document's receipt, scanning shall be recorded and linked to the correspondence record;
 - b) each item shall be linked to the relevant Customer Records or Contact Record; and
 - c) each item shall be stored in line with Service Provider's obligations in respect of Personal Data set out in Schedule 15 (*Information Compliance*).
- 3.1.5 The Service Provider shall ensure that the Service Systems have the capacity to process the transaction volumes for each Channel detailed in Appendix 5 (*Transaction Volumes*).
- 3.1.6 The Service Provider shall ensure that Customer correspondence is controlled by means of workflow queues within the Central System.

- 3.1.7 The Service Provider shall ensure that if correspondence is assigned to a workflow queue incorrectly in the Central System, that it can be reassigned to the correct workflow queue as soon as this is identified. Any re-allocation should be monitored and prioritised as defined in Business Rules to be agreed with TTL.

3.2 Accessibility

- 3.2.1 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

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

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

- 3.2.4 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.

3.3 Email

- 3.3.1 The Service Provider shall provide generic e-mail address(es), to be agreed with TTL, for Customers to make contact with the Service Provider.
- 3.3.2 The Service Provider shall ensure that the Central System places each item of Customer correspondence received via e-mail into an appropriate workflow queue for processing (with the ability to reallocate if in incorrect queue).
- 3.3.3 The Service Provider shall ensure that the Central System provides to the Customer an immediate automated receipt e-mail message containing an acknowledgement of the Customer's e-mail and also the expected service response time. This should indicate that the Customer should not respond to this e-mail address.
- 3.3.4 The Service Provider shall ensure that the Central System retains electronic copies of Customer correspondence and associate it with the appropriate Customer Record, Contact Record or Subscription Record.
- 3.3.5 The Service Provider shall ensure that the Central System allows outgoing Customer correspondence by e-mail to be sent from a generic address, to which a reply can be sent, but with a personalised e-mail signature.

3.4 Telephone

- 3.4.1 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.
- 3.4.2 when a Customer is transferred to the telephone Channel from another Channel, or is transferred between Customer Service Representatives, ensure that the Central System shall:
 - a) pass over existing transactional information, to avoid the Customer needing to repeat information; and
 - b) give precedence over incoming calls.
- 3.4.3 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 Record/Subscription/Contact Record (if the Customer is known) to facilitate subsequent retrieval.

- 3.4.4 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.
- 3.4.5 The Service Provider shall categorise all voice recordings, based on the details captured in the call, which could include:
- a) Telephone number – inbound, outbound and transferred calls (including mobile phone numbers);
 - b) Customer name;
 - c) Customer Number;
 - d) Subscription Number;
 - e) Date and time of call;
 - f) Bicycle reference number;
 - g) Customer Service Representative name and Identification
- 3.4.6 The Service Provider shall ensure that a Customer Service Representative is able to retrieve a voice recording via a Central System search facility using the different categories of telephone call.
- 3.4.7 The Service Provider shall ensure that the Central System has the facility to direct calls to specially trained Service Provider Personnel, both via call transfers and by providing dedicated telephone numbers (as specified by and licensed to TTL).
- 3.4.8 The Service Provider shall provide Computer Telephony Integration (CTI) functionality to support the Contact Centre operations.
- 3.4.9 The Service Provider shall ensure that the Central System is able to include service messages on the telephone Channel at the request of TTL.
- 3.4.10 The Service Provider shall ensure that the Central System has a set of pre-recorded emergency service messages, to be provided by TTL, which are able to be included or removed as a service message on the telephone Channel within thirty (30) minutes of receipt of such request from TTL.
- 3.4.11 The Service Provider shall ensure that the Central System can include or remove any new service messages on the telephone Channel within sixty (60) minutes of receipt of such request from TTL.
- 3.4.12 The Service Provider shall be able to direct all non-London Cycle Hire Scheme related Enquiries via call transfer to a dedicated telephone number to be provided by TTL.

3.4.13 Where a Customer wishes to speak to a Customer Service Representative, the Service Provider shall pass the Customer on to the next available Customer Service Representative.

3.4.14 The Service Provider shall ensure that Customer Service Representative's can process Subscription Purchases on behalf of both Registered Customers and Non-Registered Customers.

3.5 IVR System

3.5.1 The Service Provider shall ensure that The IVR System allows calls that have been re-routed from the other relevant IVR Systems (as TTL from time to time specify) to be received and processed within the Service Providers IVR System. Re-routed calls should be treated as priority.

3.5.2 The Service Provider shall ensure that the IVR System allows calls to be re-routed to such other relevant IVR Systems for processing (as TTL may specify from time to time).

3.5.3 The Service Provider shall ensure that the IVR System plays the Data Protection Notice message to all Customers.

3.5.4 The Service Provider shall ensure that the IVR System shall operate using keypad based responses from the Customer.

3.5.5 The Service Provider shall ensure that where a Customer does not have a touch-tone telephone allowing keypad based responses, route the Customer's call directly to a CSR.

3.5.6 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.

3.5.7 The Service Provider shall ensure that it utilise a consistent recording artist as the voice of IVR.

3.5.8 The Service Provider shall provide a network call routing service that allocates each Customer to:

- a) a CSR with skills appropriate to the Customer need; or
- b) a recorded message (during periods of unavailability).

3.6 Post

3.6.1 The Service Provider shall provide a secure facility for the receipt and processing of post and fax correspondence from Customers.

- 3.6.2 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.
- 3.6.3 The Service Provider shall direct all London Cycle Hire Scheme related mail to the specific Post Office boxes provided by TTL.
- 3.6.4 The Service Provider shall ensure that document images are archived along with the relevant records to which they relate in accordance with the:
- a) Schedule 15 (*Information Compliance*); and
 - b) Schedule 5 (*Service Level Agreement*).
- 3.6.5 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*).
- 3.6.6 The Service Provider shall log and scan all incoming correspondence received in paper format before storing them.
- 3.6.7 The Service Provider shall ensure that communications and documents received by or sent to the Service Provider via e-mail or fax are stored electronically in the Central System.
- 3.6.8 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.
- 3.6.9 The Service Provider shall ensure that the Central System allows all incoming correspondence to be processed in the appropriate workflow queue.
- 3.6.10 The Service Provider shall ensure that the Central System allows all correspondence to be linked to the related Customer/Contact Records.
- 3.6.11 The Service Provider shall ensure that the Central System can scan, save and retrieve documents such that the associated transactions are processed in accordance with Schedule 5 (*Service Level Agreement*).

3.7 SMS

- 3.7.1 The Service Provider shall source an SMS number for use as the public SMS contact number, to be licensed to TTL.

- 3.7.2 The Service Provider shall ensure that the SMS service has a contingency plan approved by TTL in the event that this Channel fails.
- 3.7.3 The Service Provider shall ensure that the Central System has the ability to send:
- a) Payment notifications;
 - b) receipts;
 - c) balances;
 - d) Mini-statements; and
 - e) service messages,
- by SMS to the Customer, where this is the Customer's preferred Channel.

4 Services Website

Note: TTL shall be responsible for all static pages displayed on the Services Website and the Service Provider shall be responsible for all of those pages that are used for transaction purposes.

- 4.1.1 The Service Provider shall ensure that the Services Website design complies with the guidelines set out in Appendix 9 (*New Media Web Guidelines for Suppliers*).
- 4.1.2 The Service Provider shall provide and host web pages delivering transactional services for TTL.
- 4.1.3 The Service Provider shall provide all London Cycle Hire Scheme specific forms and guidelines for download from the Services Website.
- 4.1.4 The Service Provider shall ensure that the Services Website allows electronic forms to be submitted electronically along with any evidence required to support the purpose of the form (e.g. A Registration, a copy of a crime report).
- 4.1.5 The Service Provider shall provide forms to be Approved by TTL ensuring that Customers can perform the following on electronic versions:
- a) only edit the appropriate parts of the forms; and
 - b) locally print the forms
- 4.1.6 The Service Provider shall provide access for Service Provider Personnel to the public facing FAQ section of the Services Website so that they can deal with the Customer's Enquiry or Complaint

effectively. TTL will be responsible for this area of the Services Website.

4.1.7 The Service Provider shall communicate to Customers at the point of registration that:

- a) TTL operate secure validation for online payments; and
- b) the Customer may need to register their card with their card issuer in order to make online payments via the Services Website.

4.1.8 The Service Provider shall ensure that the Services Website pages for which they are responsible are:

- a) designed, maintained and developed to World Wide Web Consortium 'AA' standards as a minimum and 'AAA' where practical (i.e. where it doesn't adversely affect user experience). All Services Website affecting changes should continue to be made to the above standards, with the same considerations and should therefore always be checked for possible usability issues.
- b) viewable to and useable by both PC and Mac Users; and
- c) developed and maintained so that browser types (being ninety five percent (95%) of any of the types accessing the Services Website on any day on which the Service Provider's compliance with this requirement is checked) can access and use the Services Website without problems.

4.1.9 The Service Provider shall ensure that they provide the functionality to update any of the Services Website pages that they are responsible for with emergency information that can issue advice to Customers in the event of an emergency.

4.1.10 The Service Provider shall provide links as required from every web page for which they are responsible to website pages maintained by other parties including:

- a) members of the TfL Group;
- b) Interested Parties;
- c) Other Service Providers;
- d) other Third Parties as specified by TTL from time to time; and
- e) any other website at the request of TTL.

Such links shall be provided by the Service Provider at no additional cost to TTL.

4.1.11 The Service Provider shall ensure that the Services Website pages for which they are responsible form an integral and effective part of the integrated transport plan of the TfL Group and other similar relevant cycle hire scheme that may exist or be introduced from time to time at both a local and national level, as requested and approved by TTL.

- 4.1.12 The Service Provider shall be responsible for the design, implementation and ongoing hosting, management, maintenance and security of Service Website pages for which they are responsible.
- 4.1.13 The Service Provider shall ensure that visitors to the Services Website pages from Interested Parties, Other Service Providers' web pages and/or other TTL web pages experience a seamless transition both to and from the web pages supplied by the Service Provider.
- 4.1.14 The Service Provider shall present the Customer with the Data Protection Notice for acknowledgement prior to any online submission of the Customer's Personal Data, including Payment details.
- 4.1.15 The Service Provider shall ensure that the Services Website pages for which they are responsible provide a link to the applicable privacy policy and Services Website use terms and conditions (available on the TfL website) where personal data is captured from a Customer.
- 4.1.16 The Service Provider shall provide and operate the facility for Customers to submit an Enquiry and/or Complaint to the Service Provider via e-mail through a web-based form located on the Services Website. Such a facility shall also enable the Customer to upload or attach scanned images and documents such as Microsoft Word or Excel spreadsheets.
- 4.1.17 The Service Provider shall ensure that the Enquiry and/or Complaint web-based form shall:
- a) request a return contact point (e-mail address, telephone, or postal address); and
 - b) carry out logic checks to ensure that this has been entered and is of a valid format.
- 4.1.18 The Service Provider shall ensure that there is provision on specific pages of the Services Website, these pages to be agreed with TTL, to include:
- a) urgent TTL alert messages; and
 - b) public facing important information messages,
- for display on the Services Website within sixty (60) minutes of the Service Provider's receipt of a request by TTL to use this functionality. Such request shall not constitute a Change under the Change Control Request Procedure and shall incur no additional costs to TTL.
- 4.1.19 The Service Provider shall ensure that the Services Website can display London Cycle Hire Scheme general information in multiple languages, including:

- 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

4.1.20 The Service Provider shall ensure that selected areas of the Services Website are able to accept non-standard character sets including those sets used in:

- a) English;
- b) the Languages specified in Greater London Authority regulations: Arabic, Bengali, Chinese (Cantonese spoken & Mandarin written), Greek (modern), Gujarati, Hindi, Punjabi, Turkish, Urdu and Vietnamese.; and
- c) common visitor languages (e.g. the main EU languages including German, French, Dutch, Belgium French, Belgium Flemish, Polish, Danish, Italian, Spanish, Czech, Finnish, Swedish, Portuguese, and Greek).

4.1.21 The Service Provider shall ensure that the Services Website provides near-realtime information to Customers regarding :

- a) Bicycles;
- b) Docking Points;
- c) Terminals; and
- d) Docking Stations - for individual Docking Stations and for all Docking Stations.

5 TECHNICAL

5.1 Data Integrity

5.1.1 The Service Provider shall provide transactional integrity of the Service Systems such that failure during the course of a transaction results in the Service Systems being rolled back to the state before the transaction was applied.

- 5.1.2 The Service Provider shall provide Service Systems that secure all Data and records in the event of a failure of one of the component systems, and ensure that loss of Data is limited to the transaction that was in process at the time of the failure.
- 5.1.3 The Service Provider shall ensure that the Service Systems provide validation of Data at the point of entry wherever possible.
- 5.1.4 The Service Provider shall ensure that all Data Stores comply with Appendix 2 (*Data Retention*).
- 5.1.5 The Service Provider shall provide a Data archiving function and archive Data in line with Appendix 2 (*Data Retention*).

5.2 System Management Tools

- 5.2.1 Requirement Removed - RFI
- 5.2.2 The Service Provider shall provide system management tools with the capability to monitor the status of components of the Service Systems and to raise alarms in the event 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.
- 5.2.3 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 the 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.

5.3 Storage and Deletion

- 5.3.1 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.
- 5.3.2 The Service Provider shall ensure that all retention and deletion periods for all records shall be Parameterised, as specified by TTL.
- 5.3.3 Requirement Removed -RFI

5.4 Hardware

- 5.4.1 The Service Provider shall implement a Hardware and Software platform for the Service Systems, which is Fit for Purpose and minimises technical diversity.
- 5.4.2 The Service Provider shall agree the nature of all equipment disposal with TTL;
- 5.4.3 The Service Provider shall ensure that it meets all pertaining EU Legislation.
- 5.4.4 In the event of surplus equipment being resold or donated to a Third Party, ensure that removal of Data and security related configuration information is in accordance with Schedule 14 (*Security Policy*).

5.5 Network Provision

- 5.5.1 The Service Provider shall provide two factor authentication for any remote (external) access to applications.
- 5.5.2 The Service Provider shall provide all network connectivity required for the Service Systems.
- 5.5.3 The Service Provider shall ensure that all networks provided by the Service Provider are secure and protected from unauthorised access.
- 5.5.4 The Service Provider shall ensure that TTL's Confidential Information and any Personal Data transmitted over public networks is encrypted and transmitted securely and in accordance with the provisions of Schedule 15 (*Information Compliance*).
- 5.5.5 The Service Provider shall ensure that all transfers of Data are secure, including those using removable media.

5.6 Development

- 5.6.1 The Service Provider shall design, configure and implement the Service Systems in conformance with formal structured system design, implementation and test techniques and processes. Such techniques, processes and procedures shall be recognised as Good Industry Practice, and shall be referenced or documented in the Quality Plan.
- 5.6.2 The Service Provide shall ensure codes, statuses and other parameters or reference Data shall not be hard coded within the Service Systems. In the event that solution components do not meet this requirement, the Service Provider shall not be afforded any

performance or financial relief under the Change Control Request Procedure.

- 5.6.3 The Service Provider shall ensure all components of the Service Systems are maintained under configuration control according to Good Industry Practice.
- 5.6.4 Requirement Removed - RFI
- 5.6.5 Requirement Removed - RFI
- 5.6.6 The Service Provider shall use a Good Industry Practice approach or methodology to specify and develop the functionality to meet TTL's requirements.
- 5.6.7 The Service Provider shall develop and implement Systems in accordance with Schedule 3 (*Milestones and Deliverables*).

5.7 Software Release Management

- 5.7.1 The Service Provider shall nominate and enforce a Software Release management process to be Approved by TTL.
- 5.7.2 The Service Provider shall ensure that the Software Release management process includes Hardware, Software and configuration items and all changes to parameters and processes.
- 5.7.3 The Service Provider's Software Release management process shall ensure that only items under the control of the Version Control Process, or their exclusive derivatives, are included in any Software Release. For this purpose it shall be deemed that a process is a derivative of the corresponding process Documentation and an item of Hardware is a derivative of its entries in the Asset management System.
- 5.7.4 The Service Provider shall ensure that all items involved in the delivery of the Service Systems are under the control of the Software Release management process, and these items shall only be updated by means of Software Release.
- 5.7.5 The Service Provider shall ensure that a Software Release is fully defined before it may be requested for deployment to an Environment.
- 5.7.6 The Service Provider's Software Release management process shall ensure that a Software Release may only be deployed to an Environment after appropriate Approval has been obtained. In the

case of the production Environment, only TTL may grant this prior approval.

5.7.7 if the Software Release is required as a result of an Emergency Change, and the Service Provider is unable to gain the necessary Approval for deployment from TTL, the Service Provider shall seek retrospective Approval from TTL at the earliest possible opportunity.

5.7.8 The Service Provider shall ensure that the Software Release management process tracks, for each Software Release, at least the following items:

- a) a unique identifier;
- b) the identity of any individual involved in the Workflow surrounding a deployment, including but not limited to requesting, approving or executing it; and
- c) the dates on which the Software Release was deployed to any Environment.

5.8 INTERFACES

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

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

5.8.3 The Service Provider shall develop each Interface in accordance with its Interface Specification.

5.8.4 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.

5.8.5 The Service Provider shall provide tools to 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.

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

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

5.8.8 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.

5.8.9 TTL may, from time to time, add additional Interfaces to the Service Systems via the Change Control Request Procedure.

5.8.10 TTL shall issue an updated Interface Specification to all relevant Third Parties following any changes to the Interface Specification.

5.8.11 Requirement Removed

5.9 Location & Facilities

This section outlines TTL's requirements regarding the location and facilities of the Service Provider when developing and maintaining the Service Systems.

5.9.1 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.

5.9.2 The Service Provider shall be responsible for the provision and maintenance of any office and Data Centre facilities necessary to provide the Services.

5.9.3 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.

5.9.4 The Service Provider shall grant TTL Personnel access to office and Data Centre facilities used to provide the Services.

5.9.5 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.

5.10 IT Systems Operations

5.10.1 The Service Provider shall provide suitable operations procedures and Service Provider Personnel to deliver a high quality service including;

- a) operating the 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

5.11 IT System Logs

5.11.1 The Service Provider shall ensure that the Central System receives status information sent from all Docking Stations, both Terminals and Docking Points. All status information relating to the Docking Stations (Terminals and Docking Points) and communication links shall be recorded in the System Log.

5.11.2 The Service Provider shall ensure that the Central System shall retain System Logs for a period of twenty four (24) Months, or longer at TTL's request.

5.12 IT Monitoring & Diagnostics

5.12.1 The Service Provider shall ensure that the Central System contains monitoring and diagnostics tools to identify issues that affect the LCHS Assets, Service Systems and Services.

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

5.12.3 The Service Provider shall provide a diagnostic mechanism that shall remotely monitor and analyse information from the Terminal and Docking Station.

5.12.4 Requirement Removed - RFI

5.12.5 Requirement Removed -RFI

5.13 Capacity Planning & Scalability

5.13.1 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.

5.13.2 The Service Provider shall be responsible for Capacity Plan(s) in accordance with Schedule 3 (*Milestones and Deliverables*).

5.13.3 The Service Provider shall build and implement Service Systems that are able to meet the transaction volumes as set out in Appendix 5 (*Transaction Volumes*).

5.13.4 The Service Provider shall be able to accommodate an increase of 150% of the transaction volumes stipulated in Appendix 5 (*Transaction Volumes*) during implementation without changes to the overall system architecture or the design of any components except for increasing the capacity of the Hardware and appropriate Software configuration.

5.13.5 The Service Provider shall provide an initial Capacity Plan and thereafter maintain it, with updates made at a minimum of six (6) Month intervals, or at the request of TTL, to reflect volume, technical or operational changes and future predicted volume projections.

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

5.14 IT Systems Maintenance

5.14.1 The Service Provider shall provide documented procedures for maintenance and support of the Service 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.

5.14.2 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 any regulations and standards specified in the Schedule 2 (*Statement of Requirements Common Requirements Lot 1*).

5.15 IT System Back up

5.15.1 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.

5.15.2 The Service Provider shall provide 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

5.15.3 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.

5.15.4 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.

5.15.5 The Service Provider shall ensure the backup and recovery strategy is documented and includes regular, auditable recovery exercises

5.16 Business Continuity

5.16.1 The Service Provider shall design, develop and implement the Service Systems to ensure Business Continuity in the event of:

- a) 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) System Failure;
- f) failure of the communication links between Docking Station and the Service Provider Back Office Solution;
- g) Business Continuity Event; and
- h) Disaster Recovery Event

5.16.2 Requirement removed - RFI

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

5.16.4 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.

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

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

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

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

5.17 Time Synchronisation

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

5.17.1 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.

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

5.17.3 Requirement removed - RFI

5.17.4 The Service Provider shall ensure that all Service System clocks shall be capable of presenting time as local time and UTC.

5.17.5 Requirement Removed - RFI

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

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

5.17.8 The Service Provider shall provide an accurate local clock that does not drift more than thirty (30) seconds within any twenty-four (24) hour period to be used in the event of communication link failure between the Central System and any Docking Station (Docking Terminals and Docking Points).

6 TECHNOLOGY STRATEGY & 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.

6.1.1 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.

- 6.1.2 The Service Provider shall maintain, upgrade, and if necessary replace, the technologies supporting the Service Systems and 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.
- 6.1.3 The Service Provider shall ensure that all Software is maintained on supported versions.