

processes (ii) generate cost saving and/or (iii) improve the quality of the services. The Service Provider shall present the reason(s) and recommendation(s) of any opportunities for improvement identified to the Authority at a Service Review Meeting for approval or rejection by the Authority.

2.3.2. The Authority may perform its own due diligence on the proposed improvements before it accepts or rejects the Service Provider's proposed amendments to a Process Document.

2.4. The Authority shall be responsible for updating and circulating revised Process Document(s) to the Service Provider and any Third Party that undertakes services covered in the Process Document.

2.5. The Authority, at its discretion, shall send a draft updated Process Document(s) to the Service Provider for the Service Provider to review within a timeframe as agreed by the Parties.

3. Contact Centre Operational Hours

3.1. The Service Provider Agents shall provide contact centre services for handling the Authority's Ticketing calls between 08:00 and 20:00, seven (7) days a week, excluding Christmas Day.

3.2. Agents must be logged onto systems and applications, ready to receive calls at 08:00 am.

3.3. Agents must also be available to receive calls (including being logged onto systems and applications) for any caller who made the call before the end of the contact centre operating hours (before 20:00), until such time that there are no callers waiting in the call queue.

3.4. The working hours and days may be subject to change and shall be agreed between the Authority and the Service Provider prior to any changes.

4. Telephony Demand

4.1. The Service Provider shall manage up to 20% of the Authority's total Ticketing call volume (number of call). The 20% overall Ticketing demand shall consist of 20% demand of Oyster calls. The total Ticketing call volumes are subject to fluctuations and therefore no minimum volume of minutes is guaranteed over the Term the Contract.

5. Call Handling

5.1. The Service Provider shall manage, respond, log and create Case Records in CRM for all calls received and made where Case Records have not previously been created for the Customer. Where a Case Record already exists for the Customer, the Agent shall update the ticket with the Customer's enquiries. Failure to create or update a Case Record may result in cases being escalated.

5.2. The Case Record must be raised by the Agent who originally responded to the call. An Agent shall accurately record the Customer's details and provide accurate notes of any issues or enquiries raised by the Customer.

- 5.3. All calls, both inbound and outbound, shall be made or received through the Authority's Avaya Interaction Centre ("AIC") and Interactive Voice Response ("IVR") telephony system.
- 5.4. The Service Provider shall meet the technical interface requirements, as detailed in Appendix 6 (Interface Specification), to interface and connect with the Authority's contact centre to allow the Authority to share their systems and applications for handling calls with the Service Provider.
- 5.5. Customer facing telephone numbers and IVR menus will be provided by the Authority.
- 5.6. Telephony wait messages will be provided by the Authority.
- 5.7. The Service Provider shall make outbound calls to Customers where necessary in line with the Process Documents.
- 5.8. The Service Provider shall be required to transfer calls to the Authority or other contact centres where a Customers call query, or part thereof, is not within the scope of the Service Provider's Agents required skill set.
6. **Not applicable**
7. **Use of the Authority Systems and Applications**
 - 7.1. The Service Provider will use systems and applications that are provided, maintained and supported by the Authority for the delivery of Services. The list and details of the systems and applications to be provided are detailed in Appendix 2 (Contact Centre Systems and Application Specification).
 - 7.2. The Service Provider's access to and use of the Authority systems and applications is subject to the Service Provider Personnel (as determined by the role(s) assigned to the personnel) having successfully undertaken and passed the competence levels required for the Privacy and Data Protection and Payment Card Industry Data Security Standard – Module 1. The Service Provider's Personnel (as applicable) shall undertake the required training for gaining access annually in order for access to continue to be granted to the Service Provider Personnel required to have access to the Authority's systems and applications. The Authority's professional communities portal shall be used by the Service Provider and the training content and format shall be provided by the Authority. The Service Provider shall provide proof that training has been completed by the use by the Service Provider of the Authority's professional communities portal.
 - 7.3. The Service Provider shall complete a systems access request form, as provided by the Authority, when the Service Provider Personnel move into a role that requires new or amended access status to the Authority's systems and applications. The Service Provider shall give (7) Business Days' notice prior to when the access is required or a change to access status is required. Requests for access shall only be made after the training activities in the above paragraph 7.2 have been completed.
 - 7.4. The Service Provider will ensure that Service Provider Personnel shall not share the passwords issued and shall be responsible for ensuring that all passwords are kept confidential.

- 7.5. The Service Provider shall promptly notify the Authority of any requirements for systems and applications access passwords to be reset where the password has been shared or where the Service Provider Personnel has forgotten their password.
- 7.6. The Authority may elect to reset passwords periodically.
- 7.7. The Service Provider shall complete a systems access request form when Service Provider Personnel leaves or moves into a role that no longer requires access to the Authority's systems and applications. The Service Provider shall give three (3) Business Days' notice. For unplanned leavers including dismissals the Service Provider shall notify the Authority within 24 hours of any such change.
- 7.8. The Service Provider shall have a Virtual Private Network ("VPN") connection with the Authority to access the Authority's systems and applications via a remote access software login (currently Citrix) to the Authority's network. This arrangement is subject to change, depending on technological advances suitable to the Authority.

8. Training

- 8.1. The Authority's shall provide training to Service Provider trainers in order for the Service Provider trainers acquire the knowledge to enable them to train their own staff ("Train the Trainer").
- 8.2. The Authority shall provide electronic copies of the Authority training material to the Service Provider within three (3) days of the Contract Commencement Date
- 8.3. The Service Provider shall nominate four (4) Service Provider Personnel, whom the Authority shall provide Train the Trainer training to in relation to the use of the training material and the Authority Assets, as detailed in Appendix 1 to Schedule 6 (System's Integration) used for section A of this Schedule.
- 8.4. Train the Trainer training shall be provided by the Authority as part of the initial transition of the Service and in the event of any subsequent updates or changes to the software forming part of the Authority Assets, as detailed in Appendix 1 to Schedule 6 (Systems Integration) section A (Ticketing Contacts).
- 8.5. The Service Provide may use the Authority training material or the Service Provider may tailor the Authority training material in accordance with paragraph 1.2 of Schedule 5 (Training), to deliver training to Service Provider Personnel.

9. Forecasting

- 9.1. The Service Provider shall be responsible for forecasting the demand of calls agreed under the Contract. The Service Provider shall use their own forecasts to manage their resources to deliver the Services and to meet Service Levels.
- 9.2. Appendix 3 to this Schedule details historical data showing the total call volumes profiles from year 2013 to 2015. An initial list of activities, events and trends for the Service Provider to use as a baseline for their initial forecast will be provided by the Authority at Contract Commencement Date.
- 9.3. From the Contract Commencement Date, the Service Provider shall be responsible for monitoring and incorporating any future activities, events and trends into their forecasts.

- 9.4. The Service Provider shall provide commentary to accompany the forecast detailing factors contributing to the forecast and any reasonable risks clearly highlighted by the Service Provider in such forecast.
- 9.5. The Service Provider shall provide a forecast of calls demands at the following intervals, where requested by the Authority:
- 9.5.1. Yearly – each Period for the succeeding 13 Periods, itemised by Period;
 - 9.5.2. Quarterly – in Periods 13, 3 & 6 for the succeeding 3 Periods and in Period 9 for the succeeding 4 Periods; and
 - 9.5.3. Weekly – each week, two weeks in advance, itemised by day and hour;
- in formats to be agreed between the Authority and the Service Provider.

10. Reporting

- 10.1. The Service Provider shall report and account separately for the operation of each service as detailed in Appendix 4 (Reporting Requirements) of this Schedule.
- 10.2. The Authority shall provide access to real time and historical call data through the Authority's reporting system, currently AIC to the Service Provider.
- 10.3. The Service Provider shall run reports from AIC using Interaction Centre Operational Analyst ("ICOA") and Cognos at the interval of (i) three (3) times a day (ii) daily (iii) weekly and (iv) Periodic. The Service Provider shall provide commentary on their performance against the key performance indicators for each report type detailed in the reporting requirement document in Appendix 4 (Reporting Requirements).
- 10.4. Where performance targets or Service Levels are not met, the Service Provider shall provide a commentary on why the Service Levels were not met.
- 10.5. The Service Provider shall issue a Periodic report with commentary to the Authority on the Tuesday at 10:00 after Period end for review and discussion at the Service Review Meeting.
- 10.6. The Authority shall provide access to the Service Provider to any pre-set reporting required under this Contract, and the Service Provider shall agree with the Authority the format of any non-pre-set reporting format and commentary.
- 10.7. The Service Provider shall report on all Customer complaints received in a Period by 8:00 pm of the first Thursday of the following Period. The report shall include the following detail:
- 10.7.1. nature of the complaint, how it was resolved and any suggestions on improvements by the Customers;
 - 10.7.2. date of the complaint;
 - 10.7.3. name of the Service Provider's Personnel that handled the complaint; and
 - 10.7.4. date of resolution or any escalation to the Authority.