

3.2. Training Programme

- 3.2.1. The Training Plan shall include a "Training Programme" which shall set out the timing of all training.
- 3.2.2. The Training Programme shall be by the Service Provider and provided to the Authority for Assurance.
- 3.2.3. The Service Provider shall ensure that all training necessary for the delivery of and/or associated with any project or programme shall be included in the relevant project or programme plan and show any associated dependencies on the Authority.

3.3. Training Log

- 3.3.1. The Service Provider shall separately maintain a record of all its training of Service Provider Personnel and where applicable Authority Personnel each of which shall include as a minimum the following:
 - 3.3.1.1. details of who has been trained;
 - 3.3.1.2. when they were trained;
 - 3.3.1.3. the scope of training given;
 - 3.3.1.4. the standard achieved including details of pass/fail for each person where appropriate; and
 - 3.3.1.5. details of proposed dates for refresher training, (the "Training Log").

3.4. Review and Updating

- 3.4.1. The Service Provider shall submit the Training Plan and Training Programme at least 1 month prior to the Service Commencement Date. The Service Provider shall maintain the Training Plan as current and make it available to the Authority upon request.

3.5. Reports and Meetings

- 3.5.1. The Service Provider shall report progress on training in relation to projects and in relation to Services in the Service Performance Report in accordance with Schedule 8 (Service Management), with matters of concern to be discussed at the corresponding review meeting.

APPENDIX 1 - AUTHORITY TRAINING MATERIAL

Document Title	Format	Versions	Date
Business Rules		various	
Process Documents	PDF	various	

6 SCHEDULE 6 – SYSTEMS INTEGRATION

1. **Authority Assets to be provided to the Service Provider**
 - 1.1. Subject always to Clause 19 (Access to Premises and Assets), as at the date of the Contract the Authority Assets to which it is agreed that the Service Provider is to be given access for the purpose of performance of the Services are as described in Appendix 1 to this Schedule 6.
 - 1.2. The Authority Assets are all owned or leased/licensed by the Authority.
 - 1.3. The Authority grants the Service Provider the right to use the Authority Assets for the purposes only of providing the Services and fulfilling the Service Provider's other obligations pursuant to this Contract.
 - 1.4. The Authority will at all times retain all right and title to the Authority Assets.
 - 1.5. The Service Provider will in respect of Authority Assets:
 - 1.5.1. take reasonable and proper care of the Authority Assets and exercise a standard of care that matches or exceeds that which the Service Provider exercises in relation to its own assets;
 - 1.5.2. comply with all of the Authority's reasonable requests (or those of the Authority's authorised nominee) in relation to the Authority Assets;
 - 1.5.3. not remove any labelling or other indication on any Authority Asset which identifies the same as property of the Authority or any person approved by the Authority for this purpose;
 - 1.5.4. if the Authority Assets are subject to a lease or licence, comply with the terms of the such lease or licence as notified by the Authority to the Service Provider from time to time; and
 - 1.5.5. have no encumbrance and ensure no encumbrance is created over or in respect of the Authority Assets.
 - 1.6. The Service Provider will ensure that during the Term each Authority Asset in used in accordance with the manufacturer/supplier's technical specifications (if any).
 - 1.7. Without limiting paragraph 1.8, the Service Provider shall comply with the requirements of Schedule 8 (Service Management) in respect of the arrangements for facilitating the maintenance, repair and replacement of Authority Assets.
 - 1.8. The Service Provider will be responsible for all loss and damage (fair wear and tear excepted) to those Authority Assets which are delivered into the possession of the Service Provider or its sub-contractor, save to the extent that the same results directly from the act or omission of the Authority or a member of the Authority Group.
 - 1.9. Where Authority Assets are delivered into the possession of the Service Provider (or its sub-contractor) Service Provider will:
 - 1.9.1. obtain the Authority's consent for where those assets are to be located; and

- 1.9.2. ensure that those assets are not removed from that location without the Authority's prior written consent.
- 1.10. Without limiting the Handback Plan, the Service Provider will cease to have any right to use an Authority Asset from the End Date applicable to the Service for which that Authority Asset is required and will ensure that the relevant Authority Asset is safely delivered to the Authority (or as may otherwise be provided in the Handback Plan) on such date.

Appendix 1 - AUTHORITY ASSETS

Where applicable user documents will be provided as part of an Authority Asset.

Authority Assets to be provided for the Service

Software

1. Microsoft Dynamics Customer Relationship Management (MSD CRM)
2. TfL Online
3. DBOS
4. TfL Knowledge Base (currently SharePoint)

Electronic templates

1. Correspondence templates

Consumables

1. Marketing and information leaflets
2. Branded envelopes
3. DSA Maps
4. Unassigned Associated Tokens

Documentation

1. Process Documents - as detailed in Appendix 1 of Schedule 4 (Service Scope Specification))
2. Training materials - as detailed in Appendix 1 of Schedule 0 (Training)
3. TfL quality and compliance process audit criteria - as detailed in Appendix 5 of Schedule 4 (Service Scope Specification)
4. Top 50 quality audit criteria for telephone calls - as detailed in Appendix 5 of Schedule 4 (Service Scope Specification)

7 SCHEDULE 7- PRICING SCHEDULE

0. Defined Terms

In this Schedule, unless the context indicates otherwise the following expressions shall have the following meanings:

“Docking Station Availability Map” or “DSA Map”	a map depicting locations of Docking Stations;
“ppm”	Shall have the meaning given in paragraph 2.3.1.1;
“ppt”	Shall have the meaning given in paragraph 2.3.2.1;
“Scheme Management” or “SM”	mean the activities listed under paragraph 7.2 of Schedule 4 (Service Scope Specification);
“SLNT”	Shall have the meaning given in paragraph 2.1.1;

1. Introduction

1.1. This Schedule outlines the applicable Charges payable by the Authority to the Service Provider for the provision of the Services which shall be invoiced in accordance with Clauses 10 (Charges) and 11 (Payment Procedures and Approvals) as varied by paragraphs 2 of this Schedule.

2. Charges

2.1. Fixed Charges - Strategic Labour Needs and Training – NOT USED

2.2. Fixed Charges – Scheme Management Fee

2.2.1. A Scheme Management fee of £5,600 per Period shall be applicable.

2.2.2. The Scheme Management fee shall include all costs associated with the provision of Scheme Management as detailed in paragraph 7 (Scheme Management) of Schedule 4 (Service Scope Specification),

2.2.2.1. including all costs associated with the generating, printing and posting of Scheme Management correspondence; which shall include Advanced Notifications and debt collection notifications and DD Forms send to Customers; but

2.2.2.2. excluding any other type of correspondence, which shall be Charged in accordance with paragraph 2.3.2 (Correspondence);

2.2.2.3. excluding any stock that the Authority is to provide in accordance with paragraph 9.1 of Schedule 4 (Service Scope Specification);

2.2.2.4. excluding the cost of the Key Fulfilment, which shall be Charged in accordance with paragraph 2.3.3 (Key Fulfilment);

2.2.2.5. excluding all inbound and outbound calls to Customers, which shall be Charged in accordance with paragraph 2.3.3 (Call handling); and