

APPENDIX 2 - HIGH-LEVEL TRANSITION PLAN

The below High-Level Transition Plan, as submitted by the Service Provider as part of the procurement process, is subject to change to reflect the actual Service contracted for under this Call-Off Contract.



APPENDIX 3 - MILESTONE CRITERIA

Pursuant to paragraph 3.2 of this Schedule, the Service Provider and the Authority shall work together to agree the Transition Milestone Criteria which shall be subsequently varied into the Contract in accordance with Schedule 9 (Form of variation).

Unique Transition Milestone reference	Transition Milestone Criteria	Activities	Date required by

4 SCHEDULE 4 - SERVICE SCOPE SPECIFICATION

1. Definitions and Interpretation

1.1. The following definitions and acronyms appear throughout this Schedule, Schedule 6 (System Integration) and Schedule 7 (Pricing Schedule).

“Agent”	means the Service Provider's customer service agent involved in providing the Services;
“Avaya Interaction Centre” or “AIC ”	a software application that provides access to phone functions from a computer desktop to enable calls to be made and received (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Avaya One-X Agent”	an integrated telephony softphone solution that provides connectivity to contact centre agents (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“BAU”	Business As Usual;
“Business Objects”	a reporting tool only, used to access databases holding Oyster card information and generate reports on all Oyster card transactions (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Central System”	means the central database which holds Customers' card Data;
“Cognos”	means an application tool that run reports on AIC Data (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Contactless Payment Card” or “CPC ”	means credit and debit cards which use radio-frequency identification (RFID) technology for making secure payments by interfacing with an Oyster card reader
“Contract Year”	shall have the meaning given in paragraph 2.2.1.6 of Schedule 7 (Pricing Schedule);

“Customer Account System” or “CAS ”	a web based application used by to view CPC transactions on TfL services and to process incomplete journey refunds (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Customers ”	means a person who intends to purchase or has purchased a Travel Product and shall include all Passengers;
“Eckoh Protect”	means a web based application used to ensure identification and verification of Customers are completed (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“FTE”	Full-Time Equivalent;
“Graphic User Interface” or “GUI”	Oyster card Management System, which holds Data relating to ticket products held on Oyster cards and recent journeys made by the cardholder (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“HeartBeat”	a web based application used to identify historic tube line performance (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Hotlisting” or “Hotlist”	means the process of remotely disabling a card, including all the products on it via request to the Authority’s central database which holds Oyster card customer Data;
“Interaction Centre Operational Analyst” or “ICOA ”	means the real time reporting sub system that stores and aggregates Data from the AIC system into an external database (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Interactive Voice Response” or “IVR”	is a telephony technology that can read a combination of touch tone and voice input;
“Level 1 Help Desk ”	means the technical help desk provided by the RCC Contractor;
“Lost & Stolen” or “L&S”	means lost, stolen or failed Oyster cards;

“Magnetic Ticket ”	means a ticket with a magnetic strip containing Data that can be used to validate travel on the Transport Network and printed details on its face allowing manual inspection;
“Mystery Shopper Survey”	a method used to evaluate aspects of the Service through the eyes of a regular Customer;
“Oyster Card Transaction Analyser” or “OCTAgone”	means reporting tool used to interrogate Data relating to Travel Products held on Oyster cards and recent journeys made by Customers (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Oyster Expansion on National Rail” or “OXNR”	means a knowledge base application that provides a single source for looking up fares involving National Rail Ltd and TfL services (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Oyster Professional User System” or “OPUS”	means Authority owned web based application used to process Customer refunds (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Passengers ”	means a person who is travelling on the Transport Network;
“Pay As You Go” or “PAYG ”	means usage of a card for travel on the Transport Network that is paid for by Customers on a journey by journey basis;
“RCC Contractor”	means Cubic Transportation Systems Limited (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Case Record”	means a record stored within the Authority's CRM to manage, record and capture all customer interactions;
“SharePoint”	means Authority owned web based application that is used to share information and knowledge (together with any updates and upgrades to, and revisions, new releases and new versions of the application);

“System Applications and Products Customer Relationship Management” or “SAP CRM”	means an application to manage and record all customer interactions (together with any updates and upgrades to, and revisions, new releases and new versions of the application);
“Talk Time”	means the time an Agent spends with the caller during the telephone call including any time the caller is put on hold;
“Ticketing ”	means permit to travel using Oyster, Magnetic Ticket, CPC or any other form of retail smartcard allowed by the Authority. The call type categories that currently fall under Ticketing calls are Oyster, CPC, L&S and sales;
“Train Operating Companies” or “TOC ”	means any operator who operates passenger trains over the UK rail network;
“Train the Trainer”	shall have the meaning given in paragraph 8.1 of section A of this Schedule;
“Transport Network ”	means the network of passenger transport services operated by or on behalf of the Authority Group and the TOCs;
“Travel Products ”	a product permitting Customers and Passengers to travel on the Transport Network which may have a specified start date, specified route or specified mode of transport;
“VPN”	a Virtual Private Network extending a private network across a public network, such as the Internet, enabling users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network;
“Working Day”	seven days a week, excluding Christmas Day;
“Wrap Time”	the time required by an Agent after a conversation is ended, to complete work that is directly associated with each call completed. For the avoidance of doubt, the wrap time shall not include any time spent on any other activities including (without limitation) meetings, breaks and correspondence.

SECTION A - TICKETING CALLS

1. Introduction

1.1. Scope

1.1.1. This Schedule outlines the management and administration requirements of the Services.

1.1.2. The scope of the work includes, but is not limited to:

1.1.2.1. handling of calls relating to Oyster, Contactless Payment Cards (“CPC”), Magnetic Tickets and other means of permit used to travel on the Transport Network; and

1.2. Innovation and Development

1.2.1. The detail and nature of the Services are subject to change and the Service Provider shall be required to respond flexibly and within agreed timescales. Demand profiles may be affected by strikes, marketing campaigns, events run by the Authority, other external organisations, as well as natural growth in the use of the Transport Network. Equally, improvements may be made in smartcard functionality and Authority systems may change. The Service Provider shall be flexible to support the Services required for all the Authority’s Travel Products and Ticketing types.

1.2.2. The Authority has had a positive experience working with contact centre specialists to date and in particular in fostering a collaborative approach to making improvements to BAU matters and the development of new services and products. As a consequence there will be an expectation that the Service Provider will be expected to commit appropriate resources to the Authority on a frequent basis, to be involved in discussions, project meetings and workshops to develop appropriate solutions to meet the Authority’s ongoing business requirements.

1.2.3. The Service Provider shall recommend innovations and changes to processes to enable the Authority to improve turnaround time, cost and quality of the Services and shall provide support as reasonably required by the Authority to implement any recommendations approved by the Authority.

1.2.4. The Service Provider and the Authority shall collaborate to resolve all outstanding details in information, technology, process, resourcing and plans.

2. Process Documents

2.1. The Service Provider shall provide the Services described in this Schedule in accordance with the Authority’s applicable process documents (“**the Process Documents**”) as updated from time to time. The current form of the Process Documents as at the date of this Contract is as set out in the Appendix 1 (Process Document Register) to this Schedule.

2.2. The Authority shall provide electronic copies of the Process Documents to the Service Provider within three (3) days of the Contract Commencement Date.

2.3. Review of Process Documents

2.3.1. The Service Provider shall regularly review the Process Documents throughout the Term of the Contract to identify opportunities to (i) improve