Schedule of Requirements for Customer Self-Service Kiosks

	New Kiosk specification
Functionality	
1.	Kiosk must have the functionality to allow residents/customers to undertake the following transactions. This includes: • To make Council Tax bill payments, • To make Housing Rents bill payments, • To make miscellaneous Income bill payments to the Council
2.	Kiosk must have the functionality for residents/customers to scan barcodes from payment bill.
3.	Kiosk must have functionality for residents/customers to swipe payment cards to make payments to the Council.
4.	Kiosk must have functionality to issue correct change in the form of notes and coins to residents/customers.
5.	Kiosk must have functionality for residents/customers to check account balances on their Council Tax, and Housing Rents Accounts. Balance lookup to be offered where information is available from Lambeth's Income Management system. (AIM)
Configuration	
6.	Kiosks must be easily configurable to add/remove customer service billing types
7.	Kiosks must be easily configurable and make validation changes, e.g. adding additional customer reference numbers range to existing payment billing/fund types.
8.	Kiosks must have functionality to deal with check digit and mask validation for all customer billing/fund types.
9.	Kiosk must be able to integrate to the Capita systems, (Lambeth's current provider) particularly AIM & Smart Client systems without modification – supplier to provide previous successful implementations with similar organisations using the AIM system.
10.	Kiosks must have ability to work with AIM versions 9 to 11 and all future versions of AIM
11.	Kiosks must have ability to connect to AIM via Smart Gateway/Client so that all transactions automatically go to AIM with the capability of the backup of an import file being available should the automated process fail.
12.	The kiosk must be able to integrate with Capita's Software Income Management System (AIM). Details can be provided by Capita Income management Services
Storage	
13.	Kiosk must have sufficient capacity to store large volumes of cash securely and in accordance with Lambeth Insurance requirements
14.	The storage capacity for the kiosk must be at least £9,000 and from a security point must be capable of withstanding any form of forced entry/attack.
Reporting	
15.	Kiosk must provide required levels of management reporting within required timescales in accordance with audit requirements.
Cash and Card processing	
16.	Kiosk must have functionality to process all cash (coins and notes – including £50 notes).
17.	Kiosks must have functionality to accept multi-notes during one deposit, as opposed to customers inserting one note at a time.
18.	Kiosk must have functionality to accept and process all credit and debit card payments e.g. Visa, MasterCard, and should accept contactless debit cards.
Auditing	
19.	Kiosks must have functionality to issue a unique and traceable receipt for all transactions to customers.
20.	Kiosks must have functionality for administrator to reprint receipts as necessary.

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Service Requirements		
21.	Helpdesk support must be provided during office opening hours (from 8am to 6pm)	
22.	Suppliers must provide Service level agreement (SLA) for parts replacement	
23.	Suppliers must provide SLA for support and maintenance	
24.	Suppliers must provide remote support service (for software upgrades and fault diagnosis) as well as onsite visits as and when necessary	
ICT Requirements		
25.	Kiosks must be PCIDSS and EMV compliant (certification required)	
26.	Design and construction of kiosks should be ISO 9001 and DDA compliant (certification required)	
27.	Kiosks must be enabled for point to point encrypted connections and accredited for PCI P2PE or demonstrate a timetable for moving to support such connections.	
28.	Agreement to complete the Lambeth code of connection – **see attached.**	
Other Requirements		
29.	End of day cash-up, sorting, bagging up cash and notes	
30.	Disposal of Kiosks if required at the end of contract	
31.	Kiosk functionality for a QR code scanner - allowing payments to be accepted from Smart phones	
32.	Inclusion of panic attack alarms within the kiosks.	