

2. A Customer calling the contact centre is initially presented with a series of options managed by the Interactive Voice Response (“IVR”) system. If the call requires assistance from a Service Provider’s Agent, the call is presented to a queue in the Authority communications systems.
  3. The communications system determines the skills required to handle the call and selects the next available Agent (by Agent ID).
  4. The call is then routed through the Authority communications systems to the Station ID for that Agent.
  5. The Authority communications system translates the Station ID into the DDI number for the Agent and routes the call to that number over the Public Switched Telephone Network (“PSTN”). At the same time the Agent receives an alert on the AIC toolbar indicating a call is coming in.
  6. The Agent answers the call and is connected to the Customer.
- 3.4. The technical requirements that must be satisfied to enable this connectivity to be implemented are relatively simple. The following paragraphs detail the individual pre-requisites for connecting with the Authority systems. Standard policy documents have been embedded where applicable and the Authority will provide the Service Provider with electronic copies within 3 Business Days of Contract Commencement Date. The Service Provider shall adhere to the technical requirement detailed within this Appendix.

#### **4. Software Requirements**

- 4.1. Up to date, supported version of the Citrix Receiver software, as listed on the Citrix Receiver Lifecycle Milestones website:  
<http://www.citrix.com/support/product-lifecycle/milestones/receiver.html>
- 4.2. Up to date, supported version of a web browser, as listed in the “Browser Standard” document as provided by the Authority within three (3) days of the Contract Commencement Date. The Service Provider shall indicate the name and version they plan on using.

#### **5. Hardware Requirements**

Each active Agent will require the following:

- 5.1. Computer with network access, capable of running the software listed in subsection 3.1 – Software Requirements
- 5.2. Telephone with a unique Direct Dial Inwards (DDI) number.

#### **6. Interfaces**

- 6.1. The Service Provider must agree to the terms covered in the Authority Code of Connection Policy document, and indicate how you will comply with each requirement specified. The Authority shall provide an electronic copy of the Authority Code Connection Policy within three (3) days of contract Commencement Date.
- 6.2. The VPN must be created adhering to the security requirements in the Authority Network VPN Standards, as provided by the Authority within three (3) days of the Contract Commencement Date.

- 6.3. The data link must be able to support up to 150 connected Agents per day.
- 6.4. The data link must have enough bandwidth to support at least 75 concurrent connected Agents at a particular point in time. The Service Provider shall indicate the bandwidth that will be made available, and the percentage of the Service Provider's overall bandwidth that this represents.
- 6.5. The data link network latency must not exceed a round trip delay of 50ms.
- 6.6. The Third Party supplier will need to create a Domain Name System ("DNS") stub zone in order to resolve the Authority's addresses.
- 6.7. The solution needs to be monitored. The Service Provider shall provide details on how they plan to monitor both the data link & the telephony components, and detail any support function that is in place.
- 6.8. The telephony platform must be able to support up to 150 connected Agents per day.
- 6.9. The telephony platform must have enough capacity to support at least 75 concurrent connected Agents at a particular point in time.
- 6.10. Every Agent must have a unique Direct Dial Inwards ("DDI") number.
- 6.11. Telephone calls are to be answered by the Service Provider's Agent and not by the Service Provider's telephone system (e.g. voicemail).
- 6.12. The Service Provider shall ensure there is no loss of voice data for the whole duration of a call between sites.
- 6.13. Connectivity to the Authority telephone system shall be actively monitored.

## **5 SCHEDULE 5 - TRAINING**

### **1. Introduction**

#### **1.1. Scope and Purpose**

1.1.1. This Schedule 5 (Training) sets out the requirements for the Service Provider to plan and conduct training of:

1.1.1.1. Service Provider Personnel for the delivery of the Services;

1.1.2. Appendix 1 to this Schedule 5 (Training) contains a list of the training materials which will be provided by the Authority to the Service Provider for the purposes of the Service Provider's performance of the Services.

#### **1.2. Documents to be Submitted by the Service Provider**

1.2.1. The Service Provider shall prepare, submit and maintain as appropriate the following documents in accordance with the provisions of this Schedule:

1.2.1.1. a Training Plan;

1.2.1.2. a Training Programme;

1.2.1.3. a Training Log; and

1.2.1.4. training materials.

### **2. Training of Personnel**

#### **2.1. General**

2.1.1. The Service Provider shall be responsible for:

2.1.1.1. ensuring Service Provider Personnel are properly trained to:

2.1.1.1.1. perform their required duties; and

2.1.1.1.2. become and remain familiar with the conditions and processes within the Contract that are relevant to their role.

2.1.1.2. ensuring Service Provider Personnel and where applicable Authority personnel are adequately trained to deliver the Services; and

2.1.1.3. notifying the Authority in sufficient time of any training requirements which are Transition Dependencies (being training to be delivered by the Authority or any other party for whom the Authority is responsible under the Contract) to enable such training to be provided without any adverse impact on the delivery of the Service Provider's obligations under the Contract.

### **3. Management of Training**

#### **3.1. Training Plan**

3.1.1. The Service Provider shall prepare and submit for Assurance and subsequently maintain a "Training Plan" which shall set out the scope, methods, means, and timing of all training for Service Provider Personnel and where applicable, Authority Personnel.

- 3.1.2. The Training Plan shall include a list of equipment and applications on which training is to be given.
- 3.1.3. The scope of training as set out in the Training Plan shall include as a minimum:
- 3.1.3.1. the objectives of the training to be undertaken;
  - 3.1.3.2. the operation of the equipment, and applications;
  - 3.1.3.3. the procedure for manual handling by Service Provider Personnel and, if applicable, Authority Personnel , during delivery of Services;
  - 3.1.3.4. Site safety;
  - 3.1.3.5. the members of Service Provider Personnel or Authority Personnel (as the context requires) to be trained; and
  - 3.1.3.6. the training documentation to be made available to Service Provider Personnel or Authority Personnel (as the context requires)
- 3.1.4. The Training Plan shall specify the tests for the equipment and applications that need to be undertaken by Service Provider Personnel and where applicable Authority Personnel on completion of the training. Where equipment requires the Service Provider Personnel or Authority Personnel to hold a licence, then details of the relevant licensing regime(s) shall be included in the Training Plan.
- 3.1.5. The Service Provider shall, for each of the tests specified in the Training Plan pursuant to paragraph 3.1.4, propose an objective pass or fail criteria for and Service Provider Personnel and where applicable, Authority Personnel and shall maintain details of this within the Training Plan. The Service Provider's proposal shall be subject to TfL's comments which the Service Provider shall incorporate into the relevant objective criteria.
- 3.1.5.1. The Service Provider shall identify the methods that it will use to train Service Provider Personnel, and where applicable Authority Personnel from both a theoretical and practical perspective.
  - 3.1.5.2. The Service Provider shall include in the Training Plan methods for demonstrating through testing the competency of members of Service Provider Personnel (including those Service Provider Personnel providing training) to an agreed standard of accreditation, being either a relevant industry standard or where no such industry standard exists, a level of competency agreed in advance with the Authority. Where applicable the Service Provider shall ensure that Authority trainers are trained and tested to the same levels of competency as the members of Service Provider Personnel providing training the training.
  - 3.1.5.3. The Training Plan shall contain an organisational statement including details of the members of Service Provider Personnel who will carry out the training, their qualifications, experience and competence.
- 3.1.6. The Service Provider shall set out in the Training Plan full details of the proposed training resources including:
- 3.1.6.1. training materials;
  - 3.1.6.2. locations; and

3.1.6.3. mock ups or trial installations including computer simulations.

### **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.