registered Customers;

"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.

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 London Cycle Hire Scheme (LCHS);

1.1.2.2. handling of correspondence received via email, fax, letter and web form relating to LCHS;

1.1.2.3. managing the fulfilment of Associated Token requests placed by Customers online through the Authority's website and by contact centre Agents via the contact centre, through the Authority's systems; and

1.1.2.4. managing LCHS Business Accounts including related direct debit processing.

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 Customer use of the London Cycle Hire Scheme. Equally, improvements may be made in the Associated Token functionality and Authority systems may change. The Service Provider shall be flexible to support the Services required for this Contract.

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. Business Rules and Process Documents

2.1. The Authority shall provide electronic copies of the Cycle Hire Business Rules to the Service Provider within three (3) Business Days of Contract Commencement Date.

2.2. The Service Provider shall service Customers and process their queries in accordance with the Business Rules.

2.3. 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.

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

2.5. Review of Process Documents

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

2.5.2. 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.

2.6. 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.

2.7. 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 LCHS calls between 07:00 and 20:00 Monday to Friday and 09:00 and 19:00 Saturday and Sunday; except for:

3.1.1. Christmas Day, New Years Day and Banks Holidays, where the operational hours are between 09:00 and 18:00; and

3.1.2. any non-Bank Holiday day from 27th December to 31st December (inclusive), where the operational hours are between 09:00 and 18:00.

3.2. Agents must be logged onto systems and applications, ready to receive calls at the start of the applicable day's contact centre operational hours.

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 (i.e. for day detailed in paragraph 3.1.1 before 17:00), until such time that there are no callers waiting in the call queue.

3.4. The call handling operating hours and days are be subject to change and shall be agreed between the Authority and the Service Provider prior to any changes.

4. Demand

4.1. The Service Provider shall manage:

4.1.1. the Authority's LCHS call volume (number of call);

4.1.2. the undertaking of Key Fulfilment requests made online and via telephony services; and

4.1.3. the undertaking of correspondence handling.

4.2. Demand volumes are subject to fluctuations and therefore no minimum volumes are guaranteed over the Term the Contract

5. Call handling

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

5.2. The Service Ticket shall 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 Service Provider's telephony system, in accordance with Appendix 7 (Telephony requirements), enabling accurate reporting.

5.4. The Service Provider shall meet the technical interface requirements, as detailed in Appendix 8 (System 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.

6. LCHS Correspondence

6.1. The Service Provider shall manage and respond to correspondence cases from Customers in relation to LCHS received via letter, email, fax and web form in

line with the relevant Process Documents listed in Appendix 1 (Process Document Register).

6.2. The Service Provider shall log and create Service Tickets in MSD CRM for all correspondence cases received where Service Tickets have not been created previously for the cases. Where a Service Ticket already exists, the Agent shall update the existing ticket with notes of the Customer's enquiries.

6.3. The Service Provider shall use the LCHS letter template(s) provided by the Authority, as updated from time to time, for LCHS correspondence.

7. Scheme Management

7.1. The Service Provider shall undertake a number of back office activities required to manage elements of the LCHS. The activities shall include the below detailed item where the corresponding process document, of that same name, shall be detailed in Appendix 1 (Process Document Register) of this Schedule.

7.2. The Scheme Management activities shall include:

7.2.1. **Activating Customer Key**, where the request has come through the correspondence channel (where a request has come through over the phone the Agent shall undertake this activity whilst the Customer is on the phone, therefor the activity shall be charged in accordance with paragraph 2.3.1(Call handling) of Schedule 7 (Pricing Schedule));

7.2.2. Closing/suspending Customer subscription, in accordance with paragraph 16.2.2 and 16.2.3, as detailed within process document titled Deactivating Customer Online Account;

7.2.3. **Creating Business Accounts**, in the event that the Customer wishes to set up a direct debit payment, any process document steps from the point of confirming that the initial direct debit payment is successful and onwards shall be undertaken as part of Scheme Management, which may include dispatching a Direct Debit Form;

7.2.4. Processing Direct Debit Forms (in the event two (2) signatures were required), returned by Business Account Customers as detailed in process document Creating Business Accounts;

7.2.5. Generate and send out Advanced Notification for direct debit Customers on a monthly basis;

7.2.6. Manual processing of Customer direct debit payments;

7.2.7. Manage any failed direct debit payment, where by the Agent shall call the Customer to take payment and where no payment is made, the Customer's Business Account is blocked;

7.2.8. **Deactivating Customer Online Account** in accordance with paragraph 16.1.2 and 16.1.3;

7.2.9. Undertake any escalated investigations of charges on a Customer account, as detailed in process document titled **Investigate Charging Issues**;

7.2.10. **Process refunds request** where a Customer may be entitled to a refund, where the value is above the Refund Threshold, for various reasons;

7.2.11. Where a Customer has paid by BACS, verify payment and produce Promo Codes as detailed in process **Produce Promo Codes (external request)**;

7.2.12. **SM_Authorise charge** - assess and where applicable manually authorised charges that have reached the Billing Threshold;

7.2.13. **SM_Debt collection notification,** which shall include generating and dispatching notifications in accordance with the Business Rules

7.2.14. Where necessary escalate refund requests to the Authority in accordance with **SM_Escalate to TfL;**

7.2.15. **SM_Handling undelivered mail;**

7.2.16. **SM_Key stock management** – the management of Associated Tokens stock;

7.2.17. **SM_Late return charge** – the daily assessment of charges associated with a bike being returned after 24 hours;

7.2.18. **SM_Manage cheque/postal order payments** where a Customer sends a payment in the post to settle an outstanding debt;

7.2.19. **SM_Processing chargebacks** – where as a result of the Authority's investigation into a charge request, a refund is owned to a Customer;

7.2.20. **SM_Produce Promotional Codes (internal request)** – producing Promo Codes where the request is from the Authority; and

7.2.21. Identify any Business Accounts that are about to reach 365 days since being created so the process detailed in process document titled Change Business Account to standard Customer account can be untaken as a call handling activity (where the call shall be charged in accordance with paragraph 2.3.1(Call handling) of Schedule 7 (Pricing Schedule)).

8. Use of the Authority Systems and Applications

8.1. 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).

8.2. Pursuant to paragraph 8.3 the Service Provider shall, within six (6) weeks of Contract Commencement Date, propose to and come to an agree with the Authority of a hierarchy of personnel roles and their associated user access permissions for the various elements of the Service.

8.3. 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