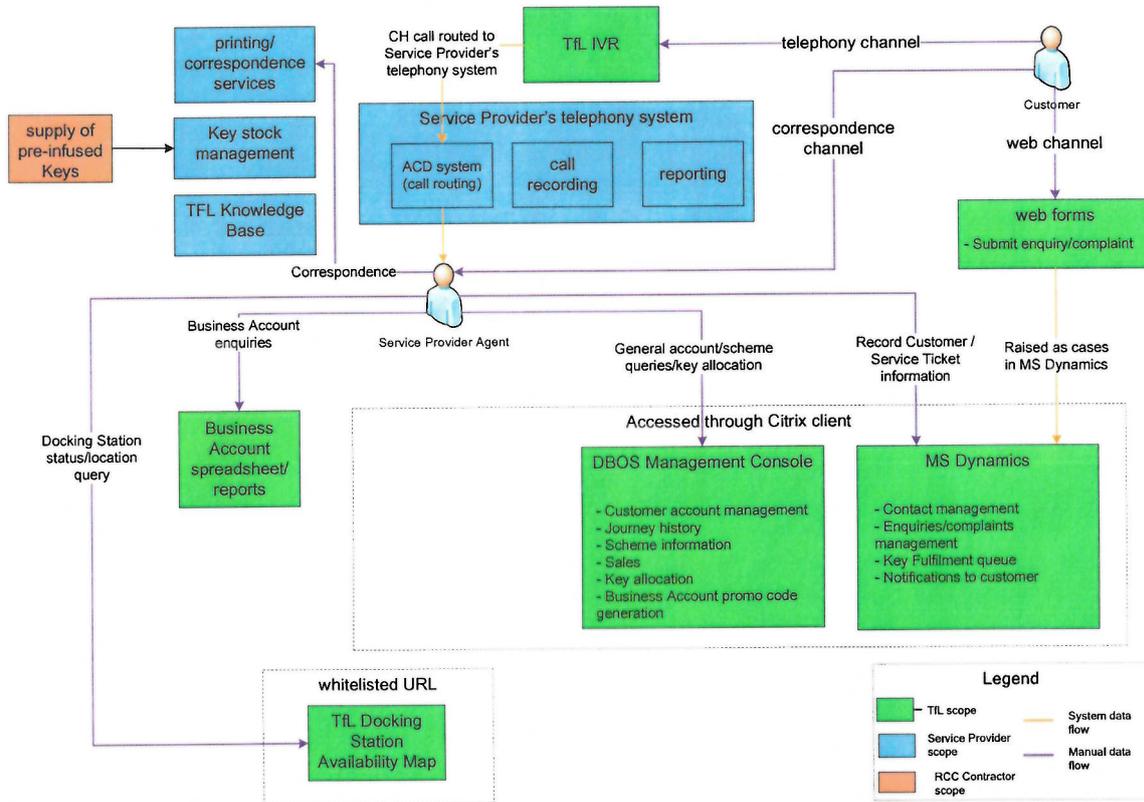


## APPENDIX 8 - SYSTEM INTERFACE SPECIFICATION

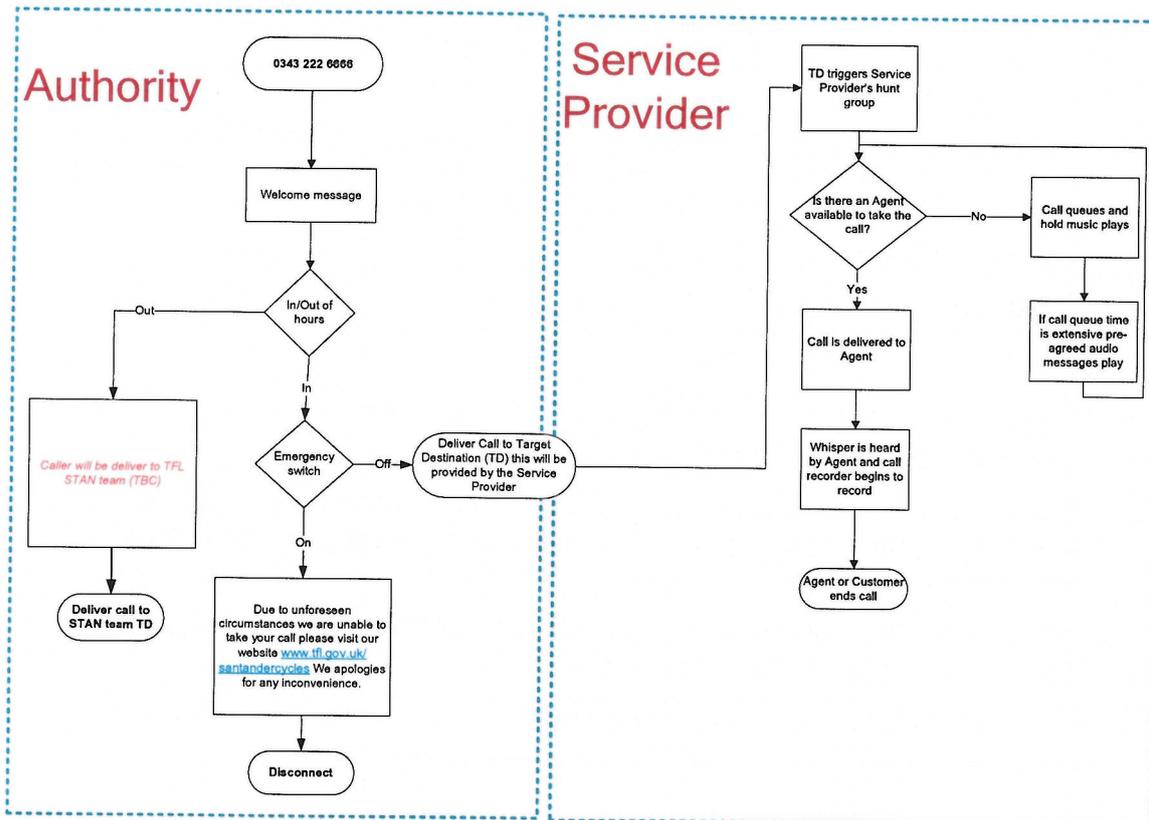
- Diagram 1 below provides a visual representation of the interfaces in scope of the Service.

Diagram 1



- Diagram 2 below provides a call flow demo for LCHS calls.

Diagram 2



### 3. Software Requirements

- 3.1. Authority's recommended supported version of the Citrix Receiver software; either version 4.3 or 4.4. Citrix Receiver Lifecycle Milestones website: <http://www.citrix.com/support/product-lifecycle/milestones/receiver.html>

### 4. Interfaces

- 4.1. The Service Provider shall adhere to the terms covered in the Authority Code of Connection Policy document, as listed in Appendix 6 (Standards and policies).
- 4.2. The VPN connection shall be in accordance with the Authority's Network VPN Standards, as listed in Appendix 6 (Standards and policies).

## APPENDIX 9 - WELCOME PACK AND PROMOTIONAL FLYER SPECIFICATION

1. As of the date of this Contact there are three (3) different types of Welcome Pack Maltese cross leaflets; (i) replacement Associated Token (ii) Annual subscription, and (iii) 24hour Auto Renew subscription.
2. The Welcome Pack listed above shall be:
  - 2.1. bound with a wafer seal;
  - 2.2. attached with an address label;
  - 2.3. printed with the Service Provider's return address; and
  - 2.4. contain the Service Provider's postage details.
3. The Authority shall provide electronic copies of the Welcome Pack and Cycle Hire promotional flyer designs within three (3) Business Days of Contract Commencement Date.
4. The Service Provider shall adhere to the brand guidelines for Santander Cycles, which are available on TfL's website:

<http://content.tfl.gov.uk/santander-cycles-basic-elements-standard-issue01.pdf>

### 5. Welcome Pack: Maltese cross leaflets printing specification

Size	Finished size: 150mm x 150mm (+4.5mm capacity) Flat size: 459mm x 459mm
Pages	10pp
Material	350gsm silk + Matt Lamination throughout
Printing	C M Y K
Finishing & Packing Spec	Die cut to produce a 10pp Maltese Cross Leaflet. Produce an additional die cut backing board key holder 150mm x 150mm on 350gsm silk Matt Laminated and mounted to 1000 micron board. Die cut to shape to form 4 x key holders. Glue backing board to Maltese Cross Leaflet. Fold. Box and store for call off.

### 6. Cycle Hire promotional flyer printing specification

Size	140mm x 140mm
Pages	2pp
Material	170gsm silk
Printing	4 colour digitally printed. *Personalisation required* Simplex colour perso with unique promo code and offer end date on each leaflet
Finishing & Packing Spec	Trim, box and store

## 5 SCHEDULE 5 - TRAINING

### 1. Introduction

#### 1.1. Scope and Purpose

- 1.1.1. This Schedule 0 (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 0 (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.