

Ref	Activity / Milestone	Title	Description
		<b>training material</b>	training material to align with the Authority's training material to provide training to the Service Provider's Personnel.
9	A	<b>Service Provider training of their staff</b>	The Service Provider to to train their staff in the Service.
10	M	<b>Training complete (Service Provider and Authority)</b>	The activities in item 8 and 9 have been complete.
11	A	<b>Testing and Assurance</b>	The Service Provider to provide testing activities and Assurance for all aspects of Service Transition, including but not limited to: Contact handling and Key Fulfilment.
14	A	<b>Stock audit and provision</b>	The Service Provider to work with the Authority to assess the stock required and receives delivery.
15	A	<b>Disaster recovery planning</b>	The Service Provider will provide a Major Incident Plan for the Service.

#### 4. Transition Requirements

4.1. The following Transition requirements are to be adhered to in the Transition of the Service:

Timeline	
<b>Duration</b>	The Authority does not specifically prescribe a Transition period duration, however it is envisaged that the transition should take no longer than three (3) months from Contract Commencement Date to the Final Service Transition Milestone date. The Final Service Transition Milestone date, whereby the Service Provider shall be responsible for all CH calls in scope of the Contract, shall be on 00:00:01 on 1 <sup>st</sup> April 2017.
<b>Duration – Outstanding issues resolved</b>	The period between Final Service Transition Milestone and All outstanding issues resolved shall take no longer than one (1) months.
General	
<b>Customer impact</b>	The Service Provider shall plan and act to minimise impact to Customers and other users of the service (the Authority and its Third Parties) when planning and delivering the transition.
<b>The Authority shall remain in control at all times during technical transition</b>	Where a situation arises that the Service Provider can no longer deliver an element of the telephony solution, the Service Provider shall consult the Authority for approval.
<b>Forecasting for Transition</b>	During the Transition Period, forecasting will be the responsibility of both the Service Provider and the Authority together. From the commencement of the Post-Transition Phase, forecasting will be carried out by the Service Provider, as detailed within Schedule 4 (Service Scope Specification).
<b>Systems licenses</b>	The Service Provider shall propose the number of licences required for the systems detailed in Appendix 2 of Schedule 4 (Service Scope Specification).
Changes to scope	
<b>Creation of Service Provider training material</b>	<p>During the period of Transition meetings the Service Provider shall propose an approach with allocated resources to fulfilling activity 8 under section 3 of this Appendix. The Parties shall come to an agreement of the final approach (with allocated resources). Where additional costs are being reasonably incurred by the Service Provider and not already covered in the Service Provider Transition costs (as based on the scope provided during the procurement process), the authority shall reimburse the Service Provider, subject to them to be reasonable and agreed in advance.</p> <p>The Authority shall provide any relevant information to aid the Service Provider to create the training material.</p>

**Use of Existing Service Provider stock**

The Service Provider may be required to initially use surplus printed Welcome Packs from the Existing Service Provider before printing their own Welcome Packs.

In this case the provisions of paragraph 9 of schedule 4 (Service Scope Specification) shall still be enforced however the Authority shall be responsible to deliver the Welcome Packs to the Service Provider.

During the period of Transition meetings the Parties shall come to an agreement on the specifics of the process and any additional costs, as reasonably incurred by the Service Provider.

## 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), Schedule 8 (Service Management) and Schedule 7 (Pricing Schedule).

<b>“ACD”</b>	Automatic Call Distribution;
<b>“Advanced Notification”</b>	means a notification, by means of a letter or email, sent to a direct debit Customer detailing their upcoming direct debit charges;
<b>“Agent”</b>	means the Service Provider's customer service agent involved in providing the Services;
<b>“Annual Membership”</b>	a 12 month membership subscription to the LCHS;
<b>“Associated Token”</b>	means a device that is configured to identify a Customer or authorised Third Party personnel; which can process data in connection with the London Cycle Hire Scheme, and is used to release bicycles from Docking Points, and which may otherwise be referred to as Cycle Hire Key or Key;
<b>“Auto Renew”</b>	an option a Customer may select within their Online Account to automatically renew the Customer's Bike Access Period;
<b>“Average Speed to Answer” or “ASA”</b>	the average time to answer calls calculated within the parameters set in item 1 of Appendix 1 (Service Levels) of Schedule 8 (Service Management);
<b>“Average Talk Time” or “ATT”</b>	the average Talk Time calculated within the parameters set in item 3 of Appendix 1 (Service Levels) of Schedule 8 (Service Management);
<b>“Bank Holiday”</b>	means a day designated to be a public holiday in England;
<b>“BAU”</b>	Business As Usual;
<b>“Bike Access Period”</b>	A period of time where a Customer may hire a bicycle available through the Cycle Hire Scheme i.e. 24 hours or a year (365 days);

<b>“Billing Threshold”</b>	means a value as set by the Authority and is subject to change. The value as of date of Contract shall be £206;
<b>“Business Account”</b>	means a London Cycle Hire Scheme account specifically generated for use and sale to businesses for use by staff and guests, which may include a single user registered as a business;
<b>“Business Rules”</b>	means the policies or business processes and procedures provided and/or approved by the Authority to which the Service Provider shall adhere;
<b>“Christmas Day”</b>	means 25th December of each year;
<b>“CLI”</b>	Caller Line Identification;
<b>“Contacts ”</b>	means all forms of contact with a Customer including but not limited to contact by telephony calls, correspondence which may be in the form of email, fax, letter, web-form and webchat;
<b>“Contract Year”</b>	shall have the meaning given in paragraph 2.3.1.6 of Schedule 7 (Pricing Schedule);
<b>“Customer Record”</b>	a record of Customer details held within MSD CRM;
<b>“Customer(s) ”</b>	means a person who intends to purchase or has purchased an Associated Token;
<b>“Cycle Hire App”</b>	means the smartphone mobile application used as part of the London Cycle Hire Scheme with capability that includes taking payment from Customers and issuing release codes and "App" shall be construed accordingly;
<b>“Cycle Hire Key” or “Key”</b>	a type of Associated Token that is a fob;
<b>“DBOS”</b>	a Database Back-Office System used to manage a Customer’s accounts, payment, billing, bike hires, physical assets such as bikes, keys and terminals including Docking Points (together with any updates and upgrades to, and revisions, new releases

	and new versions of the application);
<b>“Direct Debit Form” or “DD Form”</b>	mean a direct debit application form;
<b>“Docking Point”</b>	means the equipment and mechanism installed within a Docking Station that is used for the storage of bicycles so that they can be hired, returned and where relevant charged and locked;
<b>“Docking Station”</b>	means a collection of On-Street Assets and any other equipment located within the boundaries of the site required to provide the London Cycle Hire Scheme but excluding bicycles;
<b>“Docking Station Availability Map” or “DSA Map”</b>	a map depicting locations of Docking Stations;
<b>“DTMF”</b>	Dual-Tone Multi-Frequency signalling;
<b>“Escalation Threshold”</b>	means a value as set by the Authority and is subject to change. The value as of date of Contract shall be £150;
<b>“FTE”</b>	Full-Time Equivalents;
<b>“Generic Promo Code”</b>	a type of Promo Code, whereby one (1) code that is produced can be used multiple times;
<b>“Handling Plan”</b>	a flag in MSD CRM that indicates a Customer may require delicate handling i.e. a high-profile Customer or one with a history of complaints;
<b>“ID&amp;V”</b>	Identification and Verification;
<b>“Interactive Voice Response” or “IVR”</b>	is a telephony technology that can read a combination of touch tone and voice input;
<b>“Key Fulfilment”</b>	shall have the meaning given in paragraph 1.1.1;
<b>“London Cycle Hire Scheme” or “LCHS”</b>	means the collection of assets and business processes which enable cycle hire across London by Customers;
<b>“Membership ID”</b>	a registered Customer's unique identifier for the LCHS;
<b>“Microsoft Dynamics Customer Relationship Management” or</b>	means an application to manage and record all customer interactions (together with any