

Annex B

Call-Off Contract Template

Framework Agreement Number: ICT11448 IT Solutions

Call-Off Contract Number: ICT12372/9

THIS CALL-OFF CONTRACT is made the day of

BETWEEN:

- (1) Transport for London (the "Contracting Authority") on its own behalf and for the benefit of the other TfL Group Members and Other Contracting Parties; and
- (2) **ATOS IT Services UK Ltd**, a company registered in England and Wales (Company Registration Number **1245534** whose registered office is at **4 Triton Square, Regent's Place, London, NW1 3HG** ("the Service Provider").

(the "**Service Provider**") registered in England and Wales with registration number and whose registered office is at

RECITALS:

- A. The Contracting Authority and the Service Provider have entered into an agreement dated 03 August 2015 which sets out the framework for the Service Provider to provide certain Deliverables to the Contracting Authority or the Contracting Authority ("**the Framework Agreement**").
- B. The Contracting Authority wishes the Service Provider to provide the specific Deliverables described in this Call-Off Contract pursuant to the terms of the Framework Agreement and this Call-Off Contract and the Service Provider has agreed to provide such Deliverables on those terms and conditions set out in the Call-Off Contract.

THE PARTIES AGREE THAT:

1. CALL-OFF CONTRACT

- 1.1 The terms and conditions of the Framework Agreement shall be incorporated into this Call-Off Contract.
- 1.2 In this Call-Off Contract the words and expressions defined in the Framework Agreement shall, except where inconsistent with the context requires otherwise, have the meanings given in the Framework Agreement. In this Call-Off Contract references to Attachments are, unless otherwise provided, references to attachments of this Call-Off Contract.

2. DELIVERABLES

- 2.1 The Deliverables to be supplied by the Service Provider pursuant to this Call-Off Contract are set out in Attachment 1.
- 2.2 The Service Provider acknowledges that it has been supplied with sufficient information about this Call-Off Contract and the Deliverables to be provided and that it has made all appropriate and necessary enquiries to enable it to provide the Deliverables under this Call-Off Contract. The Service Provider shall neither

be entitled to any additional payment nor excused from any obligation or liability under this Call-Off Contract or the Framework Agreement due to any misinterpretation or misunderstanding by the Service Provider of any fact relating to the Deliverables to be provided. The Service Provider shall promptly bring to the attention of the Call-Off Co-ordinator and Commercial Manager any matter that is not adequately specified or defined in the Call-Off Contract or any other relevant document.

In the event that such information and assistance reveals a material difference and the Contracting Authority or the Service Provider sees a need to change any of the Deliverables, the Contracting Authority Group's Service Manager may at any time request, and the Service Provider's Service Manager may at any time recommend, such amendment only in accordance with the formal Change Control Procedure ("**CCP**") as set out at paragraph 2 of Annex 1.

- 2.3 The timetable for any Deliverables to be provided by the Service Provider and the corresponding Milestones (if any) and Key Milestone Dates (if any) and Implementation Plan (if any) are set out in Attachment 1. The Service Provider must provide the Deliverables in respect of this Call-Off Contract in accordance with such timings and the Service Provider must pay liquidated damages in accordance with the Framework Agreement of such an amount as may be specified in Attachment 1. The Service Provider shall be liable for the ongoing costs of providing Deliverables in order to meet a Milestone and Key Milestone Dates. Time shall be of the essence in relation to the Key Milestone Dates where stated in the Implementation Plan.
- 2.4 The Service Provider acknowledges and agrees that as at the commencement date of this Call-Off Contract it does not have an interest in any matter where there is or is reasonably likely to be a conflict of interest with the Deliverables provided to the Contracting Authority under this Call-Off Contract.

3. CALL-OFF TERM

This Call-Off Contract commences on the date of this Call-Off Contract or such other date as may be specified in Attachment 1 and subject to the provisions of the Framework Agreement, shall continue in force **four years with option to extend for one year** unless terminated earlier in whole or in part in accordance with the Framework Agreement.

4. CHARGES

Attachment 2 specifies the Charges payable in respect of the Services provided under this Call-Off Contract. The Charges shall not increase during the duration of this Call-Off Contract unless varied in accordance with the Framework Agreement. The Service Provider shall submit invoices in accordance with the Framework Agreement and the Charges shall be paid in accordance with this Call-Off Contract.

5. CALL-OFF CO-ORDINATOR /COMMERCIAL MANAGER AND KEY PERSONNEL

The Contracting Authority's Call-Off Co-ordinator in respect of this Call-Off Contract is named in Attachment 1 and the Service Provider's Key Personnel in respect of this Call-Off Contract are named in Attachment 2.

This Call-Off Contract has been signed by duly authorised representatives of each of the Parties.

SIGNED

For and on behalf of the *Contracting Authority*.

Signature: _____

Name: _____ **<REDACTED>** _____

Title: _____ **Transport For London Commercial Lead** _____

Date: _____

SIGNED

For and on behalf of *the Service Provider*

Signature: _____

Name: _____

Title: _____

Date: _____

Attachment 1

*The Contracting Authority's Call-Off Co-ordinator in respect of this Call-Off Contract is **REDACTED** (Commercial Manager).*

Scope Summary

Delivery of Wonderwall will provide a Customer Information System to serve customers who increasingly demand up to date information in a clear and concise format. The solution will display a range of information including:

Live Travel Information

- TfL Rail, Tube status, Bus arrival times for that station

Disruption Messaging

- Planned Engineering Work
- Unplanned disruption and journey continuation messages.

Localised station information

- Station access conditions
- Live News (BBC)
- Twitter feed

The supplier will deliver a Managed Service for:

- Provision of a CMS software solution and associated hosting services.
- Station display hardware.
- Configuration
- Deployment (e.g. surveys) and installation of screens.
- Support & Maintenance
- Project Management / Professional services

Solution Delivery (including ongoing maintenance) for:

- 11 Eastern section stations of Elizabeth Line
- 11 Western section stations of Elizabeth Line

It is envisaged there will be three screens per station. Final screen numbers will be confirmed at station survey.

Deployment into the Eastern section of the Elizabeth Line

Station
Brentwood station
Chadwell Heath station
Forest Gate station
Gidea Park station
Goodmayes station
Harold Wood station
Ilford (York Mews) station
Manor Park station
Maryland station
Romford station
Seven Kings station

Deployment into Western section of Elizabeth Line

Station
Acton Main Line station
Burnham station
Ealing Broadway station
Hanwell station
Hayes & Harlington station
Iver station
Langley station
Southall station
Taplow station
West Drayton station
West Ealing station

Installation Services (Station Implementation Roll-Out)

Initial planning for station deployments encompassing the maximum number of stations ready for survey and possible deployment will be completed during the first 2 to 6 weeks after contract commencement. This will allow a high level plan to be established.

For any stations not ready for survey, single stations or groups of stations will be handled as discrete deliverables and called off once those stations or groups of stations reach a suitable state of readiness. The process will take the form of:

1. Initiate survey – if this hasn't already been completed
2. Agree Statement of Works (SOW) post survey
3. Deploy based on SOW

Network Access Requirements:

<REDACTED>

For the survey and deployment elements the following high level processes and timelines will be applied:

Station Site Surveys – completed in initial stage of contract, but also could be part of a called off station or group of stations.

<REDACTED>

Specific Requirements

Ref no.	Requirement	All requirements met?	Response statement and level of change	
	4.1 Functional Requirements	n/a	n/a	No response statement required
	4.1.1 Software design requirements	n/a	n/a	No response statement required
1	Design based on The Contracting Authority Digital Display Standards The Service Provider shall provide a software solution that conforms to the The Contracting Authority Digital Display Standards document.	Yes		
2	'Widget' design The Service Provider shall provide a software solution that is designed around widgets for displaying a self contained piece of customer information.	Yes		
3	The Contracting Authority ability to create and modify templates The Service Provider shall provide a software solution that provides The Contracting Authority with the ability to create or modify existing templates defining a screen layout which is made up of one or more widgets.	Yes		
4	'Widget' data selection from data feeds The Service Provider shall provide a software solution that enables authorised administration users to have access to select their required data for inclusion in the widget by: <ul style="list-style-type: none"> • Having access to all required data feeds via a GUI format (preferably dropdown menus, check boxes etc.). • Being able to further filter the data from the required data feed (e.g. northbound data only). 	Yes		
5	'Widget' association to specific locations The Service Provider shall provide a software solution that enables widgets to have the ability to be associated with specific locations within a station. For example: <ul style="list-style-type: none"> • platforms and/or traffic lines • direction of traffic (e.g. north bound) • ticket office area 	Yes		

6	<p>'Widget' display based on specific location</p> <p>The Service Provider shall provide a software solution that enables widgets be able to be configured to select and display different information and different presentation layouts based on the specific location.</p> <p>For example:</p> <ul style="list-style-type: none"> • Platform 1 north bound location should show only northbound information in a relevant format. • ticket hall information should show all train information as a list with the associated platform for either arrival 'from' information or departure 'to' information. 	Yes			
7	<p>Widget for The Contracting Authority bus information</p> <p>The Service Provider shall provide a software solution that enables widgets to have the option to contain The Contracting Authority bus information with the ability to;</p> <ul style="list-style-type: none"> • Select bus stops and filter to select required routes. • Add pictograms to the map. • Show departures with an associated map <p>Define the required 'clear' time on departures.</p>	Yes			
8	<p>Widgets associated to multiple locations</p> <p>The Service Provider shall provide a software solution that enables widgets to have the ability to be associated to multiple locations and at multiple stations if required. The widgets shall be able to be grouped into categories and locations</p> <p>For example:</p> <ul style="list-style-type: none"> • Multiple locations within a station (e.g. all platforms within a station). • Groups of locations (e.g. all ticket halls on a traffic line). • Group of stations (e.g. all stations on a traffic line). 	Yes			
9	<p>Widgets display configuration options</p> <p>The Service Provider shall provide a software solution that enables widgets to be able to be configured to enable different display options such as;</p> <ul style="list-style-type: none"> • Widget display based on a schedule and duration (e.g. customer message at peak times) • Order of rotation cycle between different widgets of information. • Duration time of content before next content widget is displayed (e.g. A weather warning message may be required to be displayed for 10 seconds followed by a message regarding weekend closure to be displayed for 30 seconds). • Scrolling text either down or across. 	Yes			

10	<p>Widgets based on weather information</p> <p>The Service Provider shall provide a software solution that can enable widgets to enable to the ability to be displayed automatically based on weather information.</p> <p>For example: Widget containing a caution message about slippery surfaces due to adverse weather conditions may need to be displayed every 2 minutes only if outside temperature drops below 3 degrees.</p>	Yes	
11	<p>Widget prioritisation</p> <p>The Service Provider shall provide a software solution that can enable widgets to have the ability to be assigned priorities to indicate one widget has priority over another.</p>	Yes	
12	<p>Automatic information prioritisation</p> <p>The Service Provider shall provide a software solution that can use logic to determine what to display and when without human intervention. It must allow for information to supersede other information based on predefined logic.</p> <p>For example:</p> <ul style="list-style-type: none"> • Displaying disruption messages would take priority over weather information. • Station evacuation messages would take priority over train departure information. 	Yes	
13	<p>Widget prioritisation size</p> <p>The Service Provider shall provide a software solution that can enable widgets to manually or automatically (e.g. based on prioritisation) be enacted and take part or whole screen.</p>	Yes	
14	<p>Widget configuration permissions</p> <p>The Service Provider shall provide a software solution that can enable widgets to be totally configurable by The Contracting Authority staff and enable certain widgets to be changed / edited by local station staff in accordance with a role based security model which should also be editable by authorised The Contracting Authority administration staff.</p> <p>For example; A station supervisor may wish to create a message informing customers that a lift is out of action.</p>	Yes	

15	<p>Visual indication of compulsory and editable fields The Service Provider shall provide a software solution that provides a visual indication to the user to show;</p> <ul style="list-style-type: none"> • Compulsory fields. • Fields that the user has access to modify. 	No	This would require development work.	<p>This functionality is not currently available in the administrative layer of the solution. Given the nature of the content and the speed of performance on the main screens Worldline would need to understand this requirement in more detail and would work with The Contracting Authority to define the appropriate fields. This functionality would be available in the web interface for use by stations staff, ie via drop downs.</p> <p>Level of change - 4. Integration</p>
16	<p>Animated information The Service Provider shall provide a software solution that has the ability to animate information in line with 'The Contracting Authority Digital Display Standards'. For example:</p> <ul style="list-style-type: none"> • All train departure information to be animated. • Station evacuation message to include a basic animation to assist non English speaking customers. 	Yes		
17	<p>The Contracting Authority branding changes (Graphics, animations, logos) The Service Provider shall provide a software solution has a storage location for graphics, animations and logos which can then be used within widgets enabling consistency of design and easy updating of any changes to The Contracting Authority branding by updating one location.</p>	Yes		

18	<p>User friendly Widget content creation The Service Provider shall provide a software solution enables content creation to be user friendly and not require any specific software coding knowledge. Widgets should be able to be created using a GUI with drop down menus, drag & drop and checkboxes. For example,</p> <ul style="list-style-type: none"> • The user should not have to know about html, or JavaScript coding language to create content. • A user may select a template to base a widget on, select a data feed and further filter data (northbound trains only), select a station followed by specific locations within a station and assign a priority. 	Yes		
19	<p>Configuration of display at each location The Service Provider shall provide a software solution allows for central configuration of what widgets are displayed on each display screen and when they are displayed (e.g. times of day, period of year or specific events) at all display screen locations.</p>	Yes		
20	<p>Auto content create ability The Service Provider shall provide a software solution has an auto-create widget type functionality based on drop-down lists. For example, Selecting a type of bus stop should auto populate with the layout type.</p>	Yes		
21	<p>Content spell checker The Service Provider shall provide a software solution that has a spell and grammar check (UK localised) for all content prior to being published.</p>	No	Would require change to base product.	<p>Spell checking could be managed on local devices when text input is required. There is currently no central function within the design tools to deliver spell check functionality. Worldline will work with The Contracting Authority to clarify the use case of this requirement. Worldline would be happy to work with The Contracting Authority to</p>

			<p>understand the detailed requirement of this functionality, but would recommend the drop down system of inputting most common messages.</p> <p>Level of change - 4. Integration</p>
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22	<p>Content dictionary of blocked words The Service Provider shall provide a software solution that has a configurable dictionary of blocked words should be centralised and applied to all screens. It should be updated both via an admin GUI and via an admin import of a CSV file</p>	No	Would require change to base product.	<p>Content can be pre-determined through the main application and drop downs can be provided to station staff for the entry of local text. This will need discussion as could restrict usability of the solution at a local level Content can be pre-determined through the main application and drop down menus can be provided to station staff for the entry of local text. This would ensure profanity-free text input by station staff, but currently would not allow unrestricted free text input.</p> <p>Level of change - 4. Integration</p>
23	<p>Content approval process The Service Provider shall provide a software solution that has (if required) a content editing, reviewing, approval and publication process. For example, It may be decided that local station content entered by the station manager needs to be approved in order to prevent profanity.</p>	Yes		
24	<p>Hardware agnostic working The Service Provider shall provide a solution that enables content to be displayed on other display screens. This is to enable The Contracting Authority to use existing display screens in future stations if required.</p>	Yes		

25	<p>Configuration change testing The Service Provider shall provide a software solution that has a method of preview / test any configuration change prior to implementation. Service Provider to advise how this is achieved e.g. preview function or testing environment etc.</p>	Yes	
4.1.2 Content Requirements		n/a	
26	<p>Content design The Service Provider shall provide a software solution that provides automatically updated travel and relevant information (localised and actionable) to customers at stations. Information will consist of, but not limited to:</p> <ul style="list-style-type: none"> • Live Travel Information <ul style="list-style-type: none"> o Countdown times (“Summary of Departures” and “Next Train In”) for ALL trains regardless of operator. In addition the second line of text (i.e. calling at) should indicate the related service operator. o Tube status o Bus arrival times (for stops outside station) • Disruption messaging <ul style="list-style-type: none"> o Planned (engineering work) o Not planned (continuing your journey messaging) • Localised information e.g. <ul style="list-style-type: none"> o Station access conditions o Live News (BBC) o Twitter feed o Local weather and dynamic messaging o Variable content • i.e. can flex to display images, video or text) <p>See Appendix B for greater detail.</p>	Yes	
27	<p>Train Information Widget The Service Provider shall provide a software solution that enables widgets to have the ability to contain train information (e.g. ‘calling at’, train length, Selective Door Opening, train operator etc.) which should be configurable;</p> <ul style="list-style-type: none"> • All train information or only for a specific platform in a specific direction (e.g. northbound) via dropdown lists of stations, platforms and/or direction. • Define the required ‘clear’ time on departures. 	Yes	

28	<p>Platform Change Information The Service Provider shall provide a software solution that enables changes in station platform usage (e.g. if platforms 1 and 2 are usually used but the services uses platforms 3 and 4). For example:</p> <ul style="list-style-type: none"> • A station may use platform 1 and 2 during weekdays but on a weekend then platform 3 and 4 are used. • A particular platform may have to close at a station as a result of an incident and instead use an alternative platform. 	Yes	
29	<p>Configurable clear time The Service Provider shall provide a software solution that enables a pre-defined clear time for departure / arrival information.</p>	Yes	
30	<p>Evacuation widget The Service Provider shall provide a software solution that can have a station evacuation widget which will replace all widgets and be full screen for when a when a station enters evacuation.</p>	Yes	
31	<p>Information Widget linked to twitter feed The Service Provider shall provide a software solution has an information widget that allows a twitter feed for displaying the last predefined number of twitter information messages to be shown for a specified twitter handle.</p>	Yes	
32	<p>Twitter account The Service Provider shall provide a software solution that enables a selected Twitter feed to be configurable from the admin tool.</p>	Yes	
33	<p>Information from Station staff or Controllers The Service Provider shall provide a software solution has the ability for authorised station staff to write information to their own station or controllers to send information to a specific location within a particular station in accordance with a role based security model. For example,</p> <ul style="list-style-type: none"> • A Station Customer Service Assistant may wish to inform customers about future construction work to a station ticket hall. • A controller may wish to send a message to either: <ul style="list-style-type: none"> • a specific station. • a group of stations. • network wide. 	Yes	

34	<p>Information Widget to support information from mobile devices The Service Provider shall provide a software solution has an information widget that has the ability to receive content (e.g. free text) from a browser on a mobile device or tablet typed by an authorised. This should be compatible HTML5 and CSS3 and Safari, Chrome, Internet Explorer or Firefox) unless a suitable mobile application is available. For example, A station manager may wish to update a station message regarding an unavailable escalator or change of exit via their mobile device.</p>	Yes	
35	<p>Information Widget linked to news feed The Service Provider shall provide a software solution has the ability for an information widget that allows for the display of the last predefined number of news items from a specified news feed to be shown.</p>	Yes	
36	<p>News account The Service Provider shall provide a software solution that enables a selected news feed to be configurable from the admin tool</p>	Yes	
37	<p>ESUB Widget The Service Provider shall provide a software solution that contains a specific ESUB widget providing The Contracting Authority Electronic Service Update Boards (ESUBs) showing London Underground status information or created via the xml feed provide by The Contracting Authority's public facing The Contracting Authority Online Unified API. The presentation must conform to the latest The Contracting Authority Digital Display Standards. Note: London Underground status information can be provided by The Contracting Authority's public facing Electronic Service Update Boards (ESUBs) or via the xml feed provided by The Contracting Authority Unified API.</p>	Yes	
38	<p>Multiple Train Operating Companies at same station The Service Provider shall provide a software solution that caters for stations where multiple Train Operating Companies operate, by displaying all train information for a specific platform or station irrespective of train operating company. For example The same platform may be used for two different Train Operating Companies.</p>	Yes	

39	<p>Video content The Service Provider shall provide a software solution that has the ability for content to include video in the future. Output should be able to support 1080p at 25FPS. Note: There is no requirement for audio within display screens.</p>	Yes	
40	<p>Consistent information with platform information displays The Service Provider shall provide a software solution such that information displayed on the display screens should be consistent with information on existing platform displays screens.</p>	Yes	
41	<p>Adding future widgets The Service Provider shall provide a software solution that has the ability to add and configure future widgets together with new data sources without an architectural change. Possible future widgets are;</p> <ul style="list-style-type: none"> • Cycle Hire (docking location map, bikes and docks available) • Legible London Walking map • Trams departures • Live step-free access map • Messaging from other TOCs • Bus spider maps • Network disruption map in real-time • Journey time between stations in real-time • Crowding real-time information 	Yes	
4.1.3 Content display requirements		n/a	
42	<p>Service Provider to pre-configure the system The Service Provider to pre-configure the system (although solution should have a modular design enabling layouts to be changed to meet operational needs). The initial configuration is currently envisaged as two screens at the entrance and one screen at the exit with the following content: Screen 1 (Entrance Left screen)</p> <ul style="list-style-type: none"> • Departures West / East bound • Countdown to departures including platform numbers • Calling at points • Twitter feed • Weather <p>Screen 2 (Entrance Right screen)</p> <ul style="list-style-type: none"> • Customised station/line information by station • ESUBS / Rainbow board (Tube status) • BBC News 	Yes	

	Screen 3 (Exit) • Bus departures and local bus map			
43	<p>Public facing URLs The Service Provider shall provide a solution enabling public facing URLs of specific screen layouts of multiple widgets to be configured. This is to facilitate the opportunity to display a screen at external locations. For example, Local schools or doctors surgeries may wish to include a public facing screen to provide relevant transport information to their customers.</p>	No	The platform is not designed as a fully scalable web platform.	<p>This functionality is not currently available in the solution. Given the nature of the content and the speed of performance on the main screens, we would work with The Contracting Authority to define an appropriate solution.</p> <p>Level of change -</p>
44	<p>Portrait or landscape The Service Provider shall provide a software solution that can cater for screens in portrait or landscape orientation and adjust how content is displayed accordingly.</p>	Yes		
45	<p>Compatible with different screen sizes The Service Provider shall provide a software solution that enables widgets to be scalable across multiple screen sizes and resolutions with support for a minimum resolution of 1080p.</p>	Yes		
46	<p>Application accessibility The Service Provider shall provide a software solution can be accessible via the station network and MTRC at stations and control rooms with desktops or mobile devices via 4g/Wi-Fi onto the OneLondon network. Note: the installation of the station network or station Wi-Fi is outside the scope of this procurement.</p>	Yes		
47	<p>No connectivity countdown The Service Provider shall provide a solution that ensures that If the data connection is lost, the displays continue to countdown based on previously received data. Once a data connection is re-established the displays should instantly update with all new received data. The time of how long the displays continue to countdown when there is no</p>	Yes		

	connection must be configurable. If the display reaches the set time limit and still has not re-established a data connection it should revert to the Fall Back Message.		
48	Fall back messages The Service Provider shall provide a solution that contains an automatic fall-back message for loss of connectivity or issues with data feeds. This message must be configurable. For example, if a widget is not able to display information due to a problem with a data feed then a predefined message with the Elizabeth Line logo shall be displayed.	Yes	
	4.1.4 Administration requirements	n/a	
49	Role based security model The Service Provider shall provide a software solution contains a role based security model controlling who can write to what station and shall be manageable by authorised administrators.	Yes	
50	User group/role management The Service Provider shall provide a software solution that enables administration users to be able to promote and demote users between user groups.	Yes	
51	Group/Role permissions The Service Provider shall provide a software solution that enables group permissions to be assigned from an option menu. I.e. Increasing/decreasing permissions for a group should be a case of checking/unchecking a selection box.	Yes	
52	Adding / deleting new groups/roles The Service Provider shall provide a software solution that has the ability for administration users to be able to add / delete and modify groups with bespoke permissions.	Yes	
53	Adding / deleting user The Service Provider shall provide a software solution that has the ability for administration users to be able to add / delete and modify users to user groups and locations.	Yes	

54	<p>Content control The Service Provider shall provide a software solution that has the ability for a user who in a higher user group to have the permission to remove content put in place by subordinates</p>	Yes	
55	<p>Group control of messages The Service Provider shall provide a software solution that has the ability for messages / free text entries by staff to be linked to a group and not the individual (logging will be for the individual though), thus enabling staff of the same level to remove messages they did not put up. Note: This is to cater for situations where messages are put up by staff which need to then be taken down after their shift has ended.</p>	Yes	
56	<p>Reporting The Service Provider shall enable The Contracting Authority to be provided with reports showing: • Display uptime / downtime statistics by period. • Where SLAs have been met or not.</p>	Yes	
4.2 Non-Functional Requirements		n/a	
4.2.1 Hardware Requirements		n/a	
57	<p>Display screen hardware The service provider shall ensure their proposed display screen hardware meet with the requirements of: • Screen bezel and casing/housing must be black in colour • Range of screens sizes from 32inch – 75inch (prices required for options) • Full colour HD (High Definition) rendering, • Screens should be fit for public stations and Service Provider to provide details of how their proposed screens demonstrate this requirement.</p>	Yes	
58	<p>Display screens to look good The Service Provider shall show consideration for the display screens being aesthetically pleasing, with a focus on minimising 'excess' housing through consideration of the design process. The Contracting Authority will reserve the right to reject any proposed display hardware which it feels is not in keeping with a modern station environment. Service Provider to provide photo(s) and details of proposed screen(s).</p>	Yes	

59	<p>Display screen hardware for section 12 stations The Service Provider shall be able to supply display screens for section 12 stations, although currently NOT in scope, the display screens would need to comply with the following standards enabling them to be installed underground;</p> <ol style="list-style-type: none"> 1. Fire Safety Performance Standard 1-085 2. Electromagnetic Compatibility (EMC) 1-222 and G-222 3. Environmental requirements standard S2508 (replaces E7202) 4. BS 50121-4 Railway applications. Electromagnetic compatibility. Emission and immunity of the signalling and telecommunications apparatus 	Yes	
60	<p>Vandal and Tamper Proof The Service Provider shall show consideration for preventing vandalism and tampering of display screens e.g. non-standard screws, time lapse switch off if hit. Service Provider to advise what measures are incorporated.</p>	Yes	
61	<p>Proof of concept testing The Service Provider's solution and schedule needs to cater for testing process on the required hardware, ideally within the proposed environment (i.e. proof of concept). For example, The actual station environment can often be highly dusty with high temperatures in the peak of summer.</p>	Yes	
62	<p>Display screens roadmap The Service Provider needs to provide a recommended roadmap for display screens including the recommended timespan for replacement of screens.</p>	Yes	
4.2.2 General Support Requirements		n/a	
63	<p>Autonomous working The Service Provider shall ensure that once screens have initially been set-up they shall work autonomously, including using logic to display disruption messaging.</p>	Yes	
64	<p>Remote reboot The Service Provider shall ensure that the display screens have the ability to be remotely rebooted without the need for human onsite intervention.</p>	Yes	

65	<p>Self-health status monitoring</p> <p>The Service Provider shall ensure that the display screens have contain Health Status monitoring with automatic fault alerts.</p>	Yes	
66	<p>Self recovery</p> <p>The Service Provider shall ensure that the display screens have processes which detect a failure and attempt to recover automatically. e.g. self resetting of hardware components or software</p>	Yes	
67	<p>Documentation</p> <p>The Service Provider shall provide documentation as part of the solution. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Installation manuals • Operating, manuals. • Configuring manuals. • Maintenance manuals. <p>The Contracting Authority will sign-off on all training documentation. Documents failing to meet The Contracting Authority sign-off will constitute a failure of delivery.</p>	Yes	
68	<p>Scalability</p> <p>The Service Provider shall provide a solution that is scalable and be able to cope with large interchange stations (e.g. Stratford where there a variety of modes, destinations and directions). Additionally while initially it must cater for the Elizabeth Line, it should hypothetically be able to cater for all The Contracting Authority modes and station.</p>	Yes	
69	<p>Future proof technology</p> <p>The Service Provider shall provide a solution that is future proof and of a modular design to enable different types of technology to be added at a later date.</p>	Yes	
70	<p>Open source technology</p> <p>The Service Provider shall provide a solution that enables The Contracting Authority to use a different Service Provider to support and develop the system further after the contract has ended.</p> <p>For example, The solution may be based on open source technology or a COTS product supported by multiple resellers.</p>	Yes	

71	<p>Future exit plan The Service Provider shall provide an exit plan to The Contracting Authority for handover to future Service Provider at the end of the support period, which will include, but not limited to;</p> <ul style="list-style-type: none"> • Documentation. • Training. • Data and configurations exported in a universal file format (e.g. CSV). <p>Configuration material will be made available to the Contracting Authority during the terms of the contract following a 20 Day notice request.</p>	Yes	
72	<p>Future Software Upgrades and Bespoke development The Service Provider shall ensure that bespoke development is seen as a last resort and carefully considered in relation to maintenance and upgrade costs. The Contracting Authority believes that there are COTS products which offer the majority of these requirements as standard, with only configuration required. This is also relevant in that it is likely that the solution may be used within other areas of The Contracting Authority within the future.</p>	Yes	
73	<p>Minimum number of display screens The Service Provider shall ensure the solution supports a minimum of 100 active display screens. Service Provider to provide how many displays their proposed solution can support.</p>	Yes	
74	<p>Minimum number of concurrent users The Service Provider shall ensure the solution supports a minimum of 20 concurrent users writing information to different display screens.</p>	Yes	
	4.2.3 Installability	n/a	
75	<p>Consistent wiring The Service Provider shall ensure each display screen is to be wired/cabled consistently – i.e., the manner or nature of the internal cabling, with the same colours used in all units</p>	Yes	
76	<p>No soldering The Service Provider shall ensure there is no soldering required in the assembly of each display unit – i.e., the units are to use pluggable components that can be swapped out and returned to base for repair.</p>	Yes	

77	<p>The Contracting Authority's Risk Assessment and Method Statement (RAMS) process The Service Provider shall ensure all installations conform to the The Contracting Authority's Risk Assessment and Method Statement (RAMS) process. The Service Provider will work with The Contracting Authority (or The Contracting Authority's nominated Party) to accommodate suitable installation times.</p>	Yes	
78	<p>Display screen handover process The Service Provider provide a signed handover of display hardware with required details such as date, with a signed document by both parties that device is fully working. Please indicate compliance.</p>	Yes	
4.2.4 Service support requirements		n/a	
79	<p>Hours SLA measured The service should be available, functioning and performing as specified 24/7 365 (including Up public holidays except Christmas day). The SLAs should be measured for this period. Please indicate compliance.</p>	Yes	
81	See Service Level Agreement below		
82	See Service Level Agreement below		
82	<p>Planned Software Maintenance Window There is no planned software maintenance window for software updates for the service. Where this is required this will need to be agreed by the Service Provider with the Service Owner with advance notice. Please indicate compliance.</p>	Yes	
83	<p>Operational Maintenance Schedule Service Provider to provide planned maintenance schedule for the service assuming there is no local maintenance regime.</p>	Yes	

84	<p>Maintaining The Contracting Authority (or The Contracting Authority nominated party) asset database</p> <p>The Service Provider will need to provide details of all display screens to The Contracting Authority (or The Contracting Authority nominated Party) (e.g. make, type, details of maintenance regime/PPM)</p> <p>If a display screen is moved to another location or removed completely then the Service Provider needs to inform The Contracting Authority (or The Contracting Authority nominated Party) in order to update an asset database.</p> <p>All assets being installed into stations will need to be tagged and number provided as part of handover process. In addition any change to any asset number or asset details will also need to be provided by the Service Provider.</p>	Yes	
85	<p>The Contracting Authority's (or The Contracting Authority's nominated party) fault reporting centre scripts</p> <p>The Service Provider will be required to prepare help scripts for The Contracting Authority's (or The Contracting Authority's nominated party) fault reporting centre for the purpose of troubleshooting standard faults and allocation of resolution responsibility.</p> <p>Please indicate compliance.</p>	Yes	
86	<p>Informing of resolution</p> <p>The Service Provider will be required to inform The Contracting Authority's (or The Contracting Authority's nominated party) fault reporting centre when faults are resolved.</p> <p>Please indicate compliance.</p>	Yes	
87	<p>Access permit process</p> <p>The Service Provider will need to go through an access permit process, The Contracting Authority will require names, medical questionnaire completed, method statements etc. The Contracting Authority will provide access permits and bearer passes to all named persons who then require access.</p> <p>Please indicate compliance.</p>	Yes	
	4.2.5 Training	n/a	
88	<p>Based on your solution, and the train the trainer for five individuals. Please detail your recommended training regime. Please include the associated cost for this in section B5.</p>	Yes	

Service Level Agreement

Input (per Unit unless otherwise stated)	Availability – permissible downtime	Payment (£)
An “asset” is defined as a Wonderwall display screen and any associated equipment	<ul style="list-style-type: none"> Throughout the term of the Call-Off Contract, each Wonderwall display screen is allowed, without incurring Service Credits, one (1) unplanned Outage per calendar month. This Outage can be up to 24 (for SLA 1) or 72 hours (for SLA 2) in duration. Any subsequent unplanned Outages will be eligible for Service Credits as per the definition of an Outage. The official starting time for each “Outage” will be defined by the timestamp given to each Outage support ticket as it enters Service Provider’s Level 2 (Second Line) support system. 	£<REDACTED> per asset per hour (or part hour)

Outage Definition:

An “Outage” is defined as an incident that fundamentally impacts the service provided to customers whereby any information is not correctly displayed, and the ability of customers to plan their journey is negatively impacted.

Outages will not incur Service Credits where:

- root cause is the result of any TfL or any TfL nominated-third parties action or infrastructure, which results in travel information being impacted.
- or where any independent third party data or data feeds are not available.

SLA Levels:

The Service Level Agreement will be classified as “SLA1” or “SLA2”. Classification will be confirmed within the final Site Survey Report. Classifications are as follows :

- SLA 1: easily accessible screens where the rectification time is 24 hours (measured from the timestamp as above) and no additional charges apply;
- SLA 2: difficult access screens where the rectification time is 72 hours following the request for a site visit which may be charged at £REDACTED (ex VAT) per site visit.

For the purpose of SLA 2, difficult access screens are defined as those where the bottom of the screen is sited a minimum of 3m above ground; or difficult to access e.g. sited above an in-use turnstile which would block the passenger access/exit route, or present an obstacle to accessing a screen.

The Site Survey Report will list all screens by model number and will define whether SLA 1 or SLA 2 will apply.

Emergency Changes:

The Service Provider will be responsible for managing emergency changes to the Services through the emergency change process which will be documented in the change management process document. These changes would be to resolve or prevent an incident, or be required due to a compelling business event; such as an emergency operating system security patch. The Contracting Authority acknowledges that such emergency changes need to be implemented immediately, provided always that the Contracting Authority will have final approval over the implementation of the emergency change. Where an emergency change is not approved for immediate implementation then the Contracting Authority accepts liability for any loss of Services until such time as the emergency change is implemented.

Clock Stop:

The Service Provider's obligations to resolve or respond to an Outage within the Service Level Agreement response times shall be suspended during any period where the Service Provider is prevented from conducting remedial activities by the act or omission of the Contracting Authority or any Contracting Authority nominated third parties, (each such suspension shall be a "**Clock Stop**"). In addition, Clock Stop periods shall not count towards periods of non-availability in respect of such Outages.

The Service Provider shall verify Clock Stop incidences, which shall be recorded in the Supplier's Incident Record. This record will be made available upon request from the Contracting Authority.

Assured Implementation of Services

REDACTED

Operating Model

REDACTED

Attachment 2

SERVICE PROVIDER KEY RESOURCES

Worldline IT Services UK Limited of 4 Regents Place, London, NW1 3HG, an affiliate of the Service Provider

<REDACTED>

KEY SUPPLIERS

<REDACTED>

Managed Service Cost Breakdown

Implementation Cost	Eastern & Western Sections
Hardware	<REDACTED>
Software Configuration	<REDACTED>
Training & Documentation	<REDACTED>
Software Development	<REDACTED>
Project Management	<REDACTED>
Screen Installation	<REDACTED>
Software Licensing	<REDACTED>
Staging / Testing and Pre-configuration	<REDACTED>
Set-up Tiger Feeds	<REDACTED>
Drawings, Documents and Supporting Set up	<REDACTED>
Total	<REDACTED>

Managed Service Charges

Estimated Annual Support Costs

	Year 1	Year 2	Year 3	Year 4
2nd / 3rd Line Support	REDACTED	REDACTED	REDACTED	REDACTED
Hosting Services	REDACTED	REDACTED	REDACTED	REDACTED
Software Support Costs	REDACTED	REDACTED	REDACTED	REDACTED
Hardware Support Costs	REDACTED	REDACTED	REDACTED	REDACTED
Tiger feeds	REDACTED	REDACTED	REDACTED	REDACTED
Total	REDACTED	REDACTED	REDACTED	REDACTED

Support pricing is estimated as above for a full year for all stations. This could vary depending on the final station roll out schedule.

The per month support cost based on a standard x3 (55") Screen deployment at a station is as follows:

Monthly Charge	REDACTED
----------------	----------

Year 1 Payment Milestones		
Payment Milestone	Milestone Title	Value
PMS 1	Commissioning of Software.	REDACTED
PMS 2	Software completion: initial release of software to Contracting Authority for final testing.	REDACTED
PMS 3	Solution Ready final acceptance of software and solution as defined in the Wonderwall RFP issued by the Contracting Authority. This includes handover of all software configuration material created.	REDACTED

Note: PMS 1 becomes payable upon The Contract Authority receiving written notification from the Service Provider that they have formally engaged **REDACTED** to start preparation of the Content Management Software platform. Confirmation to be made no later than 2 weeks after contract signature.

Station Deployment Payment Milestones		
Payment Milestone	Milestone Title	Value
Station deployment	Station deployment complete (per station) for three 55" screens	REDACTED

Note1: This milestone value can increase or decrease based on number and size of screens deployed at each station.

Hardware

In the event that the Contracting Authority requires additional hardware during the Call-Off Term ("Additional Hardware"), TfL shall request a quote from the Service Provider.

Upon receiving a request to purchase additional hardware, The Service Provider shall provide TfL with a quote based on the then current market rate and taking into account such volume discounts as Worldline may be able to provide.

In the event that the prices within the quote have increased by greater than RPI over the period since the date of the Call-Off Contract then The Service Provider shall perform a market test to establish whether or not it is possible to obtain alternative hardware products to the Additional Hardware, of comparable quality and functionality to the hardware originally supplied under the Call-Off Contract.

Assumptions & Caveats

Reference	The Service Provider Assumption / Caveats
1	The Authority will provide a suitable mounting surface for installation
2	<p>Since it is unknown exactly which stations will require what height of installation, Worldline will quote if any high level installation charges are applicable.</p> <p>High Level Working is defined as working where the person performing the work has to perform any work above 3 metres above floor level.</p> <p>Some screen locations potentially will also be difficult to access, e.g. above a turnstile, and therefore may also incur an additional charge of REDACTED (ex VAT) per visit. Definition of such "Difficult to Access" screens is those which are: (i) where the bottom of the screen is sited a minimum of 3m above ground; or (ii) which require work to be carried out at a height of 3m or more above ground, or (iii) inaccessible, for example, sited above a turnstile.</p>
3	Wired data connectivity and electrical power provision is assumed to be available with no extra works required at the chosen installation locations.

4	All digital media assets including graphics and video will be provided by The Contracting Authority.
5	The Contracting Authority will provide first line support via the TfL Service Desk
6	All public and external data feeds do not fall under the operational responsibility of Worldline in the delivery of the Worldline Wonderwall solution.
7	If the equipment is located in an external or at a raised location (above 3 metres) then the appropriate infrastructure or resources will be provided by the end-user to facilitate this replacement according to health and safety directives.
8	Assumption: year one and two support costs based on there being 33 screens deployed in year 1.

Attachment 3 to Call-Off Contract

Special Conditions for Call-Off Contract

Construction, Design & Maintenance Clauses

14.3 “**CDM Regulations**” means the Construction (Design and Management) Regulations 2015 and any amendment, consolidation, revision and/or replacement thereto and related code of practice together with any requirements issued from time to time by the Health and Safety Executive.

14.4 Where the Service Provider is required to provide Installation Services pursuant to this Call-Off Contract the Service Provider shall take (or where the Service Provider has sub-contracted such Installation Services to a Sub-Contractor shall procure that such Sub-Contractor takes) full responsibility for the adequacy, stability and safety of all site operations and methods of construction involved in the Installation Services and shall comply fully with the requirements of the CDM Regulations including without limitation those as:

14.4.1 a “principal contractor” (where the Service Provider or Sub-Contractor is the Principal Contractor);

14.4.2 a “contractor” (where the Service Provider or Sub-Contractor is not the Principal Contractor);

14.4.3 a “principal designer” (where the Service Provider or Sub-Contractor is the Principal Designer); and

14.4.4 where the Service Provider or Sub-Contractor is responsible for design, but is not the Principal Designer, a “designer”.

For the purpose of this clause 14, “principal contractor”, “principal designer”, “contractor” and “designer” are all as defined in the CDM Regulations.

14.5 The Contractor warrants that it has, or that any Sub-Contractor engaged to provide Installation Services has, sufficient resources, skills, knowledge, experience and organisational capability to fulfil its role in accordance with the CDM Regulations.

14.6 The Service Provider shall comply, and shall ensure that any Sub-Contractor complies, with all reasonable instructions of the Contracting Authority (or all reasonable instructions of the Principal Designer or Principal Contractor if the Service Provider or Sub-Contractor does not fulfil such roles) which are issued in order to ensure that the Installation Services are delivered in accordance with the CDM Regulations. The Service Provider shall not be entitled to an increase in the Charges due pursuant to this Call-Off Contract or any loss or expense as a result of an instruction issued pursuant to this clause 14.6.

Variation to Contracting Authority’s Liability

Clause 22.4 is replaced as stated below:

Except as provided in clauses 22.1 and 22.2, for the purposes of this Call Off Contract, the Service Provider's maximum aggregate liability under this Call-Off Contract for all claims/incidents arising under this Call – Off Contract will not exceed the greater of £**REDACTED** and **REDACTED**% of the Charges paid and /or accrued and payable in the 18 months prior to the relevant claims/incidents arising.

Clause 22.2.5 is replaced as stated below:

The Service Provider limits its liability in respect of liability pursuant to clause 24 (Loss of Data Security), for all claims/incidents in aggregate and not for each and every claim/incident, to £**REDACTED** over the Call-Off Term.

Variation to Service Provider's liability for service credits

A new clause 22.5.3 shall be added as follows:

Service credits shall accrue monthly and the parties agree that the total liability of the Service Provider to pay service credits in any month under this Call Off Contract shall be capped at **REDACTED**% of the monthly service charge

Variation to Support services

The following defined terms shall apply to this Call-Off Contract:

- “Customer Fault or Damage” means in relation to any Deliverable (or any component thereof) any Fault or Damage occurring whilst the Deliverable (or any component thereof) is in the possession or control of the Contracting Authority, any user or any agent, sub-contractor or representative of the Contracting Authority, including but not limited to any Fault or Damage caused by:-
- any act or omission of the Contracting Authority or any agent, sub-contractor or representative of the Contracting Authority;
 - failure to discharge Contracting Authority responsibilities or comply with any recommendations as set out in this Call Off Contract;
 - failure to use the Deliverable (or any components thereof) in accordance with the documentation provided by the Service Provider, any reasonable instructions of the Service Provider or where the Service Provider has informed the Contracting Authority that failure to follow instructions and/or use in this way would be likely to cause Fault or Damage or use that is unusual or excessive;
 - the Contracting Authority's failure to comply with the Service Provider's and/or manufacturers recommended environmental conditions of which the Contracting Authority is from time to time made aware;
 - failure of the Contracting Authority's system or third party systems such as the network, bank systems and third party data sources;
 - failure of Contracting Authority supplied facilities upon which

- normal operation depends e.g. power;
- mains electrical surges or failures, lightening, electromagnetic interference (which could impact on the operation of the Deliverable (or any component thereof);
- interference with any Deliverable (or any component thereof) by any person, other than the Service Provider and other than by the Contracting Authority in its legitimate use of the Deliverable (or any components thereof);
- connection of any Deliverable (or any component thereof) to any other equipment or software, other than that equipment or software supplied by the Service Provider and listed in the Documentation and/or the Specification;
- any installation of any software on any Deliverable (or any components thereof) by the Contracting Authority without the written consent of the Service Provider;
- any external environmental causes, including external plugs, fuses, wires, cables, lines and connectors;
- vandalism or other deliberate or wilful damage whilst in the possession or control of the Contracting Authority;
- accidental damage to any Deliverable (or any component thereof);
- user error;
- misuse;
- cosmetic damage;
- wear and tear arising out of the normal use of the Deliverable (or any component thereof).

“Damage” means any breakage, corruption, or other thing suffered by a Deliverable (or any component thereof), caused directly or indirectly by anything external to the Deliverable (or any component thereof) and “Damaged” shall be construed accordingly.

“Fault” means in relation to any Deliverable (or any component thereof), any failure to function which causes, or may cause, an interruption to, or a reduction in the quality of the Deliverables (or any component thereof) and “Faulty” shall be construed accordingly;

The following new clauses 9.6, 9.7 and 9.8 shall be added to the Call-Off Contract as set out below:

- 9.6 If and to the extent a Fault or Damage is found upon investigation to be due to Customer Fault or Damage, the Service Provider reserves the right to charge the Contracting Authority:
- 9.6.1 on a time and materials basis at the Service Provider’s rates in force at the time for the Service Provider’s own internal costs in relation to the time spent in investigating the Fault or Damage and any reasonable third party costs and expenses incurred by the Service Provider in investigating the Fault or Damage; and
- 9.6.2 on a time and materials basis at the Service Provider’s rates in force at the time for the Service Provider’s own internal costs in relation to the time spent for the

- consequential repair or replacement of any items and any reasonable third party costs and expenses incurred by the Service Provider in relation to the repair or replacement of the Machine (or any component thereof); and
- 9.6.3 for the price of any replacement hardware, software or any other materials required in relation to the repair or replacement of the Machine (or any component thereof), provided that in the case only of Clause 9.6.2 and 9.6.3 the Service Provider has informed the Contracting Authority in advance in writing of any such charges, costs and/or expenses to be incurred.
- 9.6.4 The Contracting Authority shall be entitled to use hardware or software in combination with the Deliverables for the purpose of displaying the same content as is displayed on the Deliverables (“**Additional Equipment**”), subject to the following:
- (i) the Additional Equipment must be technically compatible with the Deliverables;
 - (ii) the Additional Equipment will not be supported or maintained by the Service Provider and is out of scope of the Services, unless otherwise agreed in writing under the Change Control Procedure;
 - (iii) the Contracting Authority shall be responsible for any and all licencing which may be required in order to display content on the Additional Equipment;
 - (iv) the Service Provider shall not be liable for any Outages caused to the Deliverables or Services as a result of the Additional Equipment, unless otherwise agreed in writing under the Change Control Procedure;
- 9.6.5 The Service Provider shall not be liable for any Outage or for any defect or failure of the Services or the Deliverables which results in any way from any modification to the Services or the Deliverables, or the manner in which data is displayed, made by or on behalf of the Contracting Authority. In this regard, the Contracting Authority shall implement a robust quality assurance process in order to ensure that any changes made by the Contracting Authority do not detrimentally affect the Services or the Deliverables.

Annex 1 to the Call-Off Contract

1. Principles

- 1.1 Where the Contracting Authority or the Service Provider sees a need to change any of the Deliverables, the TfL Group's Service Manager may at any time request, and the Service Provider's Service Manager may at any time recommend, such amendment only in accordance with the formal Change Control Procedure ("**CCP**") as set out at **paragraph 2**.
- 1.2 Neither Party shall unreasonably withhold its agreement to any amendment (which includes not recommending changes to any Deliverables which are not reasonably necessary).
- 1.3 Until such time as an amendment to the Deliverables is made in accordance with this Change Control Procedure, the Contracting Authority and the Service Provider shall, unless otherwise agreed in writing, continue to perform the Services in compliance with its terms prior to such amendment.
- 1.4 Any discussions which may take place between the Contracting Authority and the Service Provider in connection with a request or recommendation before the authorisation of a resultant amendment to the Deliverables shall be without prejudice to the rights of either Party.
- 1.5 Any work undertaken by the Service Provider which has not been otherwise agreed in accordance with the provisions of this **Annex 1** shall be undertaken entirely at the expense and liability of the Service Provider.
- 1.6 The Contracting Authority agrees that the Service Provider shall be entitled to refuse to carry out certain changes where these represent a risk to the proper operation of the Deliverables and provision of the Services ("the Service Risk"), provided always that such changes may be implemented by the Service Provider at the sole risk of the Contracting Authority and subject to written acceptance by the Contracting Authority of all losses resulting from the Service Risk.

2. Procedures

- 2.1 Discussion between the Contracting Authority and the Service Provider concerning an amendment to the Services shall result in any one of the following:
 - 2.1.1 no further action being taken;
 - 2.1.2 a request to amend the Services by the Contracting Authority; or
 - 2.1.3 a recommendation to amend the Services by the Service Provider.
- 2.2 Where a written request for an amendment is received from the Contracting Authority, the Service Provider shall, unless otherwise agreed, submit two (2) copies of a Change Control Note ("**CCN**") signed by the Service Provider to the Contracting Authority within seven (7) days of the date of the request or such other period as the Service Managers shall agree (acting reasonably).

- 2.3 A recommendation to amend by the Service Provider shall be submitted direct to the Contracting Authority in the form of two (2) copies of a CCN signed by the Service Provider at the time of such recommendation and the Contracting Authority shall give its response within fourteen (14) days or such other period as the Service Managers shall agree (acting reasonably).
- 2.4 Each CCN shall contain:
- 2.4.1 the title of the amendment;
 - 2.4.2 the originator and date of the request or recommendation for the amendment;
 - 2.4.3 the reason for the amendment;
 - 2.4.4 full details of the amendment including any specifications;
 - 2.4.5 the price, if any, of the amendment;
 - 2.4.6 a timetable for implementation together with any proposals for acceptance of the amendment;
 - 2.4.7 a schedule of payments, if appropriate;
 - 2.4.8 details of the likely impact, if any, of the amendment on other aspects of the Services including to:
 - 2.4.8.1 the timetable for the provision of the amendment;
 - 2.4.8.2 the personnel to be provided;
 - 2.4.8.3 the amended charges payable under the Services (as now amended);
 - 2.4.8.4 the Documentation to be provided;
 - 2.4.8.5 the training to be provided;
 - 2.4.8.6 working arrangements; and
 - 2.4.8.7 other contractual issues;
 - 2.4.9 the date of expiry of validity of the CCN; and
 - 2.4.10 provision for signature by the Contracting Authority and by the Service Provider.
- 2.5 For each CCN submitted the Contracting Authority shall, within the period of the validity of the CCN:
- 2.5.1 allocate a sequential number to the CCN;
 - 2.5.2 evaluate the CCN and, as appropriate:
 - 2.5.2.1 request further information, or

2.5.2.2 arrange for two (2) copies of the CCN to be signed by or on behalf of the Contracting Authority and return one of the copies to the Service Provider; or

2.5.2.3 notify the Service Provider of the rejection of the CCN.

2.6 A CCN signed by the Contracting Authority and by the Service Provider shall constitute an amendment to the Services and to the Framework Agreement and otherwise no amendment shall have been agreed.

Change Control Note

Change Request No

Framework Agreement No.....dated.....

Title of Amendment.....

Originator.....

Date of request.....

The following change is requested to the Call-Off Contract identified above

Change Request (to be completed by the Contracting Authority)
<p>Description of Change:</p> <p>Reason/Justification:</p> <p>Affected Area(s) if relevant:</p> <p>Details of the requirement:</p> <p>Price:</p> <p>Timetable for implementation:</p> <p>Schedule of Payments:</p> <p>Details of likely impact, if any, of the amendment on other aspects of the Services-</p> <ul style="list-style-type: none">• the timetable for the provision of the amendment;• the personnel to be provided;• the amended charges payable under the Services (as now amended);• the Documentation to be provided• the training to be provided;• working arrangements;• other contractual issues.
<p>I request that the described change be considered for inclusion in the Framework Agreement</p> <p>Signature Date/...../.....</p> <p>Position</p> <p>Approved by the Contracting Authority:</p>

Signature	Date/...../.....
Position	

APPENDIX A: GLOSSARY AND TERMS

Term	Meaning
CMS	Content Management System
COTS	Commercial Of The Shelf
CRUD	Create, Read, Update and Delete
CD	Content Designer
CA	Central Administrator
DMC	Data Management Card used within the existing ESUB units for self-monitoring of fans, case etc.
ESUI	Electronic Service Update Information Electronic data feed provide by TfL IM which currently provides information to the ESUBS rainbow board of underground status of each traffic line.
ESUB	Electronic Service Update Board which is the rainbow board of underground status of each traffic line.
LUCC	London Underground Control Centre
MTRC	MTR Crossrail (Part of MTR Corporation) is the new train operating company responsible for delivering train services on the Crossrail network on behalf of Transport for London (TfL).
Service Owner	The service owner will be TfL Marketing Services on behalf of the TfL RTI User Group.
SIL	Safety Integrity Level
SLA	Service Level Agreement
Template	A 'template' is a predefined full screen layout made up of one or more widgets.

Term	Meaning
TfL	Transport for London
Widget	A 'widget' is defined as a self contained piece of customer information. The information may relate to train arrival times, bus departures, cycle docking station availability etc.

APPENDIX B: WIDGET DATA CONTENT

Widget data content – initial data required

- First and last train
- Fall-back messaging for loss of connectivity or issues with data feeds
- DLR departures
- Heathrow flight departures
- Free text (to enable station staff to manually write messages)
- Template text (pre-defined messages that station staff can select from)
- Elizabeth Line departures– countdown only
 - With “Calling at” and specific train details (train length / SDO / etc)
- Elizabeth Line departures– timetabled and countdown
 - With “Calling at” and specific train details (train length / SDO / etc)
- Bus departures with map
- London Overground departures
- National Rail departures
- Tube departures
- Summary of departures
- News headlines
- Twitter
- Clock (hh:mm:ss)
- Weather
- Caution messages (e.g. slippery surfaces)
- London Underground rainbow board (ESUB)
- Thought of the day
- Disruption
 - Planned
 - Weekend closures
 - Future works
 - Un-planned
 - Alternative travel information
 - Ticket acceptance
- Station evacuation
- Step-free access status
- Selective Door Opening (SDO) information

- BT Police / Met Police (via LUCC) – *requires further investigation*
- Marketing Campaign media
- Customer information posters (whiteboard)
- Disruption for routes which are connected to the station or train path (Elizabeth Line, National Rail, Buses, Tube, Overground)
- Local area map (schools / hospitals / etc)
- Continuing your journey