

Transport for London

Revenue Collection Services

Schedule 10.3 – Fares Revision

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Contents

- 1 Introduction 3**
 - 1.1 Scope and Purpose..... 3
 - 1.2 Support for Fares Products 3
 - 1.3 Fares Revision Types..... 4
- 2 Fares Revisions 5**
 - 2.1 General 5
 - 2.2 Fares Revision Process 5

1 Introduction

1.1 Scope and Purpose

- 1.1.1 This Schedule sets out the process for and the Contractor's responsibilities relating to the regular revision of fares and the introduction of new Travel Products and services as required by TTL.
- 1.1.2 The Contractor shall implement Fares Revisions as required by TTL which comprise:
- (a) Scheduled Fares Revisions; and
 - (b) Ad Hoc Fares Revisions.
- 1.1.3 Since Fares Revisions can involve substantial changes to Base Data, it may be appropriate to implement other changes to Base Data arising from Variations or otherwise at the same time as the implementation of a Fares Revision. The Contractor shall manage Base Data Modifications in the same way as other Changes.
- 1.1.4 The objectives of this Schedule, which shall be deemed TTL Objectives for the purposes of Clause 3 (Objectives), are to ensure that:
- (a) TTL is able to introduce Fares Revisions and new Travel Products and services or withdraw existing Travel Products and services without delay;
 - (b) Fares Revisions do not adversely impact the delivery of the Services or the operation of the System and/or the IRC System; and
 - (c) Passengers are charged the correct published fare for their journey.

1.2 Support for Fares Products

- 1.2.1 TTL requires flexibility so that Travel Product parameters can be configured and reconfigured in the following dimensions:
- (a) eligibility (by Customer Type);
 - (b) price;
 - (c) time (including validity within a day, over longer periods and on specified occasions); and
 - (d) place (including zone or area, bus route, Station pair etc.),
- and the Contractor shall ensure that the System is capable of implementing these configurations.
- 1.2.2 Changes to the Travel Products that require a new type of blank Magnetic Ticket stock to be supplied by the Contractor shall be handled by the Parties on a case by case basis pursuant to a Variation.
- 1.2.3 The Contractor shall support TTL in TTL's development and promotion of Travel Product and price initiatives, in particular to exploit the flexibility provided by the System in the manner and as and when requested by TTL.

1.3 Fares Revision Types

1.3.1 Fares Revisions fall into one of two categories:

- (a) **"Scheduled Fares Revisions"** means the three (3) annual revisions per calendar year to the fares which shall typically include a main yearly adjustment, generally occurring on 2 January of each year, and two (2) subsequent revisions in May/June and September/October of each year at such dates as notified in advance by TTL to the Contractor from time to time. Typically all TTL Fares and through fares shared with Train Operating Companies, Tram Link, London Overground, Docklands Light Railway, EAL and River Services will be reviewed and may be changed as part of a Scheduled Fares Revision. TTL may make other changes (such as the introduction of new Travel Products) in conjunction with Scheduled Fares Revisions as appropriate; or
- (b) **"Ad Hoc Fares Revisions"** means a Fare Revision to address a specific event or initiative, save that there shall not be more than one (1) Ad Hoc Fares Revision per calendar year unless such additional Ad Hoc Fares Revisions are pursuant to a Variation.

1.3.2 Fares Revisions may incorporate revisions to:

- (a) Travel Product ranges, introduction of new Travel Products or withdrawal of Travel Products, within the parameters identified in this Schedule and Schedule 10.4 (New Travel Products and Services);
- (b) the performance, operational or accounting parameters for the operation of the System; and
- (c) other changes to the System (which could include Base Data Modifications, e.g. screen changes).

Revisions pursuant to paragraphs 1.3.2(b) and 1.3.2(c) may require Variations or be initiated by the Contractor.

1.3.3 The Contractor shall ensure that, where practicable and where TTL so requires, such modifications and revisions as set out in paragraph 1.3.2 are incorporated into the programme for a Fares Revision.

2 Fares Revisions

2.1 General

2.1.1 The Contractor shall implement:

- (a) a Scheduled Fares Revision three (3) times each calendar year; and
- (b) Ad Hoc Fares Revisions as required by TTL, with no more than one (1) in any calendar year unless effected pursuant to a Variation.

2.1.2 The Contractor shall ensure that suitably qualified Contractor Personnel participate as required by TTL in meetings relating to the scope and implementation of each Fares Revision.

2.1.3 The Contractor shall advise TTL of any Changes necessary as a result of Base Data Modifications (other than to fares for existing Travel Products) that the Contractor considers should be implemented as part of the relevant Fares Revision.

2.1.4 The Contractor shall provide all such assistance as required by TTL during preparation, implementation and post-implementation of the Fares Revision to ensure that any defects, System Incidents and System Faults (which shall be categorised in accordance with paragraph 4.4.8 of Schedule 10.2 (Programme and Project Lifecycle)) are promptly corrected and/or resolved.

2.1.5 The Contractor shall provide all appropriate revised Fares Data arising as a result of a Fares Revision to the Front Office Modules and Back Office Modules.

2.2 Fares Revision Process

Introduction

2.2.1 TTL operates a structured Fares Revision process which is set out in detail in this paragraph 2.2. The process of the 136 Day Letter through to the 70 Day Final Scope Letter is iterative and based on the initial 136 Day Letter, the product of which is the Day 42 Fares Revision Requirements Document.

2.2.2 In summary, the key stages to the Fares Revision process are as follows:

Day	Document/ milestone	Action
136	136 Day Letter	TTL notifies the Contractor of the intent and overall scope of the Fares Revision.
122	122 Day Letter	The Contractor responds to the 136 Day Letter. The 122 Day Letter is the start of the Day 42 Requirement Document lifecycle.
98	98 Day Scope Letter	TTL notifies the Contractor of the detailed requirements of the relevant Fares Revision.
84	98 Day Response Letter	The Contractor responds to the 98 Day Scope Letter.

Schedule 10.3 – Fares Revisions

70	70 Day Final Scope Letter	TTL notifies the Contractor of the final scope of the requirements for the relevant Fares Revision.
45	Day 42 Fares Revision Requirements Document	The Contractor shall provide to TTL a final document setting out the requirements of the Fares Revision.
42	Day 42 Fares Revision Moratorium	TTL imposes a freeze to any table of Base Data.
42	Day 42 System and Regression Testing	The Contractor performs testing in relation to the relevant Fares Revision.
42	Day 42 Final Fares Details	TTL provides the Contractor with final details of revised TTL Fares, new Travel Products or other Changes.
30	Day 30 Integration Testing	The Contractor provides TTL with a detailed list of appropriate Devices and time to conduct Assurance tests.
14	Day 14 Request to Operate	The Contractor submits a Request to Operate Notice.
10	Day 10 Consent to Operate	TTL provides the Contractor with a Day 10 Consent to Operate.
10	Day 10 Table Loading	The Contractor provides TTL with the quality assured revised Fares Data for local testing.
0	Day 0 Go-Live Date	Fares Revision is actioned on the System.

Any Documents referenced in this paragraph 2.2 shall be provided by the Contractor to TTL in a format as specified by TTL on the Service Commencement Date.

136 Day Letter

2.2.3 TTL shall provide the Contractor written notice of its intention to enact a Fares Revision one hundred and thirty six (136) days prior to the intended date of the Fares Revision (such date being the "**Go-Live Date**") (such written notice being the "**136 Day Letter**").

2.2.4 TTL and the Contractor shall meet face to face at a location specified by TTL no later than seven (7) days from the date of issue of the 136 Day Letter, to review the implementation of the intended Fares Revision. TTL shall also provide the Contractor with the programme for the implementation of the Fares Revision in relation to Contactless Payment Cards which the Contractor shall document in the Requirements Programme.

122 Day Letter

2.2.5 The Contractor shall, within fourteen (14) days of TTL issuing the 136 Day Letter, provide to TTL its written programme (which shall be produced in accordance with the requirements as set out in Schedule 10.2 (Programme and Project Lifecycle)) for implementation of the Fares Revision (including but not limited to the overall scope

Schedule 10.3 – Fares Revisions

and implications of the Fares Revision) in accordance with the Submission Procedure set out in Schedule 11.1 (Document Management) (the "**122 Day Letter**").

- 2.2.6 The 122 Day Letter shall be developed using the 136 Day Letter, and thereafter shall be developed at each stage of the Fares Revision process (such Document being known as the "**Requirements Programme**"). The Requirements Programme shall ultimately form the basis of the Day 42 Fares Revision Requirements Document.

98 Day Scope Letter

- 2.2.7 TTL shall, no later than ninety eight (98) days prior to the Go-Live Date, provide the Contractor with the written detailed requirements of the intended Fares Revision which shall include, amongst other things, details of any new Travel Product(s) or requirement(s) for any changes in blank Magnetic Ticket stock (the "**98 Day Scope Letter**").
- 2.2.8 As part of the 98 Day Scope Letter, TTL shall confirm to the Contractor whether it intends to instruct the Contractor to update all Retail Devices and TTL shall set out any other tasks as are necessary to implement the intended Fares Revision such that each Retail Device has the functionality to issue any season ticket at the fare prior to the Fares Revision being implemented. Such tasks shall be performed by the Contractor no later than thirty (30) days prior to the Go-Live Date.
- 2.2.9 TTL and the Contractor shall meet face to face at a location specified by TTL no later than seven (7) days from the date of issue of the 98 Day Scope Letter to review the Requirements Programme.

98 Day Response Letter

- 2.2.10 The Contractor shall, no later than fourteen (14) days from the date of issue of the 98 Day Scope Letter, provide TTL the detailed Requirements Programme for the implementation of the Fares Revision (the "**98 Day Response Letter**").

70 Day Final Scope Letter

- 2.2.11 TTL shall, no later than seventy (70) days prior to the Go-Live Date, provide the Contractor with written notice of the final set of requirements for the intended Fares Revision (the "**70 Day Final Scope Letter**"). In addition, TTL shall provide the Contractor provisional details in the form of a Microsoft Excel set of files of any other revised TTL Fare, new Travel Product or other Change not requiring information from Train Operating Companies.
- 2.2.12 TTL and the Contractor shall meet face to face at a location specified by TTL no later than seven (7) days from the date of issue of the 70 Day Final Scope Letter to review the Requirements Programme.

Day 42 Fares Revision Requirements Document

- 2.2.13 The Contractor shall, no later than forty five (45) days before the Go-Live Date, send to TTL the Day 42 Fares Revision Requirements Document.
- 2.2.14 TTL shall provide the Contractor written Assurance of the Day 42 Fares Revision Requirements Document within seven (7) days of receipt of the same.
- 2.2.15 If TTL is not Assured in relation to the Day 42 Fares Revision Requirements Document, TTL and the Contractor shall promptly meet to discuss the outstanding

issues with the Day 42 Fares Revision Requirements Document and TTL and the Contractor shall agree any such amendments necessary for TTL to be Assured.

Day 42 Fares Revision Moratorium

2.2.16 TTL shall impose a freeze to any table of Base Data for the period forty two (42) days prior to the Go-Live Date ending seven (7) days after the implementation of the Fares Revision to allow for any defects, System Incidents or System Faults (as appropriate) to be fixed (the "**Day 42 Fares Revision Moratorium**"). TTL reserves the right to extend the Day 42 Fares Revision Moratorium beyond seven (7) days after the Fares Revision has come into effect should any defects, System Incidents or System Faults still require to be fixed. If during the Day 42 Fares Revision Moratorium it is necessary for the Contractor to implement any Base Data Modifications other than those related to a Fares Revision, the Contractor shall notify TTL in writing in advance of the proposed Base Data Modifications and provide sufficient detail to Assure TTL that such Base Data Modifications will not adversely affect the Fares Revision process.

Day 42 System and Regression Testing

2.2.17 The Contractor shall, no later than forty two (42) days prior to the Go-Live Date, commence preparation of the Fares Revision Changes including the processing of Day 42 Final Fares Details. This work shall be completed by the issue of the Day 10 Consent to Operate as set out in paragraph 2.2.27 and must include testing of the sales, accounting and operational processes relating to the Fares Revision ("**Day 42 System and Regression Testing**"). Such Day 42 System and Regression Testing shall be conducted by the Contractor using the complete set of prepared Fares Data and shall include any other Changes agreed by TTL and the Contractor to ensure that all parts of the System operate correctly following the implementation of the Fares Revision. The Contractor shall, amongst other things, submit test results and defects identified during Day 42 System and Regression Testing to TTL daily in the form of a defect management record (in accordance with the requirements set out in Schedule 10.2 (Programme and Project Lifecycle)) and shall, where required by TTL, attend a face to face meeting or telephone conference to discuss the test results and ensure prompt resolution of any defects, System Incidents or System Faults, as appropriate.

Day 42 Final Fares Details

2.2.18 TTL shall provide to the Contractor, no less than forty two (42) days prior to the Go-Live Date, final details of all revised TTL Fares, new Travel Products or any other Changes not requiring information from Train Operating Companies (the "**Day 42 Final Fares Details**"). It is expected that only a small percentage of the information initially supplied shall be altered. If the information supplied in the Day 42 Final Fares Details would result in major changes to the work already undertaken by the Contractor on the relevant Fares Revision, then TTL and the Contractor shall undertake a joint re-planning exercise to determine how best to deal with such Changes.

2.2.19 TTL shall provide to the Contractor no less than forty two (42) days prior to the Go-Live Date, notice of whether it intends to extend the amount of time Customers are able to collect Automated Off-System Sales Fulfilment Services as set out in Schedule 4.8 (Prestige Back Office Services). If such time is to be extended, the Contractor shall apply such extension to the System on a date to be agreed between TTL and the Contractor within seven (7) days from the date the notice to extend was issued by TTL.

Day 30 Transport Operator Fares

2.2.20 No later than thirty (30) days in advance of the Go-Live Date, TTL shall provide to the Contractor in the form of a Microsoft Excel or CSV set of files, the final details of all revised Transport Operator Fares which are to be implemented as part of the Fares Revision (the "**Day 30 Transport Operator Fares**").

Day 30 Integration Testing

2.2.21 The Contractor shall provide to TTL no later than thirty (30) days before the Go-Live Date a detailed list of Devices on which a series of Assurance tests are to be conducted ("**Day 30 Integration Testing**"), such tests to be conducted in accordance with the provisions of Schedule 10.2 (Programme and Project Lifecycle) and Schedule 10.5 (Assurance). TTL shall specify a sufficient time period for the Contractor to be able to conduct Day 30 Integration Testing, such tests to also include time for Assurance by the TTL Group and Third Parties regarding the Changes as a result of a Fares Revision.

2.2.22 If instructed to do so by TTL pursuant to paragraph 2.2.8, the Contractor shall, no later than thirty (30) days prior to the Go-Live Date, update all Retail Terminals and xPERTs and perform such other tasks as are necessary to implement the intended Fares Revision such that each Retail Device has the functionality to issue any season ticket at the revised fare prior to the Fares Revision being implemented on the live System.

2.2.23 The Contractor shall provide to TTL no later than twenty one (21) days before the Go-Live Date a set of tests results as against a list of journeys provided by the Contractor to TTL to enable TTL to run the same journeys against the CPC Base Data to ensure that the application of the fares is consistent.

2.2.24 The Contractor shall distribute to Operator Personnel located at Sites specified by TTL in writing no later than three (3) days before the Go-Live Date all appropriate materials, tools, information, instructions and details of revised fares ("**Fares Packs**"). The Contractor shall, no later than fourteen (14) days before the Go-Live Date:

- (a) provide necessary training materials to FTICs;
- (b) provide all necessary training and briefings to Retail Agents; and
- (c) perform all other activities as deemed necessary by the Contractor to ensure the successful implementation of the Fares Revision provided that such activities do not interfere with the normal operation of Devices or mislead Customers or Operator Personnel.

Day 14 Request to Operate

2.2.25 The Contractor shall submit to TTL no later than fourteen (14) days before the Go-Live Date a Request to Operate Notice providing Assurance to TTL that all activities in preparation for the Go-Live Date have been completed (the "**Day 14 Request to Operate**").

2.2.26 TTL shall provide to the Contractor no later than fourteen (14) days before the Go-Live Date the Fares Data for CPCs which the Contractor shall provide to the Back Office Modules.

Day 10 Consent to Operate

2.2.27 TTL and the Contractor shall, no later than ten (10) days before the Go-Live Date, meet face to face at a location to be specified by TTL to agree the implementation of the Fares Revision and TTL shall issue its formal consent for the implementation of the Fares Revision (the "**Day 10 Consent to Operate**").

Day 10 Table Loading

2.2.28 The Contractor shall, no later than ten (10) days before the Go-Live Date, provide the quality assured revised Fares Data to the Back Office Modules and all Retail Devices and Validation Devices for local testing by Operator Personnel and for the implementation of the Fares Revision (the "**Day 10 Table Loading**").

2.2.29 The Contractor shall monitor, fix and report to TTL on a daily basis from the point of the provision of the quality assured Fares Data up to and including Go-Live Date any Retail Devices and Validation Devices that do not upload the correct Fares Data.

Day 0 Go-Live Date

2.2.30 The Contractor shall, on the Go-Live Date and subsequent days thereafter (as required by TTL), participate in a set of face to face meetings and/or telephone calls (as deemed appropriate) at a location determined by TTL so that any remedial action (required as a consequence of the Fares Revision being implemented which has either not been provided for in the Fares Revision as set out in the Day 42 Requirements Document or which has had an adverse impact on the functionality of the System and/or the IRC System) can be taken promptly.

2.2.31 The Contractor shall, on the Go-Live Date and subsequent days thereafter until advised by TTL, provide to TTL a report every hour during the Service Day which shall detail any Customers whose journey is charged at the incorrect fare and make proposals to correct such fare.

2.2.32 The Contractor shall no later than twenty eight (28) days after the date of the Go-Live Date meet with TTL face to face at a location determined by TTL in order to review the Fares Revision so that process improvements can be considered.