

Transport for London

Revenue Collection Services

Schedule 7.1 – Systems Integration Overview

TfL RESTRICTED

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1 Introduction

1.1 Scope & Purpose

- 1.1.1 Transport for London ("TfL") operates in a dynamic environment seeking to respond to the changing demands of its customers. This drives on-going changes to the System, the Related Systems and the Interfacing Systems.
- 1.1.2 To meet these changing demands TTL, as the contracting authority for TfL, requires:
- (a) flexibility in terms of whether TTL, any member of the TTL Group, the Contractor or any Third Party delivers New Services or New Technologies that need to interface with the System;
 - (b) integration of the Modules, the System and the Related Systems within the IRC System to enable controlled system changes and on-going performance of the Services in accordance with the Service Levels; and
 - (c) integration of the IRC System with all Interfacing Systems to enable controlled changes that do not adversely impact such Interfacing Systems.
- 1.1.3 This Schedule 7.1 (Systems Integration Overview) sets out:
- (a) an overview of the Contractor's role in the integration of the IRC System and interfaces to the Interfacing Systems and includes as appropriate:
 - (i) references to Schedule 7.2 (System Integrator) which sets out the Contractor's obligations as the System Integrator; and
 - (ii) references to Schedule 7.3 (System Interfaces) which sets out the Interface Register and Interface Specification Catalogue to be maintained and updated by the Contractor; and
 - (b) an overview of the principles for providing, introducing and integrating New Services and New Technologies into the IRC System.
- 1.1.4 The objectives of this Schedule 7.1 to Schedule 7.3 (System Interfaces) inclusive are to clearly set out the principles and the Contractor's role for system integration in relation to the IRC System and interfaces to the Interfacing Systems.

2 System Integration Overview and Principles

2.1 General

2.1.1 This paragraph 2 sets out an overview of system integration for the IRC System together with the principles for providing, introducing and integrating New Technologies and New Services.

2.2 System integration overview

2.2.1 TTL requires IRC System integration to enable on-going performance of the Services in accordance with the Service Levels through:

- (a) controlled introduction of New Technologies and New Services to the System;
- (b) controlled management of Changes without regression issues;
- (c) management of Interfaces with Interfacing Parties;
- (d) resolution of Interface Incidents and Faults;
- (e) validation that the Services and the System, Related Systems and Interfacing Systems operate as required in delivering end-to-end customer experience; and
- (f) a smooth transition of the System Integrator responsibilities from the Existing Contractor to the Contractor.

The integration of the IRC System encompasses the scope of the System, the Related Systems, the Services and the Interfaces, including the External Interfaces to Interfacing Systems and Interfacing Services. An outline of these systems is illustrated in the following diagram.

The Integrated Revenue Collection (IRC) system

Interfacing

2.2.2 The Contractor's role and responsibilities as the System Integrator are set out in Schedule 7.2 (System Integrator).

2.2.3 Schedule 7.3 (System Interfaces) sets out the requirements in relation to the Interface Register and Interface Specification Catalogue to be maintained and updated by the Contractor.

2.3 Principles for New Services and/or New Technologies

2.3.1 TTL shall have the right to commission New Services and/or New Technologies from the Contractor and/or any Third Party at TTL's sole discretion. Without limitation to any other provisions of this Contract, the Contractor acknowledges and agrees that:

- (a) New Services and/or New Technologies may be provided by a member of the TTL Group, the Contractor and/or by or on behalf of any other Interfacing Party, Related Contractor or other Third Party appointed by TTL from time to time at the absolute discretion of TTL;
- (b) TTL shall have the right to require New Services and/or New Technologies to interface, integrate or inter-operate with the System and/or the Services (or any parts thereof) from time to time at the absolute discretion of TTL;
- (c) the introduction of New Services and/or New Technologies may require changes to the System, the IRC System and/or the Services and the Contractor will co-operate with, support and assist TTL and any Interfacing Party, Related Contractor and/or other Third Party accordingly;

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- (d) the processes set out in Schedule 7.2 (System Integrator), Schedule 10.1 (Change Management) and Schedule 12.3 (Contract Variation Procedure) shall apply to any Changes the Contractor is required to make to introduce New Technologies and New Services;
- (e) the processes set out in Schedule 7.2 (System Integrator) shall also apply to any:
 - (i) integration of changes made to the Related Systems; and
 - (ii) Accreditation of External Interfaces; and
- (f) the Contractor will not block, delay, resist, hinder or limit the development or introduction of New Services and/or New Technologies to be delivered by any member of the TTL Group, any Interfacing Parties, the Contractor, Related Contractors or other Third Parties. The Contractor will not seek to use such development or introduction for its own commercial advantage in any way except where otherwise expressly agreed by the Parties in advance pursuant to a Variation on the basis that this represents better Value for Money for TTL.

2.3.2 TTL shall at all times retain control over the System architecture, design documentation, infrastructure and technical underpinnings, Business Rules, roadmaps, standards and specifications in relation to any New Technologies and/or New Services in accordance with Schedule 9.1 (Technical Authority).