

Transport for London

Revenue Collection Services

Schedule 10.4 – New Travel Products and Services

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1 Introduction

1.1 Scope and Purpose

- 1.1.1 Transport for London is responsible for implementing the Mayor's Transport Strategy. Consequently, TTL needs to be able to implement New Travel Products and Services through this Contract, including in connection with the Mayor's Transport Strategy.
- 1.1.2 TTL wishes to work collaboratively with the Contractor to determine the most effective and efficient way to implement New Travel Products and Services and ensure that the selected solution delivers the desired results for TTL and is a workable solution for both Parties.
- 1.1.3 This Schedule 10.4 (New Travel Products and Services) sets out a framework for the notification of potential New Travel Products and Services by TTL and initial feasibility assessments and implementation of New Travel Products and Services by the Contractor.
- 1.1.4 The Parties acknowledge that the process set out in this Schedule is intended to be managed by the Contractor's core team for this Contract at no additional cost to TTL and that the quantity and/or complexity of New Travel Product or Service requests pursuant to this Schedule shall reflect this. Where the Contractor reasonably considers that its core team cannot manage any requests under this Schedule, then the Contractor shall inform TTL as soon as reasonably practicable and TTL shall submit a Variation for such requests.
- 1.1.5 TTL intends to control the number of requests for New Travel Products and Services pursuant to this Schedule and accordingly the TCM will notify the Contractor in writing of the list of individuals who are authorised to initiate discussions regarding New Travel Products and Services in accordance with this Schedule.
- 1.1.6 The development and promotion of the TTL ticketing product range and prices will be the responsibility of TTL. The Contractor shall, in accordance with this Contract, support and cooperate with TTL initiatives in developing and promoting New Travel Products and Services, in particular to exploit the flexibility provided by the System and/or the IRC System.
- 1.1.7 The objectives of this Schedule are to ensure that:
- (a) TTL is provided alternative methods for the implementation of any New Travel Product and Services;
 - (b) the delivery of a New Travel Product or Service is considered through a Fares Revision in accordance with Schedule 10.3 (Fares Revision) where appropriate; and
 - (c) the alternative implementations of a New Travel Product or Service will be assessed to determine which is the most efficient and effective method of implementation; and
 - (d) where a Variation is required to implement a New Travel Product or Service, such Variation describes TTL requirements in a manner that is well understood by both Parties and enables the easy delivery of a solution by the Contractor for the relevant New Travel Product or Service.

2 Support for New Travel Products and Services

2.1 Notification of New Travel Products and Services

2.1.1 The Parties acknowledge that New Travel Products and Services could relate to:

- (a) new sales services involving outlets such as major retail chains, event ticket retailers, supermarkets, petrol stations or Post Offices;
- (b) the use of call-centres or automated systems to enable transactions;
- (c) new ticketing products (based on old or new media); and/or
- (d) changes to the Customer and/or Passenger messaging and/or interface of a Device.

2.1.2 The Parties acknowledge that the objectives of these new services could include:

- (a) simplifying fares structures or transaction processes;
- (b) facilitating seamless travel;
- (c) exploiting niche markets;
- (d) reducing the number of payment transactions and single ticket sales;
- (e) encouraging off-system sales or sales from automatic ticket machines;
- (f) speeding up sales transactions; and/or
- (g) clarifying customer messages on automatic ticket machines.

2.1.3 When TTL identifies a potential New Travel Product or Service, TTL will engage in an initial discussion with the Contractor. TTL may require a workshop to be held between the Parties for TTL to properly communicate the requirements and explore with the Contractor how these may be achieved. The Contractor shall make available appropriate and suitably qualified members of Contractor Personnel to attend such workshop.

2.1.4 Following the initial engagement referred to in paragraph 2.1.3 above, TTL will

- (a) notify the Contractor whether it wishes to proceed with the New Travel Product or Service; and
- (b) detail in writing to the Contractor the objectives and features of such New Travel Product or Service, the required time for implementation and confirmation of any outcomes from the initial discussion between TTL and the Contractor (the "**New Product/Service Notification**").

2.2 Feasibility

2.2.1 On receipt of a New Product/Service Notification given in accordance with paragraph 2.1.4, the Contractor shall conduct, at no additional cost to TTL, a review of the possible ways in which such a New Travel Product or Service could be implemented and shall prepare a feasibility report (the "**New Product/Service Feasibility Report**")

which shall contain, as a minimum:

- (a) the alternative methods through which the proposed New Travel Product or Service may be implemented;
- (b) any risks, constraints or limitations associated with each method of implementation and the Contractor's recommendation on the preferred method of implementation (if applicable);
- (c) the anticipated time for each implementation, any reasonable constraints or dependencies, and confirmation that the method for each implementation will deliver the New Travel Product or Service within TTL's required timeframe or where this is not possible the earliest feasible date for implementation and a statement as to whether in either case the delivery will be part of a Fares Revision in accordance with Schedule 10.3 (Fares Revision);
- (d) how TTL's objectives for the relevant New Travel Product or Service can be achieved for the lowest cost;
- (e) one alternative which can be implemented at no additional cost to TTL using the Contractor's existing resources where this is possible including as part of a Fares Revision in accordance with Schedule 10.3 (Fares Revision);
- (f) whether the Contractor considers that the New Travel Product or Service requires the issue of a Variation, including a full justification;
- (g) any other item that TTL has specifically requested the Contractor to address in the New Product/Service Feasibility Report; and
- (h) any item that the Contractor otherwise considers relevant in connection with successful delivery of the New Travel Product or Service or for purposes of its feasibility report.

2.2.2 Where a New Travel Product or Service does not require a Change to the Hardware or Software and its requirements are agreed in sufficient time for it to be able to be included in the 98 Day Scope Letter, the Contractor shall include it within that Fares Revision. Where final agreement is reached after the 98 Day Scope Letter but in sufficient time for it to be included in the 70 Day Final Scope Letter, the Contractor shall use reasonable endeavours to include it within that Fares Revision.

2.2.3 The Contractor shall provide the New Product/Service Feasibility Report to TTL as soon as possible and in any event within fourteen (14) days of receipt of the New Product/Service Notification by TTL or such other period as is agreed between the Parties in writing.

2.2.4 Where the Contractor fails to submit a New Product/Service Feasibility Report within fourteen (14) days or such other period as may have been agreed as required by paragraph 2.2.3, the Contractor shall prepare and submit a Corrective Action Plan as set out in Schedule 12.4 (Contract Management).

2.2.5 TTL shall review the New Product/Service Feasibility Report and determine whether it wishes to proceed with one of the options proposed in such report. Where such an option does not require a Variation, TTL shall, with due consideration to any reasonable constraints and/or dependencies set out in the New Product/Service Feasibility Report, instruct the Contractor to implement the New Travel Product or

Service substantially in the form in Appendix 1 ("**New Product/Service Instruction**").

2.3 Implementation

- 2.3.1 The Contractor shall implement the New Travel Product or Service in accordance with the requirements of the relevant Variation or New Product/Service Instruction including such timeframes as set out in the relevant Variation or New Product/Service Instruction.
- 2.3.2 Where the Contractor fails to implement the New Travel Product or Service in accordance with the requirements of any New Product/Service Instruction, the Contractor shall prepare and submit a Corrective Action Plan as set out in Schedule 12.4 (Contract Management).

Appendix 1 – New Product/Service Instruction

New Product/ Service Feasibility Request			
Ref:		Title:	
Issue/ version:		Date:	
TTL Contact details			
TTL Primary contact:		Job title:	
E-mail:		Contact Tel:	
<i>This feasibility request does <u>not</u> constitute an instruction to proceed with this change</i>			
Summary			
Scope of Change to the Services:			
Background:			
Objectives:			
Listed outputs required:			
Key dates/ Milestones:			
Key constraints/ Expected impact:			
Authorised by:		Signed:	