



PROJECT NEXT

NEXT GENERATION TICKETING

REQUEST FOR PROPOSAL – TICKETING SOLUTION
Part 4 – Response

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SECTION 1

Response Guidance

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1. Purpose of this document

This RFP Part 4 - Response is the document to be used to respond to the RFP. The document provides guidance on completing and delivering a completed RFP response, describes the major information request items (including preconditions, examples, pricing information and referees), and includes all of the individual response questions.

The response will take the form of the requested information items identified in this document and supported by a response to each of the individual requirements through the included requirements fulfilment matrix.

The purpose of this response document is to enable:

- Project NEXT to collect the information required to successfully complete the RFP evaluation, scoring and, ultimately, the selection and appointment of a Prime Contractor to deliver the National Ticketing Solution;
- Respondents to understand and deliver the complete RFP information response required. In addition to responding to the defined requirements a major part of the RFP response is responding to the detailed questions provided herein. The detailed questions address specific topics considered important to the evaluation.

2. Guidance on completing your response

The following guidance is provided to help you complete your response to the RFP.

The Respondent is advised to carefully read RFP Part 2 Engagement Process and to take this into account in providing any response.

2.1. RFP response required content

This RFP Part 4 Response document structure must be used to provide your response to this RFP and sets out the full and complete response required.

A full and complete response will include all of the following completed parts of the RFP Response Pack:

Response item	Completed?
Respondent details and authorisation - being the formal registration of a response for a Prime Contractor on its own behalf and on behalf of any other consortium members, including authorisations and certifications to submit the response;	<input type="checkbox"/>
Conflicts of Interest declaration.	<input type="checkbox"/>
Commercial Information - Latest commercial information on the Respondent and each member of its consortium.	<input type="checkbox"/>
Pre-conditions - certain selection criteria that a Respondent must answer. Failure to meet the pre-condition criteria may disqualify the Respondent from having their response evaluated further.	<input type="checkbox"/>
Supplier Examples - A limited number of referenced implementations must be provided and will be used as cited examples in the individual response item responses provided. Examples must include customer references which may be contacted as part of evaluating your response. Referees will not be contacted without first advising Respondents.	<input type="checkbox"/>
Answers to individual response items – answers to each of these individual response questions will be evaluated and rated to create an overall score. The questions give you the opportunity to describe your overall capability and direct expertise and experience of delivering the requirements for a specific topic.	<input type="checkbox"/>
Requirements fulfilment matrix – a full set of individual requirements responses identified by the Respondent as either ‘Fully Meets’, ‘Partially Meets’ or ‘Does Not Meet’. Completion of the detailed requirements fulfilment matrix (covering all of the individual requirements described in Part 3 of this RFP) is required. The requirements fulfilment matrix must be submitted in a separate document (RFP Part 4B).	<input type="checkbox"/>
Pricing information - this information must be submitted in a separate pricing workbook (RFP Part 4A) in order for your response to be evaluated further. The pricing information will be used on the basis set out in RFP Part 2 Engagement Process.	<input type="checkbox"/>

You must supply 2 completed pricing workbooks, as per the instructions in section 2.6 below.	
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Table 1 – Response checklist

Scoring of your response will take into account all of the above response components.

The response must be provided in both editable (Microsoft Word™ and Excel™) and PDF soft copy formats. One hard copy of the full submission must be provided in a loose-leaf format in lever-arch binders.

2.2. Additional context to consider

When responding to the RFP, Respondents should be aware that Project NEXT is interested in:

- Obtaining an understanding of the Respondent's ability to successfully achieve the Ticketing Solution outcomes in the required timeframe – whilst seeking options to accelerate this;
- Confirming a practical and feasible implementation sequence and approach;
- Confirming a practical and feasible transition strategy and approach;
- Confirming the Respondent's understanding of, and ability to achieve, a successful service outcome within an account-based, open loop payments environment, delivering the NTS and integrating into other solutions and systems, while anticipating future service propositions;
- Obtaining pricing information to enable contract negotiations and inform the business case and budgets;
- Understanding any technical and commercial options offered by Respondents (including any restrictions) that may change the Ticketing Solution service and solution concepts from that described in RFP Part 3 Requirements, and/or may support and reinforce the objective of achieving best value for money;
- Confirming each Respondent understands the RFP contractual principles, service concept and scope as described in RFP Part 3 Requirements.

Responses will be evaluated, assessed and rated as described in RFP Part 2 Engagement Process.

2.3. Examples

You are required to demonstrate your practical experience and track record of successfully implementing and operating your solution and services.

As part of your overall response you must provide between two and six examples (requested in Q1). You will be asked to make reference to one or more of these examples as evidence in every individual question response. Evidence is particularly critical to confirming your solution and service implementation and operational track record. Where an individual response cites an example, the reference provided must be directly relevant to the topic being answered and not just a general reference to the whole example.

All of the examples provided must be referenceable and able to be confirmed by the Buyer through due diligence and/or site visits. Referees will not be contacted without first advising Respondents.

2.4. Individual response items

Individual response items are grouped under the requirements section headings used in the RFP Part 3 Requirements document:

- Section A: Solution Capability and Delivery Requirements
- Section B: Ticketing Requirements
- Section C: Operations Requirements
- Section D: Implementation Requirements
- Section E: Commercial Requirements

All individual response items must be responded to. Each individual response item consists of a direct question which may be supported by brief guidance which is intended to help focus the response on particular aspects of the question subject and to point the Respondent towards the type information that a useful response should include. The guidance does not indicate or modify the scope of the question.

Each individual response item must be answered by the Respondent in the role of Prime Contractor. Where the answer relates to a consortium member the answer must still be provided by the Respondent. Where appropriate the Respondent should identify the consortium member that the answer relates to. Answers provided on behalf of consortium members are deemed to be fully endorsed and approved by the consortium member they relate to.

The onus is on the Respondent to carefully read and consider the whole of the RFP Part 3 Requirements document and to provide comprehensive but concise responses to the individual response items that demonstrate your capability.

Your answers should cumulatively ensure that your proposal would deliver a fully integrated, end-to-end Customer and TSO experience.

2.4.1. Individual response item content

Each individual response item indicates which requirements section(s) from Part 3 of this RFP are addressed by this question (indicated by 'Reqs:'). You should not respond to each individual requirement but respond to the question being asked. Individual requirement responses are included in the Requirements Fulfilment Matrix.

The question forms used are deliberately framed to elicit answers that will allow for assessment and evaluation of your solution to achieve the required outcomes and to assess your relevant experience and track record of achievement.

The Respondent may change the style, font and structure of their response (for example to align with Respondent's branding).

It is recommended that to assist the evaluation:

- All response items are responded to in the same sequence provided;
- Each response item contained must include the reference number, and description as written in bold font for each response item;
- Succinct responses will be appreciated.

The following elements are required to be included in each of your individual responses. You must:

- **Provide your direct answer to the question posed.** This should explain how you will apply your expertise, experience and your solution to meet our requirements. Where considered useful a question may be supplemented by some brief 'Guidance' notes. These guidance notes should not be considered an exclusive list of the response required or aspects of the answer being evaluated. Guidance is merely a useful prompt as to the type of information an answer may include.
- **Cite evidence supporting your answer by providing relevant examples.** Evidence must be directly relevant to the response topic you are answering and should not just be provided as a general example reference. Each response requires you to cite one or more of your example projects (the reference implementations provided in section 2.1 below). The citation must be to a directly relevant passage in an existing example description. You must only reference the examples you have included in your response to section 2.1 below.
- **Answer each question completely.** You must provide your complete answer to each question. Do not reference your answer to another question to provide part of your answer. The response form may be broken up and given to different evaluators for them to evaluate individual questions so each question must be fully answered in its own right.

Each question provides a blank table for citations, as illustrated below. Using this table, identify with a tick which of your cited examples provide evidence for your response.

	<i>Example 1</i>	<i>Example 2</i>	<i>Example 3</i>	<i>Example 4</i>	<i>Example 5</i>	<i>Example 6</i>
<i>Reference Implementation</i>						

Evidence of a proven delivery is important to enable Project NEXT to conduct a thorough and accurate evaluation. If there is no example reference provided for a response you may choose to provide a 'No evidence statement' within your answer explaining why no evidence is provided. For example, this could be used where you are explaining how you will apply either an innovative solution or innovative approach, instead of experience, to meet our requirements. Innovation cannot fully replace the scoring value of demonstrable experience, but it may reduce the impact of the missing experience reference. A 'No evidence response' statement must be brief and limited to a single paragraph.

2.4.2. Sample of an individual response item

The following sample of a single individual response item is provided to illustrate the information request format and the style of information request (through a targeted question and a request for cited examples) that will be used to elicit information to enable the evaluation.

Q5 Describe how your solution provides the required Identity Provider Service to create and manage the Customer Digital Identity Account for users of the NTS. Your response must include your approach to and experience of integrating to third-party Identity Provider Services as well as how you will ensure a secure and seamless customer experience for users.

Reqs: 6.8 Reference to requirement section(s) in RFP Part 3 document and the Requirements Fulfilment Matrix.

Guidance: The National Ticketing Solution will utilise an architecture with some TSOs using the TSP-provided Identity Provider Service and other TSOs using their own (or third-party) Identity Provider(s).

Your question response, including detailed reference to examples.

Your response area is the coloured area.

RESPONSE:

Our identity solution

Details on why any requirement is **Not Met** or **Partially Met** must be listed here, otherwise this area can be deleted.

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

6.8.1.2 We are not able to fully meet this requirement today, but development has already started and we will be able to deliver by Q4 2020.

6.8.1.2 We will need to develop our solution further for this requirement to be met. The development is already on our roadmap, and it is anticipated that it will be available with the next general release.

Tick box identifying which of your provided examples apply to this response.

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:	✓		✓	✓		

Figure 1 - Sample response item

2.5. Requirements Fulfilment Matrix response

Each response item question maps to one or more Requirements topic(s) that is described in Part 3 of the RFP and contains a table of detailed requirements. References to the requirements relevant to an individual question are provided at the start of each response item question. All of these requirements are provided in the Requirements Fulfilment Matrix (RFP Part 4B). You are required to answer the individual requirements fulfilment status for each requirement in the Requirements Fulfilment Matrix rather than within your response to the response item question.

All individual requirement items in the Requirements Fulfilment Matrix must be responded to by confirming the individual requirement's fulfilment status and providing the relevant supporting information.

In each case the use of "configuration" means modifying functionality by the use of a Graphical User Interface or parameter file, as opposed to customisation by modifying software code or databases.

You must provide one of the following three status choices:

FULLY MEETS: A Requirement is considered "fully met" if:

- a) At the date the Respondent's RFP response is submitted the Respondent's proposed solution fully meets the Requirement, subject only to configuration (if any) to deliver the Requirement, and
- b) The Requirement is proven in live operations for a solution of the Respondent, as at the date the Respondent's response is submitted, and
- c) The Requirement is evidenced in one or more of the examples provided in the Respondent's RFP response.

If the Respondent indicates that a Requirement is fully met, no written explanation is required.

PARTIALLY MEETS: A Requirement is considered "partially met" if, at the date the Respondent's RFP response is submitted:

- a) The Respondent's proposed solution has not "fully met" that Requirement but:
 - i. The Requirement will be fully met on or before the acceptance of the Ticketing Solution by the Buyer, and
 - ii. The proposed solution requires only minor or no development in order for the Requirement to be fully met. The comparison for 'minor development' is against a ticketing solution delivered by the Respondent which is proven in live operations at the date the Respondent's response is submitted, or
- b) The Respondent's proposed solution has not "fully met" the Requirement and there will be only a minor deficiency on acceptance of the Ticketing Solution by the Buyer, or
- c) the Respondent's proposed solution has not "fully met" the Requirement and:
 - i. On acceptance of the Ticketing Solution by the Buyer the Respondent will have in place alternative means that fully meets the Requirement, and

- ii. The alternative means require only minor or no development for that Requirement to be fully met. The comparison for ‘minor development’ is against a ticketing solution delivered by the Respondent, which is proven in live operations as at the date the Respondent’s response is submitted.

The Respondent must identify the development, alternative means or minor deficiency in its response to the question in which the Requirement is referenced. In the Respondent’s pricing response, the Respondent must include in full all costs associated with any development or provision of the Requirement by alternative means.

DOES NOT MEET: A Requirement is considered “not met” if the Respondent’s RFP response does not fall into the “fully meets” or “partially meets” categories above, i.e. the Respondent’s proposed Ticketing Solution will:

- a) never meet the Requirement, or
- b) meet the Requirement only after acceptance of the Ticketing Solution by the Buyer, or
- c) require more than minor development in order to meet the Requirement, or
- d) delay the acceptance of the Ticketing Solution by the Buyer, or
- e) will leave more than a minor deficiency.

If the Requirement is “not met”, the Respondent must identify (in its response to the question in which the Requirement is referenced) if it proposes to deliver the Requirement at all and, if so, the time frame in which the Requirement will be delivered.

If the Requirement is “not met” and the Respondent does not propose to meet the Requirement at any time, the Respondent must describe in detail (in its response to the question in which the Requirement is referenced) why the Requirement is not required to meet the Buyer’s outcomes and will not be more than a minor deficiency for that Requirement.

In each case the Respondent must include in the pricing response all costs associated with any development or provision of the Requirement by alternative means.

2.6. Pricing Sheets response

The Respondent must supply 2 completed pricing workbooks; this information must be submitted in a separate pricing document (RFP Part 4A).

The two separate pricing responses should be provided on the following basis:

1. Full-replacement pricing – Respondents are asked to provide prices for the Ticketing Solution assuming a full-replacement basis i.e. no re-use of any existing equipment
2. Re-use pricing – Respondents are asked to provide prices for the Ticketing Solution where any existing resources can be re-used (e.g. equipment or licences).

Full instructions for completing the pricing workbook are contained in the Pricing Workbook User Guide.

2.7. Response Authorisation

Each response must be authorised by an appropriately authorised person for the Respondent and, additionally, each organisation which is included in the Respondent's consortium. The Respondent must further certify that the hard copy response is a true copy of the submitted electronic response.

2.8. Evaluation

Responses will be evaluated under five non-price evaluation criteria that account for 80% of the overall score. Price attributes will account for 20% of the overall score. The total Ticketing Solution cost to the Buyer to receive the Ticketing Solution will also be evaluated.

Evaluation criteria	Requirements section	Percentage of quality score	Percentage of overall score
Solution Capability and Delivery	A	15%	12%
Ticketing	B	30%	24%
Operations	C	30%	24%
Implementation	D	20%	16%
Commercial	E	5%	4%
Pricing	-	-	20%

Table 2 – Scoring allocation

RFP Part 2 Engagement Process provides information on the RFP evaluation and selection process.

SECTION 2

Response Form

The following section contains the main body of the response. It lists a large number of individual questions the Respondent must answer and provides a *pro forma* structure for responding. Each individual question is contained in a response sub-section that maps directly back to the RFP Part 3 Requirements document structure and the requirements sub-sections therein. Each question requires evidence to be provided in the form of examples; the Respondent should make reference to one or more of their examples provided in section 2.1 below.

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1. Respondent Details and pre-conditions

1.1. Respondent Details and Authorisation

For the Respondent organisation.

Organisation	
Primary Contact (Name, Contact Email, Telephone, Address)	
Organisation profile	

Authorisation I am an authorised officer that is able to sign and submit this response on behalf of the organisation. I confirm that the information contained in this response is able to be submitted on behalf of the organisation and each member of the consortium listed in this response and is true and accurate to the best of the organisation's knowledge.	
Name	
Position	
Signature	
Date	
Certification I am an authorised officer that is able to sign and submit this response on behalf of the organisation. I hereby certify that the hard copy submitted is a true copy of the original response submitted electronically.	
Name	
Position	
Signature	
Date	

1.2. Conflicts of Interest

By submitting this response, the Respondent confirms that it has no Conflict of Interest (as defined in Section 6.2 of Part 2 and reproduced below) in relation to the Request for Proposal process (“the process”).

1.2.1. Definition

Each RFP Respondent must complete and, at the same time the RFP Respondent submits its RFP Response or before, answer and submit the Conflict of Interest response item in this section. The RFP Respondent must immediately inform the Buyer should a Conflict of Interest arise during the RFP process. If the Buyer considers a material Conflict of Interest has occurred or will occur, the Buyer (in its sole discretion and without the need to take any other steps) may disqualify a Shortlisted Respondent from participating further in the RFP process, may reject all or any part of a RFP Respondent’s RFP Response and/or allow continued participation subject to the Shortlisted Respondent’s written agreement to and compliance with the Buyer’s conditions.

1.2.2. Disclosure

As a Respondent, you must disclose any interest which:

- a) your entity (and, in the case of a consortium, each entity making up the consortium);
- b) your advisers in relation to the process or the preparation of your RFP response (including advisers to a consortium member); or
- c) any other person closely associated in your RFP response has in any other entity or with any other person (including a PTA),

that, if not disclosed, could result in or raise a reasonable perception of favouritism or unfair advantage over other participants in the process.

To avoid doubt, an interest in an existing contract with a PTA involving a public transport ticketing operation must be disclosed.

Please note any relevant Conflicts of Interest below:

Response:

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1.3. Consortium Member Organisation Details and Authorisation

This section should be replicated and completed for each organisation that is a member of the Respondent's consortium.

Organisation	
Consortium Role	
Contact name (Name, Contact Email, Telephone, Address)	
Organisation profile	

Authorisation I am an authorised officer that is able to sign and submit this authorisation on behalf of the organisation. I confirm that the information contained in this response, as it relates to the above organisation, is able to be submitted on behalf of the organisation and is true and accurate to the best of the organisation's knowledge.	
Name	
Position	
Signature	
Date	

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1.4. Commercial Information

Respondents must complete and provide the commercial information described in this section and must use the following format.

1.4.1. Introduction

The following information must be provided by the Respondent and each member of its consortium (if any) where the scope of the Ticketing Solution to be provided by that member is anticipated to be 10% or greater of the total Ticketing Solution scope. The 10% or greater quantity is assessed by the Respondent by scope or value of the part of the Ticketing Solution to be delivered by that member noting that, if in doubt as to potential scale of involvement of a consortium member, then the information should be provided.

Project NEXT reserves the right to seek independent verification of the information provided.

In the table below the term 'Provider' means the Respondent and each of the consortium members who will be involved in the delivery of the Ticketing Solution (if the contract is awarded to the Respondent under the RFP process).

Indicate 'Yes / No' for response to each information response item and provide supporting information as described in the [highlight] areas.

Respondent Information Request

Financial Information				Included / Response?
Please provide audited accounts for last 3 years, including the audit reports.				Yes / No
Please provide a revenue breakdown of New Zealand and overseas operations for past 3 years (percentage split)				Yes / No
New Zealand	%age	Overseas	%age	
[Comments]				
Summary of outstanding debt instruments [List]				Yes / No
Has the Provider met the terms of its banking facilities and loan agreements (if any) during the past year? If NO then please provide details [Details / Not Applicable]				Yes / No
Has the Provider met all its obligations to pay its creditors and staff during the past year? If NO, then please provide details [Details / Not Applicable]				Yes / No
Is a merger / sale / restructure / acquisition of the Provider contemplated or reasonably expected to be in contemplation within the next 12 months? If YES, please provide details [Details / Not Applicable]				Yes / No
Summary of insurance cover of the Provider that would apply to any contract for the Ticketing Solution (if awarded) including limits and identify any material claims over past 3 years				Yes / No
[Insurances]		[Material Claims]		
List material contracts with percentage of Services Provider revenue contribution for past 3 years:				Yes / No
[Contract]		[Percentage of Revenue]		
Financial Information Comments:				
Personnel				Included / Response
Have any employees, officers, directors, partners, members or associates of the Provider: Been convicted of a criminal offence relating to the conduct of the Provider's business; or Been convicted of offences relating to fraud, bribery or corruption; or Committed an act of grave misconduct in the course of the Provider's business. If YES, then provide details below: [Details or 'None']				Yes / No
Personnel Comments:				
Third Parties				Included / Response
List all third parties that the Provider will rely on for the delivery and operation of the Ticketing Solution. Indicate the length of the relationship between Provider and the third party and the nature of the relationship (contracted / ownership, etc.) and the solution, goods and/or services the third party will provide, together with estimated percentage of the total service scope they will provide.				Yes / No

[Third Party]	Length of Relationship	Relationship	Services Provided	Estimated %age of Total Services
[Third Party #1]	[nn] years	[e.g. sub-contractor]	[services]	%age]
Third Parties Comments:				
Technology and Products				Included / Response
List key technology providers and / or commercial relationships and the Provider's dependency on the technology providers or commercial relationships (not included as a consortium member) that the provider will rely on the delivery and operation of the Ticketing Solution.				Yes / No
Provider	Type (Hardware / software / etc)	Dependency (High / medium / Low)		
List	List	[H / M / L]		
Technology and Products Comments:				
Legal And Related Matters				Included / Response
Has Provider ever been the subject of any orders by the Court, or proceedings for winding up or administration or similar proceedings in any jurisdiction, otherwise than for the purposes of bona fide re-construction or amalgamation? If YES then provide details below: [Details or 'None']				Yes / No
Has Provider had appointed, or is Provider subject to proceedings for appointment of, a Receiver, Receiver and Manager, Liquidator, Manager, Administrator or similar office holder on behalf of a creditor in respect of Provider's business under the laws of any jurisdiction? If YES then provide details below: [Details or 'None']				Yes / No
Does Provider have any current or pending lawsuits against Provider? If 'Yes' please provide details of claimant, brief history, status, anticipated outcome: [Details or 'None']				Yes / No
Does Provider have any current or pending lawsuits initiated by Provider? If 'Yes' please provide details of defendant, brief history, status, anticipated outcome: [Details or 'None']				Yes / No
With reference to contracts under which Provider has been appointed to provide services, supplies or works of any kind: Within the last five years, has Provider received notice under any such contract to the effect that it is in default of that contract; or Has any such contract been terminated in the last five years due to breach or under performance by the Provider; If YES then provide details below: [Details or 'None']				Yes / No
Has Provider had a Performance Bond, letter of credit or similar security called upon in the last three years? If YES then provide details below: [Details or 'None']				Yes / No

Is Provider aware of any current threatened or pending termination of any such contract where such threatened or pending termination relates to breach or under performance by the Provider? If YES then provide details below: [Details or 'None']	Yes / No
Does Provider have any other commercial disputes (whether before the courts or not) over the past 3 years (<i>where these may be regarded by Project NEXT as material</i>). If YES then provide details below: [Details or 'None']	Yes / No
Are there any other matters which Provider believes Project NEXT could consider as relevant to entering into a commercial agreement. If YES then provide details below [Details or 'None']	Yes / No
Legal and Associated Comments:	

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1.5. Pre-conditions

Guidelines for response.

All of the following pre-condition response items must be answered by the Respondent. Each answer to a pre-condition should be provided only by the Respondent i.e. on behalf of the consortium members. Each pre-condition requires an answer that is either “Yes” or “No”.

Failure to give a “Yes” answer to a pre-condition may disqualify the Respondent from further RFP evaluation. Where the Respondent has not answered “Yes” to a pre-condition, the Respondent may choose to provide accompanying information that explains why the Respondent’s response should not result in disqualification, or in what context their answer may become a “Yes” answer.

Please keep any accompanying information for any pre-condition succinct e.g. limiting to 1-2 pages of A4 for any response item.

- P1. Confirm your acceptance of RFP terms and conditions as set out in Part 2 Engagement Process.** YES/NO

Assessment explanation. Acknowledges Part 2 and confirms acceptance of all legally binding terms and conditions.

Accompanying information:
<As required to support a negative response>

- P2. Confirm your acceptance to be the Prime Contractor that, if awarded the contract under the RFP process, will deliver the full scope of the Ticketing Solution. For the purpose of this response item, Ticketing Solution does include acting as the Buyer’s agent for the Financial Services or any BPO services.** YES/NO

Assessment explanation. Confirms a commitment by Respondent in the role of Prime Contractor to contract for and deliver the full scope of the Ticketing Solution if awarded the contract under the RFP process. The commitment sought here for ‘full scope’ is at a high level (such as the concepts; the design, build, implement and operate services; the delivery services; the governance services, the ITO services); it is seeking a commitment to each detailed requirement and a commitment to be a single point of responsibility for solution delivery.

The RFP includes a requirement for the Respondent to act as the Buyer’s agent for the Financial Services and provide BPO services. Accordingly, when answering this response item, you are required to accept any commitment regarding being an agent for the Financial Services providers and providing BPO services.

Accompanying information:

<As required to support a negative response>

- P3. Confirm your ability to contract as a Prime Contractor and fulfil the Prime Contractor role and obligation. Where a consortium will be used, the Respondent, as Prime Contractor, must also confirm the ability and willingness to form and operate a consortium.**

YES/NO

Assessment explanation. Confirms Respondent's ability to become the Prime Contractor fulfilling the Prime Contractor role and, where required, organise, operate and deliver through a consortium.

Accompanying information:

<As required to support a negative response>

- P4. The RFP includes a requirement for the Respondent to be the Buyer's agent for managing the Financial Services Provider(s). Confirm your willingness to act as the Buyer's agent to manage the Financial Services Provider(s).**

YES/NO

Assessment explanation. Confirms the Respondent's willingness to act as the Buyer's agent (as part of the Respondent's Prime Contractor role), to manage the Financial Services Provider(s) under contract(s) agreed by the Buyer and the relevant Financial Services Provider(s).

Accompanying information:

<As required to support a negative response>

- P5. Confirm your intention to maintain your consortium (if a consortium is proposed) throughout the RFP procurement process and the life of the resulting contract. Please also advise of any change/withdrawal or removal to the consortium member's or sub-contractor's role in the consortium to those named in your ROI Response.**

YES/NO

Assessment explanation. Confirms the Respondent's intention to continue with the consortium described and evaluated in this RFP response through to the RFP conclusion and the life of the resulting contract.

Accompanying information:

<As required to support a negative response>

- P6. Confirm your willingness to accept the proposed programme of phased implementation over multiple years (as summarised in Part 1, Section 2.2 Conceptual Roadmap).**

YES/NO

Assessment explanation. Confirms the Respondent's willingness and capability to sustain a multi-year implementation programme required to deliver the required implementation sequence.

Accompanying information:

<As required to support a negative response>

- P7. Confirm that you have completed the pricing sheet response (RFP Part 4A) as requested.**

YES/NO

Assessment explanation. Confirms the Respondent has provided pricing information as accurately as reasonably practicable.

Accompanying information:

<As required to support a negative response>

- P8. Confirm that you have provided examples of reference implementations as required and have cited these examples through the individual question responses.**

YES/NO

Assessment explanation. Confirms the Respondent has provided the required examples and cited these examples as required through your response.

Accompanying information:

<As required to support a negative response>

- P9. Confirm that you have completed the requirements fulfilment matrix (RFP Part 4B) as requested. YES/NO

Assessment explanation. Confirms the Respondent has completed the requirements fulfilment matrix as accurately as reasonably practicable.

Accompanying information:
<As required to support a negative response>

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1.6. Personnel involved in creating response

The Respondent must include in their response a list of all staff (including contractors) involved in preparation of the response. This should cover all members of your consortium. This is to enable the members of the Project NEXT evaluation team to update their individual Conflict of Interest declarations.

Organisation	Name
	<List of names>

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SECTION A

Solution Capability and Delivery Requirements

2. Solution Capability and Delivery

Solution Capability and Delivery response guidance

Beyond the individual response guidance contained within each response item question the following additional guidance is provided for specifically responding to the Solution Capability and Delivery section.

All individual responses to the Solution Capability and Delivery section (Part A) must be written to describe the following.

- Delivery of business outcomes in RFP Requirement Part 3 Section A for that topic.
- The end to end solution view of the topic.
- A holistic and horizontal view of the subject area across all of requirement section boundaries (i.e. describing a subject across technical solution, operations, implementation and commercial as appropriate) rather than answering for a discrete area. E.g. innovation should describe for capability, solution, operational, implementation and commercial innovations.

You should use your responses to Part 3 Section A questions to represent and highlight your expertise, solution and service capabilities, plans and vision for achieving the business outcomes for the broad subject areas represented.

2.1. Examples to support response

Q1 Describe a minimum of two and a maximum of six examples to support your response. The examples you provide here remove duplication and repetition of examples within your whole response through referencing these examples in individual question responses.

Reqs: 2.1.1.1 - 2.1.1.2

Guidance: Your examples must be suitable for all of the situations where you will be using them as referenced examples to support another individual question response. You must ensure that all provided examples are able to be referenced, reviewed and independently verified by the Buyer.

For each example you must include:

- Overall description
 - Name of Customer
 - Location
 - Commencement date of live operation
 - Period of your engagement (year started, year ended (or ongoing))
 - Lead supplier name
 - Consortium members and roles (if used)
 - Sub-contractors and roles
 - Your participation role
 - Scope of your role
 - Implementation outcome
 - Current status of operations
- Identification of concepts applied in this case study which are relevant to this RFP (e.g. ABT, EMV, Multi tenanted, Open Loop, Transit Card, Smart ticketing)
- Description of ticketing solution, including relevant numbers and supported authorities, operators, transport modes and payment methods
- Implementation and transition approach used, clarifying customer, operational and cost impacts
- Responsibility for ongoing operations, detailing the type of services provided
- Lessons learned from this project which will be applied on the NTS
- Names and contact details of at least 2 Referees per case study.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

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2.1.1. Example 1

Customer		
Location		
Live operation commencement date		
Dates of your involvement	From:	To:
Implementation outcome and current status		
Consortium members and roles (identify lead supplier)		
Your role (s)		
Key concepts used (e.g. ABT, EMV, Multi tenanted, Open Loop, Transit Card, Smart ticketing)		
Description of ticketing solution		
Onboarding and transition approach		

Your responsibility for ongoing operations, including services provided		
Lessons learned		
More detail of reference		
Contact persons (Name, role, email address, telephone number)		

2.1.2. Example 2

Customer		
Location		
Live operation commencement date		
Dates of your involvement	From:	To:
Implementation outcome and current status		
Consortium members and roles (identify lead supplier)		
Your role (s)		
Key concepts used (e.g. ABT, EMV, Multi tenanted, Open Loop, Transit Card, Smart ticketing)		
Description of ticketing solution		
Onboarding and transition approach		

Your responsibility for ongoing operations, including services provided		
Lessons learned		
More detail of reference		
Contact persons (Name, role, email address, telephone number)		

2.1.3. Example 3

Customer		
Location		
Live operation commencement date		
Dates of your involvement	From:	To:
Implementation outcome and current status		
Consortium members and roles (identify lead supplier)		
Your role (s)		
Key concepts used (e.g. ABT, EMV, Multi tenanted, Open Loop, Transit Card, Smart ticketing)		
Description of ticketing solution		
Onboarding and transition approach		

Your responsibility for ongoing operations, including services provided		
Lessons learned		
More detail of reference		
Contact persons (Name, role, email address, telephone number)		

2.1.4. Example 4

Customer		
Location		
Live operation commencement date		
Dates of your involvement	From:	To:
Implementation outcome and current status		
Consortium members and roles (identify lead supplier)		
Your role (s)		
Key concepts used (e.g. ABT, EMV, Multi tenanted, Open Loop, Transit Card, Smart ticketing)		
Description of ticketing solution		
Onboarding and transition approach		

Your responsibility for ongoing operations, including services provided		
Lessons learned		
More detail of reference		
Contact persons (Name, role, email address, telephone number)		

2.1.5. Example 5

Customer		
Location		
Live operation commencement date		
Dates of your involvement	From:	To:
Implementation outcome and current status		
Consortium members and roles (identify lead supplier)		
Your role (s)		
Key concepts used (e.g. ABT, EMV, Multi tenanted, Open Loop, Transit Card, Smart ticketing)		
Description of ticketing solution		
Onboarding and transition approach		

Your responsibility for ongoing operations, including services provided		
Lessons learned		
More detail of reference		
Contact persons (Name, role, email address, telephone number)		

2.1.6. Example 6

Customer		
Location		
Live operation commencement date		
Dates of your involvement	From:	To:
Implementation outcome and current status		
Consortium members and roles (identify lead supplier)		
Your role (s)		
Key concepts used (e.g. ABT, EMV, Multi tenanted, Open Loop, Transit Card, Smart ticketing)		
Description of ticketing solution		
Onboarding and transition approach		

Your responsibility for ongoing operations, including services provided		
Lessons learned		
More detail of reference		
Contact persons (Name, role, email address, telephone number)		

2.2. Customer Centricity

Q2 Describe how your solution will deliver the Customer centricity functionality as described in all Customer experience requirements for all aspects of the Customer interaction with the NTS. Demonstrate where you have previously delivered similar strong Customer centricity oriented solutions.

Reqs: 2.2.1.1 - 2.2.1.3

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.3. Accessibility

Q3 Describe your approach for delivering Customer accessibility design services to buyers and your recommended accessibility design for achieving Customer accessibility outcomes for Access Customers. Your description must include both digital and non-digital accessibility. Demonstrate where you have previously delivered solutions that emphasise inclusion of Access Customers.

Reqs: 2.3.1.1 – 2.3.1.3

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.4. Ticketing Solution delivery end-to-end

Q4 Describe how you are going to provide the required end-to-end solution for the NTS, including an overview of the solution core components and Acceptance Devices, and a description of how your end-to-end solution provides for the required complexity, flexibility, scalability and integration.

Reqs: 2.4.1.1 – 2.4.1.6

Guidance: Your response must be no more than 20 pages and should clarify for each component whether it is “off the shelf”, any required configuration effort, any required development and / or integration effort.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.5. Ticketing Solution implementation sequence

Q5	Describe how you are going to implement and roll out the NTS for the SSO and TSOs according to the agreed sequence.
Reqs:	2.5.1.1 – 2.5.1.5
Guidance:	Your response must include a fully costed project plan and risk analysis. If you are providing multiple options, then each should be fully costed and the benefits fully identified.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.6. Transition

Q6 Describe how you would achieve transition to full operation of the NTS for the indicative TSO network described in Appendix B of the Requirements using each of the technical options identified in [section 2.5 of the Requirements.]

Reqs: 2.6.1.1 – 2.6.1.2

Guidance: Your response must include a fully costed project plan indicating which tasks will be carried out by the TSP, SSO and TSO. The response must also include

- Explanation of the benefits or drawbacks to the TSO of that particular option.
- Scalability of your plan and its ability to be customised for the real TSOs.
- Dependencies which must be satisfied for that option to be viable.
- Examples of where you have utilised that approach before.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.7. NTP foundational ticketing concepts

Q7 Describe how your solution provides Account Based Ticketing, accepts and supports EMV Contactless cards including the Card Payment Industry security aspects, and anticipates support of MaaS type propositions.

Reqs: 2.7.1.1 – 2.7.1.3

Guidance: In your response you must describe how any specific ABT, EMV and MaaS complexities for the National Ticketing Solution requirements will be met, and how you will achieve and maintain EMV certification as well as PCI compliance.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.8. Multi-Tenanted Architecture

Q8 Describe how your solution delivers the required Multi-Tenanted capabilities.

Reqs: 2.8.1.1

Guidance: In your response you must provide your solution architecture that meets the requirements to support multiple TSOs with their own business rules whilst maintaining a national approach to Customers.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.9. Ticketing Solution innovation

Q9 Describe how you will provide innovation services to inform innovation, assist in exploring innovations, and support the adoption and implementation of innovations.

Also describe how you could support future innovation opportunities from the move to Account-Based Ticketing including the ability to customise the Customer experience from identification of specific Customer needs through to all interactions with Ticketing Solution components.

Reqs: 2.9.1.1 – 2.9.1.6

Guidance: Your response must include:

- advising on relevant emerging best practice ticketing Customer experience, and ticketing and payments best practice;
- supporting the SSO to explore and develop their chosen innovation targets including improvements to Customer experience;
- supporting the SSO to adopt emerging best practice ticketing Customer experience, ticketing and payments best practice.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.10. Implementation and operational resourcing

Q10 Describe your resourcing approach for delivering the required NTS implementation programme according to the roadmap detailed in **Part 3 Requirements - Section 2.5 Ticketing Solution implementation sequence**.

Reqs: 2.10.1.1 – 2.10.1.3

Guidance: Your response must include:

- fully costed resources including your own and subcontractor staff,
- resource plans throughout the phases of the implementation,
- establishment of a New Zealand local team presence and explanation of how they will liaise with international parts of your organisation,
- facilities and resources required from the SSO to support co-location of the SSO and TSP,
- explanation of how you will work with the SSO to ensure successful delivery of the services,
- Reference to examples provided where you have established local resources for other major implementations.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.11. Implementation and operational management

Q11 Describe your management approach with details of your proposed collaboration and relationship management methodology.

Reqs: 2.11.1.1 – 2.11.1.4

Guidance: Your response must include:

- how you will collaborate with the SSO to drive improved public value, fewer defects, improved proactivity and responsiveness,
- your approach to relationship management services across the design, build, implement and operate lifecycle in a multi-tenant or multi-stakeholder environment,
- how your relationship management approach defines and adheres to a set of relationship management principles that benefit the Participants,
- how your relationship management approach caters for reporting lines, delegations and transport authority levels.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.12. High level architectures

Q12 Describe your architectures for Acceptance Devices, Central Back Office, API integration and segmented business processes that provide scalability, extensibility and flexibility whilst providing security and audit capability across the NTS.

Reqs: 2.12.1.1 – 2.12.1.16

Guidance: You must provide architectures for

- Central Back Office solution
- Integration
- Security
- Equipment
- Data
- Database schema(s)
- Modal descriptions of your architecture for each transport mode (bus, rail, ferry)

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.13. End-to-end design process

Q13 Describe your end-to-end design process and how this will be used to engage with the SSO and TSOs to ensure that implementation and transition meets the needs of all stakeholders.

Reqs: 2.13.1.1 – 2.13.1.2

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.14. Operations

Q14	Describe how you are going to provide the required ITO, BPO and Ticketing Operations services that will meet the needs of all stakeholders as defined in the Joint Responsibility Matrix.
Reqs:	2.14.1.1 – 2.14.1.6
Guidance:	Your response must include details of your methodology, skills and capability for ongoing provision of the services.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.15. Data Management, Privacy and Security

Q15 Describe how you will design, implement and govern data management, privacy, security, key management and end-to-end integrity as well as robustness for a business-critical financial payment solution that contains sensitive payment cardholder details as well as privacy-sensitive customer data.

Reqs: 2.15.1.1 – 2.15.1.5

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.16. Ticketing financial services

Q16 Describe your approach for delivering the required system integration with the contracted Financial Services Providers explaining how, as Prime Contractor, you will offer the Buyer a single point of contact for all aspects and services, including the Merchant Acquirer, the Transit Card Program Manager and the Retailer Network Manager and any integration between them. Separately describe your approach towards the Prime Contractor role in the day to day operational management of these Financial Services.

Reqs: 2.16.1.1 – 2.16.1.2

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

2.17. Commercial and Consortium

Q17 Describe your ability to be a commercially strong, viable and sustainable Prime Contractor. Provide commercial information describing your current commercial status (financial strength) and position (viability) and future commitment to providing ongoing scalable support and operational services.

Reqs: 2.17.1.1 – 2.17.1.2

Guidance: Your response must include:

- Copies of your audited consolidated financial statements for the previous two financial years (which shall include a Statement of Financial Position, Statement of Financial Performance, and cash flow statement);
- If the most recent audited consolidated financial statements are more than nine months old, the most recent unaudited six-monthly consolidated financial statements for the Respondent (which shall include a Statement of Financial Position, Statement of Financial Performance, cash flow statement and performance against forecasts including year to date figures).

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

SECTION B

Ticketing Requirements

4. General Solution Requirements

4.1. Accepted Fare Media

4.1.1. Contactless Payment Card

Q18 Describe how your solution meets the requirements for acceptance of Contactless Payment Cards for the stated payment schemes.

Reqs: 4.1.1.1 – 4.1.1.5

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.1.2. Transit Card

Q19 Describe how your solution meets the requirements for acceptance of Transit Cards as a white label EMV scheme. Include how you would offer a MIFARE DESFire application as an alternative if required.

Reqs: 4.1.2.1 – 4.1.2.6

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.1.3. Smart Ticket

Q20	Describe how your solution meets the requirements for acceptance of 2D barcode tickets while balancing customer convenience and revenue protection.
Reqs:	4.1.3.1 – 4.1.3.4

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.2. Customer Experience

4.2.1. During Travel

Q21 Describe how your solution meets the requirements for the various Customer travel options (such as tag-on / tag-off based) with a variety of required Fare Media.

Reqs: 4.2.1.1 – 4.2.1.5

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.2.2. Purchase and Top-up

Q22	Describe how your solution meets the requirements for Customer purchase of Transit Card (physical and virtual), fare product, Smart Ticket and Top-up of Transit Card Account balance and how you will support the required channels.
Reqs:	4.2.2.1 – 4.2.2.31

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.2.3. Access to and Maintenance of Information

Q23 Describe how your solution meets the requirements for both registered and unregistered customers to access information and maintain their details using a variety of channels, and how you would support a variety of customer notification options.

Reqs: 4.2.3.1 – 4.2.3.25

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.2.4. Access to Customer Support

Q24	Describe how your solution meets the requirements for both registered and unregistered Customers to access support through a variety of channels.
Reqs:	4.2.4.1 – 4.2.4.17

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.2.5. Solution Performance

Q25	Describe how your solution meets the performance requirements for both registered and unregistered Customers.
Reqs:	4.2.5.1 – 4.2.5.8

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.3. Transport Services Owner Perspective

4.3.1. Acceptance Network

Q26 Describe how your solution supports the needs of the various TSOs to design their acceptance network.

Reqs: 4.3.1.1 – 4.3.1.5

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.3.2. System Configuration

Q27	Describe how your solution meets the requirements for TSO system configuration of the Central Back Office for the TSO-specific elements.
Reqs:	4.3.2.1 – 4.3.2.7

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.3.3. Customer Support Services

Q28	Describe how your solution meets the requirements for a TSO to offer Customer support services.
Reqs:	4.3.3.1 – 4.3.3.14

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.3.4. Inspection

Q29	Describe how your solution meets the requirements for a TSO to perform revenue inspection.
Reqs:	4.3.4.1 – 4.3.4.2

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.4. Transport Operator Perspective

4.4.1. TO System Configuration

Q30 Describe how your solution meets the requirements for TO system configuration for TO-specific elements.

Reqs: 4.4.1.1 – 4.4.1.2

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.4.2. TO Acceptance Devices

Q31 Describe how your solution meets the requirements for a TO to work with Acceptance Devices and offer maximum ease of use for the TO employees, particularly the drivers.

Reqs: 4.4.2.1 – 4.4.2.9

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.5. Risk Management, Security and Compliance

4.5.1. Security and Privacy

Q32 Describe how your solution meets the security, privacy and compliance requirements and mitigates risks to an acceptable level for a financial solution.

Reqs: 4.5.1.1 – 4.5.1.18

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.5.2. System Auditing Capability

Q33	Describe how your solution meets the requirements for systems auditing of a financial solution.
Reqs:	4.5.2.1 – 4.5.2.16

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.5.3. Deny Lists

Q34	Describe how your solution meets the requirements to balance Customer convenience and financial risk for the Participants using Deny List management.
Reqs:	4.5.3.1 – 4.5.3.4

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

4.6. Data Networks**4.6.1. Protocols and Features**

Q35 Describe how your solution meets the data network requirements.

Reqs: 4.6.1.1 – 4.6.1.4

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5. Acceptance Devices

5.1. General Acceptance Device Requirements

5.1.1. Processing

Q36 Describe how Acceptance Devices as part of your solution manage processing, data connectivity, remote monitoring and generating and off-loading of Transaction and event data.

Reqs: 5.1.1.1 – 5.1.1.7, 5.1.6.1 – 5.1.6.3, 5.1.8.1 – 5.1.8.2, 5.1.10.1 – 5.1.10.7

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.1.2. Certification and Compliance

Q37 Describe your approach for achieving EMVCo Level 1 and Level 2 compliance for your Acceptance Devices for the required payment schemes, as well as your approach for Acceptance Devices to achieve PCI DSS compliance for the full NTS. Demonstrate how you have previously achieved EMVCo Level 1 and Level 2 compliance, as well as PCI DSS and how the NTP can benefit from this experience.

Reqs: 5.1.2.1 – 5.1.2.5

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.1.3. Contactless and optical acceptance

Q38 Describe how your Acceptance Devices will offer contactless and optical acceptance as per the requirements for the National Ticketing Solution. Demonstrate where you have previously delivered devices that offer combined contactless and optical acceptance and how this will be relevant for the National Ticketing Solution.

Reqs: 5.1.3.1 – 5.1.3.9, 5.1.4.1 – 5.1.4.4

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.1.5. Accessibility, audio and visual experience

Q39 Describe how your Acceptance Devices will offer great audio and visual experiences for Customers, especially benefiting Customers with accessibility challenges. Demonstrate where you have previously delivered Acceptance Devices that offered great audio and visual support and how you were able to support Customers with accessibility needs in such a way that they are enabled to use the National Ticketing Solution like any other Customer.

Reqs: 5.1.5.1 – 5.1.5.17, 5.1.9.1 – 5.1.9.5

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.1.7. Performance and Capacity

Q40	Describe how your Acceptance Devices will meet or exceed the performance, capacity and availability requirements for the National Ticketing Solution.
Reqs:	5.1.7.1 – 5.1.7.9

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.1.11. Environmental and Safety

Q41	Describe how your Acceptance Devices will meet the environmental and safety requirements.
Reqs:	5.1.11.1 – 5.1.11.5

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.2. On-board Acceptance Devices

5.2.1. Driver Console and general on-board device aspects

Q42 Describe how your Driver Console will deliver the ticketing outcomes as well as the wider objectives as described in this part of the requirements.
Demonstrate where you have previously delivered Driver Consoles that enabled great options for customer functions, offer ease of use to drivers and flexible outcomes for TSO and TO that deploy these Driver Consoles.

Reqs: 5.2.1.1 – 5.2.1.6, 5.2.2.1 – 5.2.2.16

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.2.3. Validators

Q43 Describe how your On-board and Platform Validator as well as the Mobile Validator will deliver the ticketing outcomes as well as the wider objectives as described in the relevant parts of the requirements.
Demonstrate where you have previously deployed Validators that offer great customer experience, particularly supporting Customers with accessibility challenges.

Reqs: 5.2.3.1 – 5.2.3.6, 5.3.4.1 – 5.3.4.4

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.3. Stationary Acceptance Devices

5.3.1. Ticket Vending Devices

Q44 Describe how your Ticket Vending Machine as well as the Ticket Kiosk will offer self-service sales and information outcomes in a customer-oriented way. Demonstrate where you have previously deployed self-service vending devices that offer a great customer experience, particularly supporting Customers with accessibility challenges.

Reqs: 5.3.1.1 – 5.3.1.16, 5.3.2.1 – 5.3.2.11

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.3.3. Access Gate

Q45 Describe how your Platform Access Gates will deliver the ticketing outcomes as well as the wider objectives as described in the relevant parts of the requirements.
Demonstrate where you have previously deployed Access Gates that offer great customer experience, particularly supporting Customers with accessibility challenges, while at the same time using minimal footprint.

Reqs: 5.3.3.1 – 5.3.3.12

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.3.5. Customer Service Centre

Q46 Describe how your CSC Acceptance Device will offer sales, service and information outcomes for supporting Customers in TSO outlets as well as through a mobile version, allowing CSC agents to reach out to Customer environments.

Reqs: 5.3.5.1 – 5.3.5.10

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

5.4. Mobile Acceptance Devices**5.4.1. Inspection Device**

Q47 Describe how your Inspection Device will deliver the revenue protection outcomes as described in this section.
Demonstrate where you have previously deployed Inspection Devices to manage fare evasion and highlight how Revenue Inspection Officers experienced the ease of use to perform their tasks using these devices.

Reqs: 5.4.1.1 – 5.4.1.14

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6. Central Back Office

6.1. Security

Q48 Describe how your solution applies suitable security mechanisms in its design and development, to meet or exceed all financial and legislative (e.g. privacy, cloud based) requirements and how your solution allows for controlled and flexible updates as a mechanism to cope with any new threats.

Reqs: 6.1.1.1 – 6.1.1.11

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.2. Processing and related back office functions

Q49	<p>Describe how your solution offers a Central Back Office function that covers the following aspects, as detailed in the Requirements:</p> <ul style="list-style-type: none"> • Processing • Flexible implementation model • System and Network capability • Back Office Data Management • System Monitoring and Management
Reqs:	6.2.1.1 – 6.2.1.3, 6.3.1.1 – 6.3.1.6, 6.4.1.1 – 6.4.1.13, 6.5.1.1 – 6.5.1.9, 6.7.1.1 – 6.7.1.13

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.6. Risk Management

Q50 Describe how your solution handles risk management that ensures minimum financial risk, while offering the Customer maximum convenience. Clarify specifically what risk management solutions you offer for CPC, Transit Card and for Smart Ticket fare media. Demonstrate where you have provided such risk management mechanisms before.

Reqs: 6.6.1.1 – 6.6.1.11

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.8. Identity Management

6.8.1. Customer Digital Identity Account

Q51 Describe how your solution provides the required Identity Provider Service to create and manage the Customer Digital Identity Account for users of the NTS. Your response must include your approach to and experience of integrating to third-party Identity Provider Services as well as how you will ensure a secure and seamless customer experience for users.

Reqs: 6.8.1.1 -6.8.1.16

Guidance: The National Ticketing Solution will utilise an architecture with some TSOs using the TSP-provided Identity Provider Service and other TSOs using their own (or third-party) Identity Provider(s).

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.9. Customer Interaction

6.9.1. Notifications

Q52 Describe how your solution is able to meet or exceed all described Customer notification requirements, while being flexible to add further notification types when required.

Reqs: 6.9.1.1 – 6.9.1.11

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.9.2. Contact Centre

Q53	Describe how your solution supports Contact Centres to offer Customer support, while preventing the Contact Centre from introducing risks for PCI DSS compliance.
Reqs:	6.9.2.1 – 6.9.2.5

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.9.3. Customer Engagement Service

Q54	Describe how your solution can provide a Customer Engagement Service as described in the requirements.
Reqs:	6.9.3.1 – 6.9.3.4

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.10. Portals and Mobile Applications

6.10.1. Portal Requirements

Q55	Describe how your solution offers portals through use of open APIs for providing access to services for multiple stakeholders. Make clear how this will be provided for at least the following portals: <ul style="list-style-type: none"> • Customer portal • Transport Services Owner portal • Transport Operator portal • Customer Service Centre portal • Contact Centre portal • Other portals, such as Transport Concession Authority and Relationship Manager portal
Reqs:	6.10.1.1 – 6.10.1.14, 6.10.2.1 – 6.10.2.5, 6.10.3.1 – 6.10.3.4, 6.10.4.1 – 6.10.4.2, 6.10.5.1 – 6.10.5.11, 6.10.6.1 – 6.10.6.18, 6.10.7.1 – 6.10.7.3

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.10.8. Customer Mobile Application

Q56 Describe how your solution offers a Customer Mobile Application through the use of open APIs for providing access to services for Customers, as well as providing a white labelled mobile application for the relevant mobile phone operating systems.

Reqs: 6.10.8.1 – 6.10.8.13

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.10.9. Inspection App

Q57 Describe how your solution offers an inspection application through the use of open APIs for providing access to services for Revenue Inspection Officers, as well as providing the inspection application to run on the relevant hardware.

Reqs: 6.10.9.1 – 6.10.9.6

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.11. Financial Services

6.11.1. Tokenisation

Q58 Describe how your solution applies suitable tokenisation services in its design and development to meet or exceed PCI requirements, and how your solution allows for controlled and flexible updates as a mechanism to cope with future PCI versions and PCI sunset dates. Explain whether this tokenisation mechanism is used for other aspects than for PCI compliance and, if so, how this does not pose a threat for PCI compliance.

Reqs: 6.11.1.1 – 6.11.1.5

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.11.2. Transaction Switching and bank transfers

Q59 Describe how your solution will deliver the required Payment Gateway service for Transaction Switching for the four accepted payment schemes, for the Transit Card Program Manager and how future additions can be handled (e.g. "on us transaction" switching). If you make use of a third-party solution for the Payment Gateway service, you will need to include in your response:

- Identification of the third-party and its product
- Your prior experience of working with that third party

Reqs: 6.11.2.1 – 6.11.2.16, 6.11.3.1 – 6.11.3.4

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.12. System Integration Interfaces

6.12.1. Interface Requirements, Data Feeds and ID management

Q60 Describe how your solution will provide the required integration interfaces, including data feeds, to enable integration between the components of the NTS and systems belonging to the SSO, TSOs, TOs and other stakeholders (such as NZTA). Your response should include details of where you have successfully implemented open standards-based interfaces before, with particular emphasis on security and identity management.

Reqs: 6.12.1.1 – 6.12.1.14, 6.12.4.1 – 6.12.4.5, 6.12.5.1 – 6.12.5.6

Guidance: Refer to the detailed requirements matrix for specific interface requirements.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

6.12.2. Exposed and consumed interfaces, notifications

Q61 Describe how your solution applies and publishes open APIs to expose the various interfaces and to provide notification services as per requirements. Include how your solution consumes external APIs and copes with extending API functionality, plus how it assures the required quality of service for the interfaces using the APIs.

Reqs: 6.12.2.1 – 6.12.2.16, 6.12.3.1 – 6.12.3.2, 6.12.6.1 – 6.12.6.4

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

7. Fare Policy

7.1. Fare Concepts

7.1.1. Fare Concepts

Q62	<p>Describe how your solution provides the capability to configure fare policies for each region including:</p> <ul style="list-style-type: none">• grouping fare policies for services or groups of services within a fare schedule;• managing the complexity of fare policies in a multi-tenanted environment;• the ability to support consolidated post-payment of multiple Fare Media and separate reporting for these "attributed fares";• providing data so that Customers can see how their fares were calculated; and• supporting accurate, comprehensible and reconcilable fares.
Reqs:	7.1.1.1 – 7.1.1.9, 7.1.2.1 – 7.1.2.5, 7.1.3.1 – 7.1.3.10, 7.1.4.1 – 7.1.4.4, 7.1.5.1
Guidance:	Your response must include examples of where you have implemented highly configurable fare schedules.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

7.1.6. Journey Concept and Periodic Caps

Q63 Describe how your solution provides the capabilities to manage the complexity of multiple trip journeys and fare capping including:

- configuration of journeys - number of trips, time between trips and total journey duration; and
- configuration of multiple concurrent dollar-based day and week caps.

Reqs: 7.1.6.1 – 7.1.6.12, 7.1.7.1 – 7.1.7.10

Guidance: Demonstrate your knowledge of journey-based fares and complex fare capping.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

7.2. Fare Structure

7.2.1. Spatial Requirements

Q64	<p>Describe how your solution supports:</p> <ul style="list-style-type: none">the capability for different spatial fare structures, in particular zonal fare structures; andthe ability to have two different zonal fare calculation approaches - zone boundary crossed, and zones travelled within. <p>Please provide examples where you have implemented fare structures that align to New Zealand's zonal structures.</p>
Reqs:	7.2.1.1 – 7.2.1.10
Guidance:	<ul style="list-style-type: none">Demonstrate flexibility in supporting different spatial structuresProvide details on fare calculation methods you support

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

7.2.2. Temporal Requirements

Q65 Describe how your solution supports the capability for configuration of all temporal aspects including:

- time of day;
- day of week; and
- calendar periods.

Reqs: 7.2.2.1 – 7.2.2.6

Guidance: Demonstrate flexibility in configuration of temporal elements.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

7.3. Concessions

7.3.1. Concession Fares

Q66 Describe how your solution supports the ability to define multiple Concessions within a fare schedule customisable for each TSO, TCA or TO including Concessions that can be configured to apply regionally, for multiple regions or nationally. Also outline how your solution will support integration with Transport Concession Authorities (such as tertiary organisations) for authorisation of Concessions.

Reqs: 7.3.1.1 – 7.3.1.16

Guidance: Demonstrate configurability in your Concession capabilities and management of concessions in a multi-tenanted environment.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

7.4. Products and Passes

7.4.1. Fare Products and Periodic Passes

Q67 Describe how your solution supports the ability to define multiple fare products within a fare schedule utilising both temporal (such as period passes) and spatial aspects (such as geographically limited passes).

Reqs: 7.4.1.1 – 7.4.1.9, 7.4.2.1 – 7.4.2.9, 7.4.3.1 – 7.4.3.3, 7.4.4.1

Guidance: Demonstrate configurability of your solution to support a wide variety of fare products in a single customer environment.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

7.5. Cash and Smart Tickets

7.5.1. Support of Cash and Smart Tickets

Q68 Describe how your solution supports the ability of TSOs or TOs to configure acceptance of cash and Smart Tickets, including definition of different fare products for paper tickets on-board vehicles. Demonstrate how your solution will support TSOs' or TOs' ability to determine what level of cash acceptance is required for their region or services.

Reqs: 7.5.1.1 – 7.5.1.3, 7.5.2.1 – 7.5.2.14

Guidance: Include examples of where you have implemented a variety of different cash products on-board vehicles and from TVMs, and Smart Ticket implementations including mobile tickets.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

7.6. Fare Management

7.6.1. Fare Schedules, Fares Interface and Intra-Day Fare Calculation

Q69 Describe how your solution provides the capability to:

- Configure multiple fare schedules for each TSO or TOs;
- Provide a user-friendly interface for these TSOs and TOs to setup and maintain their fare configuration; and
- Manage intra-day fare calculation so that Customers are presented an accurate fare estimate as they travel throughout the day.

Reqs: 7.6.1.1 – 7.6.1.5, 7.6.2.1 – 7.6.2.2, 7.6.3.1 – 7.6.3.2

Guidance: Include examples where you have implemented multi-tenanted environments where different fare policy is managed for each tenant (or region).

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8. Apportionment, Settlement, Reconciliation

8.1. Public Transport Operating Model (PTOM)

8.1.1. Public Transport Operating Model (PTOM) – Reporting

Q70 Describe how your solution provides the capability for TSOs to setup and maintain their PTOM Route & Unit structure and provide reporting to support PTOM management.

Reqs: 8.1.1.1 – 8.1.1.3

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.2. Cash Reconciliation**8.2.1. Cash Reconciliation - Transport Operator and Transport Services Owner**

Q71 Describe how your solution provides capability to support reporting and reconciliation of cash handled on-board vehicles, at Customer Service Centres and Ticketing Vending Machines.

Reqs: 8.2.1.1 – 8.2.1.3, 8.2.2.1 – 8.2.2.2

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.3. Contactless Payment Card, Transit Card and Smart Ticket

8.3.1. Journey and Caps

Q72 Describe how your back-office supports apportionment and settlement of multiple trip journeys and fare caps including:

- the ability to handle different TO contract types
- the ability to apportion based on distance travelled or the trip/fare method
- the ability to apportion based on the trip/fare method and
- the ability to apportion all fare revenue during a cap period (day or week).

Reqs: 8.3.1.1 – 8.3.1.3, 8.3.2.1 – 8.3.2.2

Guidance: Demonstrate your back-office capabilities in managing complexity in apportionment and settlement rules.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.3.3. Period Pass, Multi-trip, Smart Ticket and Multi-region

Q73 Describe how your back-office supports apportionment and settlement of period passes, multi-trip passes, fare products that apply to multiple TSOs (in a multi-tenanted solution) and Smart Tickets with flexibility to configure according to the requirements.

Reqs: 8.3.3.1 – 8.3.3.4, 8.3.4.1 – 8.3.4.2, 8.3.5.1 – 8.3.5.4, 8.3.6.1

Guidance: Demonstrate flexibility in your solution.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.3.7. Attributed Fares and Liability Management

Q74	Describe how your solution provides the capability to apportion, settle and report attributed fares and liability reporting for unused fare products or Smart Tickets.
Reqs:	8.3.7.1 – 8.3.7.3, 8.3.8.1 – 8.3.8.3

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.4. Refund Management

8.4.1. Refund Management

Q75 Describe how your solution supports the refunding requirements of individual issuer-based refunding parameters, rules and reporting, in a multi-tenanted environment.

Reqs: 8.4.1.1 – 8.4.1.6

Guidance: Include in your response the life-cycle management of the refund process, which may include state management/transition.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.5. Reconciliation Management

8.5.1. Reconciliation

Q76 Describe how your solution meets full daily Reconciliation requirements, including detail of proposed reporting and tools that will be provided, across all Reconciliation channels. Also describe any specific Reconciliation and reporting capabilities that ensure the auditability of business functions and provide an online method of injecting financial transactions into the Ticketing Solution.

Reqs: 8.5.1.1 – 8.5.1.12, 8.5.2.1 – 8.5.2.7, 8.5.3.1 – 8.5.3.3, 8.5.4.1 – 8.5.4.4, 8.5.5.1 – 8.5.5.6, 8.5.6.1 – 8.5.6.4, 8.5.7.1 – 8.5.7.5, 8.5.8.1 – 8.5.8.7, 8.5.9.1 – 8.5.9.9, 8.5.10.1

Guidance: Your response must include:

- stakeholder and device level Reconciliation.
- a level of detail as to the transaction/system auditability and traceability as applied to Reconciliation.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.6. ASR Reporting**8.6.1. Outstanding Product Liability Reporting and Fee and commission management**

Q77	Describe how your solution meets the liability and Reconciliation reporting requirements and configuration and reporting capabilities for fees and commissions.
Reqs:	8.6.1.1 – 8.6.1.3, 8.6.2.1 – 8.6.2.8

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.7. Clearing

8.7.1. Clearing Cycle, Participant Account Reconciliation and Settlement Cycle

Q78 Describe how your solution accommodates a clearing cycle each calendar day, aligns Reconciliation with this clearing day, and supports Settlement configuration as required with each Participant.

Reqs: 8.7.1.1 – 8.7.1.3, 8.7.2.1 – 8.7.2.2, 8.7.3.1 – 8.7.3.9

Guidance: Include in the response specific details on how your solution manages multi-stakeholder clearing and reconciliation with different business days. (i.e. the Participants must not be forced to have the same business day period).

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.7.4. General Ledger

Q79 Describe how your solution will provide data extracts to support Participant general ledger processing, considering the various Participants will be operating different general ledger applications with different data and business requirements and content.

Reqs: 8.7.4.1 – 8.7.4.2

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

8.7.5. ASR Management

Q80 Describe how your solution provides the ability for TSOs or TOs to configure and update ASR rules (such as setting up new Transport Operators, changing contract types, journey apportionment rules or product apportionment rules) in the Ticketing System. Include details of the graphical user interface that would be used to make these changes, and how this would be managed in the multi-tenanted environment in New Zealand.

Reqs: 8.7.5.1 – 8.7.5.2

Guidance:

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

SECTION C

Operations Requirements

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

10. Information Technology (IT) Outsourcing

10.1. Procurement Services

Q81 Describe how you are going to provide the required procurement services for the procurement of all hardware, software and consumables needed to establish, support and operate the NTS.

Reqs: 10.1.1.1 – 10.1.1.7

Guidance: Services will be provided to and through the Shared Services Organisation. Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.2. Licensing Services

Q82 Describe how you are going to provide the required licensing services needed to establish, support and operate the NTS.

Reqs: 10.2.1.1 – 10.2.1.5

Guidance: Services will be provided to and through the Shared Services Organisation. Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.3. Hosting Services

Q83 Describe how you are going to provide the required hosting services to support the NTS.

Reqs: 10.3.1.1 – 10.3.1.9

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

If your proposal makes use of a third-party supplier (either in a private or public cloud approach) you will need to include in your response:

- Identification of the third-party
- Breakdown of which services will be provided by the third-party and which by members of your consortium
- Your prior experience of working with that third-party.

If an on-premise approach is taken to hosting any or all of the centralised Equipment and software, the SSO can provide data centre facilities to the TSP. In this case, you must provide details of the facilities required to allow the SSO to account for the costs.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.4. Storage and Data Management Services

Q84 Describe how you are going to provide the required storage and data management services to support the storage of data consumed and generated by the NTS.

Reqs: 10.4.1.1 – 10.4.1.12

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

The data generated by the NTS will be a strategic asset for New Zealand and your response must identify how you are going to ensure that this asset remains fit for purpose. Your response must also reflect the relevant privacy and security legislation.

If your proposal makes use of a third-party supplier (either in a private or public cloud approach) you will need to include in your response:

- Identification of the third-party
- Breakdown of which services will be provided by the third-party and which by members of your consortium
- Your prior experience of working with that third-party.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.5. Systems and Operational Administration

Q85 Describe how you are going to provide the required systems and operational administration services to support the Central Back Office of the NTS, as well as any regional systems required.

Reqs: 10.5.1.1 – 10.5.1.10

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

If your proposal makes use of a third-party supplier (either in a private or public cloud approach) you will need to include in your response:

- Identification of the third-party
- Breakdown of which services will be provided by the third-party and which by members of your consortium
- Your prior experience of working with that third-party.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.6. Configuration Management

Q86 Describe how you are going to provide the required configuration management services to enable the individual Participants of the NTS (primarily the TSOs) to configure the system to their own needs.

Reqs: 10.6.1.1 – 10.6.1.3

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

This question does not refer to management of public transport service configuration (e.g. routes, fare policy etc.).

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.7. Network Administration

Q87 Describe how you are going to provide the required network administration services to support the NTS so that all the elements of the solution can communicate effectively and securely while achieving the relevant performance characteristics.

Reqs: 10.7.1.1 – 10.7.1.7

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

If your proposal makes use of a third-party supplier (either in a private or public cloud approach) you will need to include in your response:

- Identification of the third-party
- Breakdown of which services will be provided by the third-party and which by members of your consortium
- Your prior experience of working with that third-party.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.8. Application Support

Q88 Describe how you are going to provide the required application support services to support the software applications which comprise the Ticketing Solution, including support and maintenance as well as development of new features and capabilities.

Reqs: 10.8.1.1 – 10.8.1.14

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.9. Security Services

Q89 Describe how you are going to provide the required security services to ensure the ongoing security of the NTS, including all data, software and hardware components.

Reqs: 10.9.1.1 – 10.9.1.9

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

If your proposal makes use of a third-party supplier (either in a private or public cloud approach) you will need to include in your response:

- Identification of the third-party
- Breakdown of which services will be provided by the third-party and which by members of your consortium
- Your prior experience of working with that third-party.
- The security accreditations and standards maintained by the third-party.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.10. Testing Services

Q90 Describe how you are going to provide the required testing services to ensure the correct ongoing operation of the NTS.

Reqs: 10.10.1.1 – 10.10.1.4

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

Details of the forms of testing required are included in Part D of the Requirements.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.11. Database Management Services

Q91 Describe how you are going to provide the required database management services to support the databases underpinning the Ticketing Solution.

Reqs: 10.11.1.1 – 10.11.1.3

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

If your proposal makes use of a third-party supplier (either in a private or public cloud approach) you will need to include in your response:

- Identification of the third-party
- Breakdown of which services will be provided by the third-party and which by members of your consortium
- Your prior experience of working with that third-party.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.12. Disaster Recovery Services

Q92 Describe how you are going to provide the required disaster recovery services to return the NTS to an operating state after an outage.

Reqs: 10.12.1.1 – 10.12.1.3

Guidance: Services will be provided to and through the Shared Services Organisation (SSO) and will have to coordinate closely with the SSO and other stakeholders. Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.13. Delivery Management

Q93 Describe how you are going to provide the required delivery management services to support the ongoing operations and support of the NTS.

Reqs: 10.13.1.1 – 10.13.1.8

Guidance: Services will be provided to and through the Shared Services Organisation (SSO) and must adhere to globally-accepted IT Service Management standards.

If your proposal makes use of a third-party supplier (either in a private or public cloud approach) you will need to include in your response:

- Identification of the third-party
- Breakdown of which services will be provided by the third-party and which by members of your consortium
- Your prior experience of working with that third-party.
- The ITSM methodology applied by the third-party.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

10.14. Systems Integration

Q94 Describe how you are going to provide the required system integration services to enable and support TSOs and other stakeholders who wish to connect their systems to the NTS or make use of its data and capabilities.

Reqs: 10.14.1.1 – 10.14.1.5

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11. Business Process Outsourcing

11.1. Financial Services

Q95 Describe how you are going to provide the required financial services to support the ongoing operations of the NTS, including the necessary people, processes and technology components.

Reqs: 11.1.1.1 – 11.1.1.8

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.2. Asset Management Services

Q96 Describe how you are going to provide the required asset management services to support the ongoing operations of the NTS, including the necessary people, processes and technology components.

Reqs: 11.2.1.1 – 11.2.1.10

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.3. Operational Management Services

Q97	Describe how you are going to provide the required operational management services to support the ongoing technical operations of the NTS, including the necessary people, processes and technology components.
Reqs:	11.3.1.1 – 11.3.1.6
Guidance:	Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.4. Customer Engagement Services

Q98 Describe how you are going to provide the required Customer engagement services to support the SSO, TSO and other stakeholders in supporting the Customers of the NTS.

Reqs: 11.4.1.1 – 11.4.1.5

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.5. Training Services

Q99 Describe how you are going to provide the required training services to trainers within the SSO, TSOs and other stakeholders (including TOs) to enable them to train the relevant staff in their organisations in the usage and functions of the NTS.

Reqs: 11.5.1.1 – 11.5.1.9

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

Training will be delivered in a train-the-trainer approach.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.6. Reporting and Data Services

Q100 Describe how you are going to provide the required reporting and data services to enable the SSO, TSOs, TOs and other stakeholders of the NTS to make the best use of the data generated. In particular you should describe how you will utilise your expertise from other geographies to support stakeholders in New Zealand.

Reqs: 11.6.1.1 – 11.6.1.3

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.7. Data Management Operations Services

Q101 Describe how you are going to provide the required data management services to ensure that the data generated by the NTS is maintained to the required levels of accuracy and usefulness to be an asset for New Zealand.

Reqs: 11.7.1.1 – 11.7.1.5, 11.8.1.1 – 11.8.1.4

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

Your response must also reflect the relevant privacy and security legislation.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.9. Compliance and Risk Services

Q102 Describe how you are going to provide the required compliance and risk services to support the ongoing operations of the NTS, including the necessary people, processes and technology components.

Reqs: 11.9.1.1 – 11.9.1.14

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.10. Revenue Protection Support Services

Q103 Describe how you are going to provide the required Revenue Protection support services to support the ongoing Revenue Protection activities of the SSO, TSOs and TOs, including the necessary people, processes and technology components.

Reqs: 11.10.1.1 – 11.10.1.7

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.11. Information Systems Support Services

Q104 Describe how you are going to provide the required Information Systems support services (including people, processes and technology components) to support the interaction between the Ticketing Solution and the systems of third-parties such as the SSO, TSOs and TOs, such that these interactions continue to operate efficiently, accurately and according to the relevant performance measures.

Reqs: 11.11.1.1 – 11.11.1.6

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.12. Event, Incident and Problem Management

Q105 Describe how you are going to provide the required Event, Incident and Problem management services to support the ongoing operations of the NTS, including the necessary people, processes and technology components.

Reqs: 11.12.1.1 – 11.12.1.6

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.13. Business Continuity Planning Services

Q106 Describe how you are going to provide the required Business Continuity Planning services to support the SSO, TSOs and other stakeholders of the NTS in maintaining business continuity in all circumstances.

Reqs: 11.13.1.1 – 11.13.1.8

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

Your response should consider business continuity events which include:

- both short-term and long-term impacts
- environmental, economic, political, infrastructural or medical in origin
- local or international impacts

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.14. Service Delivery Management

Q107 Describe how you are going to provide the required Service Delivery Management services to ensure the successful ongoing delivery of all outsourced services provided to the SSO, including the necessary people, processes & technology components.

Reqs: 11.14.1.1 – 11.14.1.2

Guidance: Services will be provided to & through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

11.15. Fees and Charges Services

Q108 Describe how you are going to provide the required fees and charges services to support the ongoing operations of the NTS, including the necessary people, processes and technology components.

Reqs: 11.15.1.1 – 11.15.1.3

Guidance: Services will be provided to and through the Shared Services Organisation (SSO). Refer to the Joint Responsibility Matrix (JRM) in Part 1 of this RFP.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

12. Ticketing Operations

12.1. Operational Change Management Services

Q109 Describe your methodology and approach for managing operational changes and how you will align this to work with the SSO to ensure that TSOs have a robust approach for these changes.

Reqs: 12.1.1.1 – 12.1.1.2

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

12.2. Configuration Changes and Deployment

Q110 Describe how you are going to provide configuration implementation services for TSOs and TOs and deployment of these changes into the production environment.

Reqs: 12.2.1.1 – 12.2.1.10

Guidance: Include your processes for managing and deploying configuration changes in a complex multi-tenanted environment.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

12.3. Apportionment, Settlement, Reconciliation Operations

- Q111** Describe your operational procedures and plans for:
- Participant Reconciliation;
 - Financial communication escalations as a result of processing delays, validation errors, inability to reconcile or inability to settle;
 - Maintaining integrity of financial transactions and Reconciliation; and
 - Escalation and communications with the financial services providers.

Reqs: 12.3.1.1 – 12.3.1.11

Guidance: Your response must include:

- How your plans and procedures are maintained, updated and communicated
- How you manage major outages or issues with back office Reconciliation or Settlement
- How you manage processes with financial service providers
- Your experience in a complex multi-tenanted environment

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

12.4. Operational Monitoring

Q112 Describe your processes and approach for overall operational monitoring of the NTS and your approach to working with the SSO to ensure that the NTS remains available and operational.

Reqs: 12.4.1.1 – 12.4.1.3

Guidance: The SSO will be responsible for liaising with TSOs and TOs to keep them informed of system status and technical issues.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

12.5. Ticketing Incident Management

Q113 Describe how you are going to deliver the reporting and tools to support Ticketing Solution incident management to minimise impact on Customers and to support TSOs or TOs in correcting any errors created from these incidents.

Reqs: 12.5.1.1 – 12.5.1.6

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

12.6. Back Office Financial Audit Support

Q114 Describe your approach for supporting regular independent audits of the financial back office of the NTS, and how your solution is designed to support internal and external audit processes.

Reqs: 12.6.1.1 – 12.6.1.8

Guidance: Your response must include:

- How you approach audits from a resource perspective
- What audit standards you have complied with in other markets

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

SECTION D

Implementation Requirements

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

14. Methodology Requirements

14.1. Methodology Requirements

Q115 Describe how you are going to provide a set of methodologies to be used in the implementation of the Ticketing Solution and how these are also applied to your sub-contractors.

Reqs: 14.1.1.1 – 14.1.1.13

Guidance: Your response should:

- Describe each methodology and how it is applied to specific areas of the solution
- Describe any software tools that may be utilised with each methodology and how these tools are going to be used
- Describe how these methodologies will interact with all stakeholders
- Describe any governance you recommend/require for each methodology.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15. Design and Build Requirements

15.1. Devices

Q116 Describe how you are going to provide the required Acceptance Device designs, builds, prototype and testing to ensure they meet the requirements for performance, usability and integration with other system components.

Reqs: 15.1.1.1 – 15.1.1.6

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.2. Central Back Office**15.2.1. General Requirements**

Q117 Describe how you are going to provide the required design and build services for the Central Back Office and prototypes including methodologies used, programme management and standards including lessons learnt from prior experience.

Reqs: 15.2.1.1 – 15.2.1.7

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.2.2. Architectural Requirements

Q118 Describe how you are going to provide the required architectural services for business process, data and interfaces using established frameworks, method and tools whilst providing openness and interoperability.

Reqs: 15.2.2.1 – 15.2.2.7

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.2.3. Engineering Services

Q119 Describe how you are going to provide the required engineering services that are suitable for the solution, including legislative or site-specific requirements.

Reqs: 15.2.3.1

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.2.4. Security Services

Q120 Describe how you are going to provide the required security services including your framework and how you manage risk. You should include how your security framework proposes to identify and mitigate security risk.

Reqs: 15.2.4.1 – 15.2.4.4

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.2.5. Quality Management Services

Q121 Describe how you are going to provide the required quality management processes including the control and management systems to the current ISO 9001 standard. Your response should also include how you manage your subcontractors within the same quality framework.

Reqs: 15.2.5.1 – 15.2.5.3

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.2.6. Business Continuity Planning

Q122 Describe how you are going to provide the required Business Continuity during the design, implementation and operational phases and what BCP services will be provided including end to end services with the SSO and Financial Services providers. You should include what standards and methodologies you use to underpin your plan.

Refer to **Part 3 section 10.12 Disaster Recovery** and **Part 3 section 11.13 Business Continuity**.

Reqs: 15.2.6.1 – 15.2.6.7

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.3. Data and Reports

Q123 Describe how you are going to provide the required standard reports and how these reports are designed. Your response must also include how you will provide a reporting tool that will be used for the SSO, TSOs and other stakeholders (e.g. NZTA) to build their own reports and data extracts.

Reqs: 15.3.1.1 – 15.3.1.4, 15.3.2.1 – 15.3.2.9

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.4. Interfaces and APIs

Q124 Describe your approach to the design and build of the interfaces and APIs for the solution proposed.

Reqs: 15.4.1.1 – 15.4.1.5

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.5. Documentation

Q125 Describe your approach for delivering the required design documentation for all components of the system and how the documentation will be maintained and kept up to date.

Reqs: 15.5.1.1 – 15.5.1.6

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

15.6. Deliverables

Q126 Describe how you will deliver all of the necessary design, implementation, onboarding and transition artefacts (including designs, strategies and plans) for approval by the SSO at the appropriate stages within the NTS delivery and operations lifecycle.

Reqs: 15.6.1.1 – 15.6.1.5

Guidance: Requirements for the various artefacts are included throughout the Requirements documented in Part 3 of the RFP and a summary (but not exhaustive) list is included in **Part 3 section 15.6 Deliverables**.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

16. Infrastructure and Engineering

16.2. On Vehicle

Q127 Describe your approach to the delivery of infrastructure and engineering for on-vehicle installations. Please include details on wiring design, Equipment positioning, data network considerations and Equipment fixing to ensure both safety and resilience for vibration.

Reqs: 16.2.1.1-16.2.1.13

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

16.3. Fixed Infrastructure

Q128 Describe your approach to delivering the required fixed infrastructure engineering including your approach to meeting environmental, physical, safety, access, security and seismic requirements.

Reqs: 16.3.1.1 – 16.3.1.8

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

16.4. Network

Q129 Describe your approach for delivering both fixed and mobile network infrastructure and how you are going to collaborate with different stakeholders to ensure integration with the necessary components.

Reqs: 16.4.1.1 – 16.4.1.7, 16.4.2.1 – 16.4.2.4

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

17. Resourcing Requirements

17.1. Resourcing

Q130 Describe how you are going to provide the resources required to deliver and operate the NTS. This includes:

- how you will plan the resources required
- where the staff will be located and your approach to remote working
- how you will create and maintain a responsibilities matrix
- your approach to recruitment
- how you will ensure sufficient resource capacity at all times
- how you will ensure that the necessary skill levels are maintained throughout the delivery and operation of the NTS

Reqs: 17.1.1.1 – 17.1.1.2, 17.2.1.1 – 17.2.1.4, 17.3.1.1 – 17.3.1.4, 17.4.1.1-17.4.1.3, 17.5.1.1 – 17.5.1.3

Guidance: Your response should include an initial resource plan which has been fully costed in your proposal. You must also identify what facilities you need the SSO to provide for co-location of your staff with the SSO.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

18. Financial Services

18.1. Financial Services

Q131 Describe your approach for implementation of integration into the relevant Financial Services for the following aspects.

- Transaction Banking
- Merchant Acquiring of Mastercard, UnionPay International and Visa transactions.
- Transaction Switching to American Express acquirer host
- All interfacing aspects for the Transit Card Program Manager
- Integration between the Retailer Network Manager and the Transit Card Program Manager

Reqs: 18.1.1.1 – 18.1.1.6

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

18.2. Compliance

Q132 Describe your approach and plan to achieve the critical compliance (EMVCo, PCI), including the role of your team versus the use and dependency of external parties involved in the certification process. Be sure to describe all solution and organisation aspects involved in achieving compliance certification, including separately contracted services such as through the Transit Card Program Manager, the Retailer Network Manager and the Merchant Acquirer. Demonstrate how you have previously achieved EMVCo Level 3 compliance, as well as PCI DSS Merchant Level 1 compliance and how the National Ticketing Solution can benefit from this experience.

Reqs: 18.2.1.1 – 18.2.1.3

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

19. Systems Integration Requirements

19.1. Generic Requirements

Q133 Describe your approach for delivering system integration services for interfaces to the National Ticketing Solution for third parties, Financial Services Providers, web, mobile and portal integrations.

Reqs: 19.1.1.1 – 19.1.1.5, 19.1.2.1 – 19.1.2.3

Guidance: You should include your use of:

- Methodologies and frameworks
- Development tool sets
- API management platforms
- Security frameworks

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

19.2. Information Integration with External Sources

Q134 Describe your approach for delivering systems integration with third party systems (e.g. fare policy, network topology planning, calendar and duty lists, asset management, Transaction data, financial data and Customer relationship management) where the exact integration requirements, systems and technologies are unknown.

Reqs: 19.2.1.1 – 19.2.1.5, 19.2.2.1 – 19.2.2.6, 19.2.3.1 – 19.2.3.3, 19.3.1.1 – 19.3.1.2, 19.3.2.1 – 19.3.2.6, 19.3.4.1 – 19.3.4.2

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

20. Commissioning and Testing Requirements

20.1. Commissioning

Q135 Describe your approach for delivering the required commissioning activities during the various stages of the implementation of the NTS, including during ongoing operations.

Reqs: 20.1.1.1 – 20.1.1.4

Guidance: Your response should cover the methodology you will apply.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

20.2. Testing Lab facilities

Q136 Describe your approach for delivering the required testing lab facilities to support ongoing testing of the NTS.

Reqs: 20.2.1.1 – 20.2.1.10

Guidance: The testing lab will be located at facilities provided by the SSO.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

20.3. Hardware, software and data testing

Q137 Describe how you are going to provide the required testing of all hardware, software and data components of the NTS including unit, system and integration testing.

Reqs: 20.3.1.1 – 20.3.1.4, 20.4.1.1 – 20.4.1.7, 20.5.1.1 – 20.5.1.4, 20.6.1.1 – 20.6.1.3, 20.7.1.1 – 20.7.1.3

Guidance: Your response should cover your methodology and processes, and how they will be applied to testing at all stages of the lifecycle, including ongoing operations.

The scope of data testing includes data feeds, extracts and data migration.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

20.8. Acceptance Testing

Q138 Describe how you are going to provide the required acceptance testing of all components of the NTS, including how you will involve SSO, TSO and other stakeholder staff in the testing.

Reqs: 20.8.1.1 – 20.8.1.6

Guidance: Your response should cover your methodology and tools, and how it will be applied to testing at all stages of the lifecycle, including changes during ongoing operations.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

20.9. Security Testing

Q139 Describe your approach for delivering the required security testing, including any standards that you adhere to.

Reqs: 20.9.1.1 – 20.9.1.3

Guidance: Your response should cover your methodology and how it will be applied to testing at all stages of the lifecycle, including ongoing operations.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

21. TSO On-boarding plans

21.1. Planning and Governance

Q140 Describe your approach for delivering the required planning and governance to ensure that each TSO is on-boarded onto the NTS in accordance with that TSO's needs.

Reqs: 21.1.1.1 – 21.1.1.9

Guidance: As each TSO may require a different approach, it is important that you identify a methodology which is adaptable, robust and which you have experience in delivering.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

21.2. Equipment

Q141 Describe your approach for delivering the required installation and testing services for the Equipment needed for the National Ticketing Solution in each TSO.

Reqs: 21.2.1.1 – 21.2.2.15

Guidance: As each TSO may require a different approach, it is important that you identify a methodology which is adaptable, robust and which you have experience in delivering.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

21.3. Systems and Processes

Q142 Describe your approach for delivering the required services to establish the necessary systems, processes and configuration for each TSO as part of their on-boarding to the NTS. This includes the initial setup of the public transport network topology and fare rules.

Reqs: 21.3.1.1 – 21.3.1.6

Guidance: As each TSO may require a different approach, it is important that you identify a methodology which is adaptable, robust and which you have experience in delivering.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

22. Transition Requirements

22.1. Technical Transition Approaches

Q143 Provide your recommended transition approach (from the 5 technical options described in Part 1 Section 7) for each of the 3 largest TSOs (Auckland Transport, Greater Wellington Regional Council and Environment Canterbury) plus one consolidated approach for the Regional Consortium. If you think a different approach is required for different modes (bus, rail and ferry) within one TSO you should recommend a separate approach for each mode.

Reqs: 22.2.1.6 – 22.2.1.8

Guidance: You should include in your recommendation:

- Your rationale for the approach
- Assumptions made
- Risks
- Constraints
- Any phasing requirements
- Any prerequisites
- Resource plan
- Other technical options/considerations

Pricing for each should be provided in the separate Pricing Workbook (see **Part 4 Appendix A**).

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

22.3. General Transition Approach Requirements

Q144 Describe your approach to providing tools, support and facilities to the SSO and TSOs so they are able to transition Customers onto the new Ticketing Solution while maintaining an excellent Customer experience.

Reqs: 22.3.1.1 – 22.3.1.9

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

22.3.2. Equipment Transition

Q145 Describe your approach to providing equipment transition services to the SSO and TSOs to enable them to execute an efficient transition from their legacy ticketing system to the National Ticketing Solution.

Reqs: 22.3.2.1 – 22.3.2.5

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

22.3.3. Systems and Processes

Q146	Describe your approach to supporting the SSO and TSOs during transition from legacy ticketing systems to the NTS by providing issue management and resolution during periods of parallel running.
Reqs:	22.3.3.1 – 22.3.3.6

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

22.3.4. Transition Governance

Q147 Describe your approach to supporting the SSO and TSOs during transition periods by providing advice and consultancy based on your experience of carrying out similar activities previously. You should also describe how you will maintain clarity of responsibility and decision-making during such periods.

Reqs: 22.3.4.1 – 22.3.4.6

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

23. Consultancy Services Requirements

Q148 Describe how you will provide consultancy services, as requested by the SSO, to support the delivery and operation of the NTS.

Reqs: 23.1.1.1 – 23.1.1.9

Guidance: The scope of the required consultancy services is described in **Part 3 section 23 Consultancy Services**.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

SECTION E

Commercial Requirements

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

25. Commercial Requirements

25.1. Master Services Agreement and SLAs

25.1.1. Master Services Agreement

Q149 Provide a marked-up version of the draft MSA, including Schedules, showing any provisions in the draft MSA that the Respondent wishes to depart from.

Reqs: 25.1.1.1 - 25.1.1.2.

Guidance:

- Your MSA must include (in comment balloons) an explanation for each proposed departure
- For each departure, set out (as a tracked change) what would be acceptable to you
- The Buyer has no obligation to accept any proposed departure or tracked change
- The Buyer may reject any further changes to the draft MSA proposed by you which are not raised in your response.
- Provide the marked-up version in Microsoft Word(tm) format

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

25.1.2. Limitations of Liability

Q150 Describe your proposed approach to allocating liability between the parties and the limits that would apply to each party.

Reqs: 25.1.1.1 - 25.1.1.2.

Guidance:

- Set out your approach taking into account the various stages of the contract (design, build, implementation and operations)
- Include the basis for calculation of limitations of liability including proposed formulae, caps, exclusions, losses without limitation, claims in aggregate.
- Consider the implications of the NTS as a nationally important solution.
- DO NOT include any pricing information from your response to this question
- DO NOT include the specific wording for your limitation of liability clauses in this part of your response. Include those clauses in your mark-up of the MSA at the place indicated in the MSA.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

25.1.3. Ongoing Service Cost Indexation

Q151 By default, the Buyer does not expect indexation adjustments to be proposed by the Respondent for any cost in its pricing response. By exception, for ongoing service costs only, if the Respondent requires an indexation adjustment for an ongoing service, the Respondent should provide all relevant details in its written RFP response (e.g. the proposed index that this particular ongoing service cost will be linked to).

Reqs: 25.1.1.1 - 25.1.1.2.

Guidance:

- The Buyer will not accept any proposed indexation adjustments for all other costs, e.g. Central Back Office implementation, Acceptance Devices and Transition services.
- The Buyer will not accept any proposed indexation adjustments to non-labour related costs.
- All indexation adjustment information should be provided in the written RFP response, with no indexation adjustment information provided in the RFP pricing workbook.
- When populating the RFP pricing workbook, please refer to Section [2.2.4] of the RFP pricing workbook user guide for further detail on indexation adjustments. For the avoidance of doubt, the pricing information populated in the RFP pricing workbook should not include any proposed indexation adjustments.
- DO NOT include any pricing information in your written RFP response to this question.

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

25.1.4. Pricing Reviews

Q152 If the Respondent requires any part of its pricing to be reviewed during the term (separately from an indexation adjustment), the Respondent must explain:

- the dates / frequency for review
- which parts of the pricing will be subject to the review
- the process to complete the review, i.e. the basis for benchmarking.

Reqs: 25.1.1.1 - 25.1.1.2.

Guidance: • DO NOT include any pricing information from your response in responding to this question

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

25.1.5. Approach to Cost Delivery Benefits

Q153 Provide details of your approach for the realisation of any benefit to the Buyer that arises over the term of the contract from reduced costs of delivery.

Reqs: 25.1.1.1 - 25.1.1.2.

Guidance:

- The Buyer would expect to benefit from any reductions in the costs over the term of the agreement for example, associated with Equipment, Acceptance Devices, third party services, (such as hosting or telecommunications) and process improvements.
- DO NOT include any pricing information from your response in responding to this question

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

25.2. TSP Strength, Viability and Sustainability

25.2.1. Financial

Q154 Describe how your organisation is positioned to remain commercially strong, viable and sustainable throughout the delivery and ongoing support and operations of the NTS.

Reqs: 25.2.1.1 - 25.2.1.3, 25.2.2.1 - 25.2.2.4

Guidance: Your response should include:

- Where this contract will sit within your organisation; for example, will it be one of many contracts?;
- How your business will continue to be successful;
- How you manage contracts to deliver within agreed budgets and at the same time achieve profitable results;
- How you will handle potential financial risks with subcontractors

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

25.3. Performance measurement and reporting

Q155 Describe how you are going to establish the systems, processes and tools to measure and report performance against agreed service levels.

Reqs: 25.3.1.1 – 25.3.1.7

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

25.4. Audit**25.4.1. Maintaining Records for Audit**

Q156	Describe your approach to maintaining all records necessary to support commercial reporting and audit of services
Reqs:	25.4.1.1 – 25.4.1.5

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26. Governance Requirements

26.1. Contract Management

26.1.1. Contract Management Services

Q157 Describe how you are going to provide the required contract management services to effectively manage the contracts between yourselves and the SSO, as well as any partners or subcontractors.

Reqs: 26.1.1.1 – 26.1.1.6

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.2. Subcontractor management

26.2.1. Managing Subcontractors

Q158 Describe your process for managing any subcontractors which you will use to deliver elements of the NTS, including organisations which provide software, Equipment or services.

Reqs: 26.2.1.1 – 26.2.1.15

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.3. Stakeholder management

26.3.1. Approach to Stakeholder Management

Q159 Describe your approach for delivering the required services to manage the wide range of stakeholders involved in the NTS including:

- SSO
- TSOs
- TOs
- NZTA

Reqs: 26.3.1.1 – 26.3.1.10

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.4. Project and Programme Management

26.4.1. Project and Programme Management Services

Q160 Describe your approach for delivering the required project and programme management services to ensure the successful delivery of the NTS. This includes the establishment of a New Zealand-based Project Management Office (PMO).

Reqs: 26.4.1.1 – 26.4.1.18

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.5. Steering Groups

26.5.1. Steering and Governance Group Participation

Q161 Describe your approach to participating in steering groups and other governance organisations operated by the SSO to ensure the successful ongoing delivery of the National Ticketing Programme.

Reqs: 26.5.1.1 – 26.5.1.3

Guidance: The requirements identify the minimum scope of steering groups, but you should identify and include any others you think will be necessary.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.6. Risks, Assumptions, Issues and Dependencies

Q162 Describe your processes for managing the risks, assumptions, issues and dependencies during delivery of the NTS.

Reqs: 26.6.1.1 – 26.6.1.7, 26.6.2.1 – 26.6.2.6, 26.6.3.1 – 26.6.3.5, 26.6.4.1 – 26.6.4.6

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.7. Continuous Improvement

26.7.1. Approach to Continuous Improvement

Q163 Describe your approach for delivering the required culture of continuous improvement within the National Ticketing Programme, including:

- internal and external audits
- monitoring of staff and relationship satisfaction
- innovation
- sustainability.

Reqs: 26.7.1.1 – 26.7.1.13

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.8. Compliance and legal**26.8.1. Legislative Compliance**

Q164 Describe your approach for ensuring the ongoing compliance of the NTS with all applicable legislation.

Reqs: 26.8.1.1 – 26.8.1.7

Guidance: The Requirements identify the key pieces of legislation, but your response should identify any other relevant legislation.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.9. Information Security

26.9.1. Approach to Information Security

Q165 Describe how you are going to provide the required level of information security for the NTS.

Reqs: 26.9.1.1 – 26.9.1.2

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.10. Knowledge Management Requirements**26.10.1. Knowledge Management Services**

Q166 Describe your approach for delivering the required knowledge management services to ensure that the necessary knowledge about the NTS is gathered, maintained and shared effectively.

Reqs: 26.10.1.1 – 26.10.1.8

RESPONSE:**DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET**

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

26.11. Change Management Requirements

26.11.1. Change Management Services

Q167 Describe your process for managing the changes which will occur during the lifecycle of the NTS.

Reqs: 26.11.1.1 – 26.11.1.9

Guidance: Your response should be focused on contractual and project changes, rather than operational changes (such as changes to public transport network topology) which are covered elsewhere.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

27. Performance

27.5. Performance Reporting

Q168 Describe your approach to ensuring that the Ticketing Solution meets the service levels and business outcomes defined in the Requirements and agreed with the SSO.

Reqs: 27.5.1.1 – 27.5.1.6, 27.6.1.1

Guidance: Your response should include details on how you will track performance, your approach to developing and reporting progress against remedial plans for performance failure and your approach to complying with the business outcomes required.

RESPONSE:

DETAILS OF REQUIREMENTS MARKED AS PARTIALLY MET OR NOT MET

[Req #] Delete if all requirements met

[Req #] Delete if all requirements met

	Example 1	Example 2	Example 3	Example 4	Example 5	Example 6
Reference Implementation:						

Appendix A Pricing workbook

Refer to Pricing workbook spreadsheet in Part 4 Pack.

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Appendix B Requirements Fulfilment Matrix

Refer to Requirements Fulfilment Matrix spreadsheet in Part 4 Pack.

END

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