**Procurement Specification:**

**Mersey Ferries Tickets**

**Online and Point of Sale Solution**

# Who are we?

The Liverpool City Region Combined Authority’s area is that covered by the local government areas of the principal councils of Halton, Knowsley, Liverpool, Sefton, St. Helens, and Wirral.

The Liverpool City Region Combined Authority (LCRCA) is a local authority in its own right. It has eight members, being

* + A directly elected Mayor;
  + A councillor (elected member) appointed by each of the ‘Constituent Councils,’ being the principal councils for Halton, Knowsley, Liverpool, Sefton, St. Helens, and Wirral; and
  + A member, who is non-voting, appointed by the Local Enterprise Partnership.

The LCRCA is subject to overview and scrutiny and also audit by statutory committees made up of councillors from the Constituent Councils and others.

The LCRCA will also appoint officers, some directly employed and some seconded from the Constituent Councils, to whom delegated authority is granted to help fulfil the LCRCA’s functions. A small number of the LCRCA’s officers are required to be appointed by law to fulfil certain governance or statutory functions in relation to the LCRCA.

Merseytravel, as the Passenger Transport Executive, is a body corporate that holds the status of an officer of the LCRCA when fulfilling its delegated functions. The Combined Authority is the owner of the Mersey Tunnels, and Merseytravel operates the Mersey Tunnels for and on behalf of the Combined Authority. The Combined Authority also operates the Mersey Ferries.

# Background

Mersey Ferries is one of the top paid-for visitor attractions in the region, a “must do” experience for visitors to the city and a relaxing leisure cruise for residents of the Liverpool City Region (LCR).

Mersey Ferries offer passengers a range of services including:

* A daily commuter service operating between Liverpool and Wirral.
* Daily River Explorer Cruises offering the opportunity to see Liverpool’s world-famous waterfront.
* 14 day-trip cruises along the historic Manchester Ship Canal.
* 25 Evening Cruises on the Mersey, including themed music cruises.
* 14 Liverpool Bay Cruises which offer extended sightseeing cruises into Liverpool Bay.

Mersey Ferries currently manage 3 terminals - Pier Head, Seacombe, and Woodside. The Woodside terminal is due to close later this year for major refurbishment and is likely to be closed until 2024. Sales and revenue for all leisure products in 2019 was around 255,000 products sold, with turnover of around £2,450,000, with an average product value of £9.60. In 2019 tickets were sold through a range of channels – direct sales from staff at the terminals desk (75%), via the Mersey Ferries website <https://www.merseyferries.co.uk/> (5%), via the LCRCA Contact Centre and office (2%), via our network of agents and partners (8%) and via Online Ticket Agents (OTA’s) (10%).

For the first quarter of 2022/23 the River Explorer Cruise (daily sightseeing cruise product) resulted in 62,162 tickets sold and £609k of income. The sales channel split for this product was as follows – direct sales from staff at the terminals (60%), via the LCRCA Contact Centre and office (9.5%), via the Mersey Ferries website (12%) and via agents, partners and OTA’s (18.5%).

We are keen to move from paper tickets to digital, and from walk-up sales desks to online digital and self-service kiosk fulfilment.

At the present time, a range of cruise products are available to purchase via the existing online shop, but commuter tickets and others are not. All online purchases still require the customer to present their paper or electronic voucher and exchange it for a boarding pass at the ferry terminal desk. This can cause congestion and is not a modern customer experience for our customers. The new system should address this issue by using QR codes / barcodes on tickets which can be scanned and redeemed at the entry gate to the ferry.

There are two travel products, in addition to ITSO concessionary travel passes available within the City Region, which can be used on other forms of public transport and are accepted for ferry travel. We anticipate issuing boarding passes at the ticket desk with a QR code or barcode to allow acceptance of these tickets once the new system goes live.

As distribution and sales channels for Mersey Ferries ticketing have expanded over the last few years, it has become more challenging to manage and effectively coordinate the increasing range of ticketing from different OTAs, wholesalers, agents, and partners. This particularly manifests itself with the increasingly varied redemption processes in place at the ferry terminals. Currently, front of house staff have to be aware of the different ticketing channels and the varying redemption methods through Apps, barcode scanning, vouchers etc. There are also challenges for the Commercial Development Team in managing content, pricing, images etc across multiple sales channels. We anticipate the new solution will streamline this for our staff and customers enabling customers with remote, third party and kiosk purchased products to go straight to the entry gate of the ferry, thus removing queue time and enhancing the overall customer experience.

In order to maximise sales potential, a booking solution which connects in real-time to both direct and indirect sales channels is essential. It is anticipated that following the pandemic, online sales channels will account for a bigger share of ticket sales across travel, sightseeing and entertainment sectors and the majority of those will be on mobile devices. The need to replace the current dated Mersey Ferries online booking platform with an optimised version to allow timed ticketing and drive sales is a key driver for this procurement.

# Scope

LCRCA are looking to appoint a provider for 3 years with the option to extend on a 24-month rolling basis thereafter up to a maximum of a further 4 years.

The new booking platform is at the heart of the requirement. It requires a central back office EPOS system which will manage all aspects of the product sales in real time, delivered simultaneously through multiple sales channels including online via

a). the Mersey Ferries website;

b). through the systems POS at Sales Desks such as at Ferry Terminals;

c). through LCRCA call centres and office locations;

d). through Self Service Kiosks at core locations;

e). through OTA’s and Channel Managers; and

f). via local Partner sales portals.

The scope of requirements can be summarised as:

* Replace and modernise the online sales solution available to customers. This is to include but is not limited to, a new online store, back office database, integrate with Barclays SmartPay Fuse Hosted Payment Pages to take card payments in compliance with PCI DSS,CMS for staff to configure products, run reports etc.
* Replace and modernise the online sales solutions via third parties and streamline redemption methods. This is to include but is not limited to, a new portal for 3rd parties, real time processing of transactions to the main back office database, Barclays SmartPay Fuse Hosted Payment Pages to take card payments in compliance with PCI DSS, CMS for staff to configure commission rates and products, run reports.
* Replace and modernise the Point of Sale solution at ferry terminal desks, allowing for payments via credit or debit card and the redemption of vouchers. This is to include but is not limited to, a ruggedised portable device in addition to fixed POS desk solution with appropriate peripherals if needed to enable real time processing of transactions to the back office database, to take card payments in compliance with PCI DSS, to scan and redeem vouchers (QR Code), to run real time sales queries.
* Replace and modernise the Point of Sale solution via Self-service Kiosks at ferry terminal, allowing for payments via credit card. This is to include but is not limited to, a ruggedised kiosk type of device enabling real time processing of transactions to the back office database, to take card payments, and to issue products either as paper, email or via the customer’s mobile device.
* Hosting, support and maintenance agreement for all hardware and software for the duration of the agreement. This is to include but is not limited to, scalable hosting of all hardware, regular hardware and software security and other upgrades to maintain compliance with Cyber Essentials Plus and PCI-DSS Compliance, application, and website upgrades to enhance the customer experience and performance where applicable.
* Working with our existing handheld validator supplier (Ticketer) to ensure products issued by your system can be validated on our existing handheld units, with two-way live communication for security and reduction of fraudulent usage.
* Migration from current system of existing consumer bookings, group/trade bookings, educational bookings, contacts, and current products/tickets.
* Delivery of the project by Easter 2023

# WEB STORE AND ONLINE BOOKING PLATFORM

## User Requirements

The customer-facing System should have a modern, user-friendly look and feel, and be compatible with all modern browsers and devices. It should have a workflow that enables customers to easily view products and ticket availability, and to purchase tickets with the minimal number of clicks possible.

For PCI-DSS purposes we require card payments to be processed via a Hosted Payment Page (currently Barclays SmartPay Fuse) and that no card details are stored or transmitted on our systems.

Tickets and online receipts should be availableon the customers device with the ability to print if required.

Customers should be able to create secure customer accounts (with the facility for us to enforce multi-factor authentication either at launch or at a later date). These accounts will allow them to manage bookings with options including but not limited to moving visit dates, cancelling bookings, and buying additional tickets.

When creating accounts customers will be required to capture mandatory contact information and also opt-ins to marketing information. Which fields and whether they are mandatory or optional should be configurable via the back office.

Customer accounts for group booking representatives or agents should also be an option.

The 3rd Party sales element of the System needs to have proven ability to integrate with 3rd party sales front ends, supporting date and time-based bookings, as well as capacity management in real time. It will also have the ability to feature optional add-ons to upsell and provide customers with the ability to customise products.

The system must be able to manage trade bookings and procedures that are applied to different products and support a network of trusted 3rd party Agent sales which will change over time.

The System provider must already have a relationship with or provide a new channel manager to connect with the major OTAs (Viator, Get Your Guide, Musement, Expedia etc). This is to allow Mersey Ferries to expand its reach whilst simplifying booking management from multiple sales channels.

## Functional Requirements:

* The System will allow Mersey Ferries staff to set up and amend a wide range of leisure ticketing, cruises, and wider retail products, including group products and joint products with third parties, and promotions for variable pricing.
* The System must support the partitioning of access and functions, for different user groups – such as Sales Desk Operatives, Call Centre Operatives, 3rd Party Retail Agents or similar based upon the product or services that they offer. The System must also be integrated or offer a marketplace to offer products to global agents whilst remaining compliant with security and compliance requirements documented below.
* Mersey Ferries staff shall be able to manage loyalty programmes.
* The System shall be able to send products sold to a customer’s mobile phone or similar media for dynamic fulfilment, as well as to their email account for print at home (subject to business rules and which shall be fulfilled directly).
* Mersey Ferries staff shall be able to cancel tickets or bookings that they have issued. Individual products themselves must be self-cancelling when validated, to eliminate pass-back / reuse and reduce fraudulent travel.
* The System should allow Mersey Ferries staff to allocate or restrict ticket stock to individual sales channels based on specific date and timed sailings including multiple boarding points (Pier Head, Seacombe & Woodside), in addition to being able to retail open validity tickets during defined off-peak periods. Bookings from these sales channels would then check ticket availability in real-time against their allocation and then confirm the booking.
* The System should also offer inventory management for a complete end to end system (including POS). All of the Product and Inventory Management functions and functionality must be able to be undertaken by Mersey Ferries staff directly. In particular the ability to link with trusted 3rd Party Attractions for joint retailing of shared products.
* The ability for Contact Centre staff to sell tickets and take payments over the telephone phone (customer not present MOTO transaction) in compliance with PCI DSS.
* Mersey Ferries must be able to manage group sales, both in house and online. The system must allow creation of group rates, group sales online facility and creation of contacts to help manage group bookings.
* The customer facing webstore requires an optimised customer focussed booking platform, dynamically optimised for PC’s, tablets, and mobile phones, that provides users with a secure easy way to book from whichever sales channel they choose. The platform needs to be user-centric, enabling customers to see available capacities and prices per sailing, to help them make their choice.
* Customers must be able to book a single journey or multiple journeys for a single user or for many. They must be able to purchase and redeem gift vouchers, whilst also being able to gift both vouchers and products to other customers. Customers must be able to cancel or amend bookings (subject to agreed T&C’s) and be able to apply for a refund, where necessary. They will also be supported by a high level of tailored customer support information.
* The customer must be able to receive their ticket as a QR (Dynamic or Static)/Barcode either via the customers mobile phone, or via email as a print at home ticket. All ticket fulfilment will enable the customer to go straight to the ferry without the need to visit the Staff Desks at the Terminals.
* The System should be dynamically scalable to manage customer accounts and transactions as usage increases without the need for new hardware.
* The Suppliers QR Code / Barcode schema, rules and open API must be made available to our existing handheld validator Supplier(Ticketer) who will need to be able to read and interact with the Suppliers products and back office sending messages back to the central Back Office.

The System must be able to support the following product functionality configurable at a local level by Mersey Ferries staff:

* The ability to limit ticket availability by channel.
* The ability to host a “quick sale” function – for faster check out.
* The ability for Mersey Ferries administrators to change ticket prices, service fees and other additional charges on a ticket-by-ticket basis.
* The ability to host and manage a private event or charter sale.
* The ability to cancel issues tickets to remove validity to travel.
* Memberships.
* Assigned Seating.
* Dynamic Seatmaps.
* Pre-Paid passes.
* Round-Trip Ticketing.
* Reservation Linking.
* Freesale (General Admission).
* Timed Ticketing.
* Product bundling.
* Customizable Dashboards.
* Local partner sales portal (Concierge, Affiliate, other attractions).
* Gift Certificates.
* Gift a product to a 3rd party customer account.
* Digital Waivers - Pre-arrival.
* Promotions & Discounts.

## Back office

The System should provide back-office capabilities for staff to manage all product content in one place, with centralised report generation for sales and revenue from all channels.

The system must be able to manage multiple products, product types, and product variations, prices, rates, sales channels, and promotions for variable pricing e.g. promo codes. It must also be able to retail, support and manage via the POS function, a limited number of non-travel products sold in our shop(s) such as souvenirs and gifts etc.

The system should allow Mersey Ferries to allocate **or restrict** ticket stock to individual sales channels based on specific date and timed sailings including multiple boarding points (Pier Head, Seacombe & Woodside), in addition to being able to retail open validity tickets during defined off-peak periods. Bookings from these sales channels would then check ticket availability in real-time against their allocation and then confirm the booking.

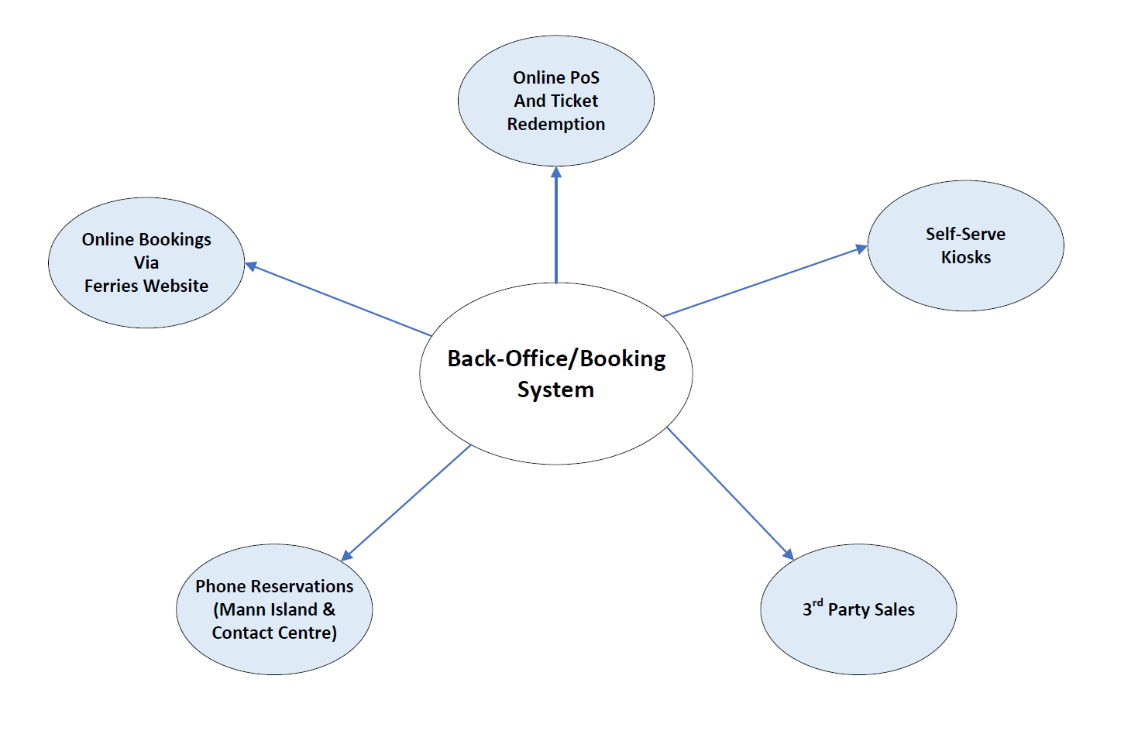
The system must support the simple creation and addition of new Mersey Ferries products or combination products with other partners. It should also offer inventory management for a complete end to end system including POS. All of the Product and Inventory Management functions and functionality must be able to be undertaken by Mersey Ferries staff directly. In particular the ability to link with trusted 3rd Party Attractions for joint retailing of shared products.

Mersey Ferries shall be able to manage both refunds and partial refunds through the back-office system.

The System must support a range of operational and commercial reports to support business intelligence, as well as being capable to data export to a third party analytics reporting software where required, via a standard export format.

# INTERFACES

The diagram below outlines the interfaces required:



The booking platform must operate on handheld devices as well as integrate with the current Mersey Ferries website and the proposed self-service kiosks. It must also integrate with the 3rd party handheld validator provider of Ticketer for product validation and fraud management.

The System will be required to accept and process payments via Mersey Ferries own Payment Gateway Provider – Barclaycard, both where an on-line payment transaction has taken place with the card holder, or where payment is taken where a customer is present at a Sales desk. CNP (Customer Not Present) will also be supported and available for MOTO (Mail Order and Telephone Order) transactions by phone.

The system should ideally be able to connect to the LCRCA payment gateway – provided by Barclaycard for payment fulfilment. If the Supplier uses another payment gateway instead of the LCRCA payment gateway, include provision for this as part of the financial response.

# BRANDING:

Brand guidelines will be provided, and artwork will be provided in a number of formats.

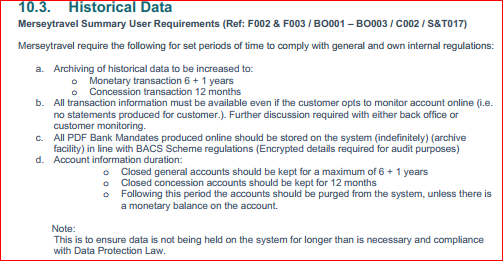
The ability for the system administrator to have design control of customer-facing ticket or reservation print outs/emails is required.

Ability to use/replicate Mersey Ferries website template for streamlined customer journey.

## DATA COLLECTION, RETENTION AND PROTECTION:

Data protection will be a key element and we will require full reassurance that all GDPR and other data protection legal requirements are strictly adhered to must be provided.

Data retention must adhere to the following guidelines:



Data captured will be as follows:

* Name – this will be account name for business users and first name and last name for personal account holders
* Email address
* Telephone number
* Address either Business or Personal depending upon account type

Customer Credit /Debit card details must not be stored and should be managed in strict compliance with PCI DSS.

For the purposes of GDPR, the supplier shall be the Data Processor while LCRCA will be the data controller.

## ACCESSIBILITY:

The webstore will need to be fully responsive across desktop, tablet, and mobile devices.

It must integrate the appropriate level of accessibility to comply with EU / UK law, whilst meeting all our functionality requirements as per W3C accessibility standards including:

* Sufficient contrast between the foreground and background
* Clear and consistent navigation
* No use of colour alone to identify or convey information
* Ensure all form elements are clearly labelled
* Provide instant and easily recognisable feedback when completing forms
* Headings and spacing to group related content in a consistent manner throughout
* All images to contain alternate text
* Support for keyboard-only users

## HOSTING:

The selected supplier will be required to provide hosting and support for the platform. The recommended server specifications and any hardware and software need to be specified. Details provided on how performance levels will be optimised will also need to be specified.

Additionally:

* Physical servers hosting the solution must be within the UK or otherwise GDPR compliant.
* Data centres should be ISO27001 compliant.
* Evidence, including outcomes, of regular (annual) penetration and stress testing should be provided.
* Hosting server(s) should be kept up to date with patching of security vulnerabilities in OS and application software.
* Supplier and solution must meet Cyber Essentials Plus requirements. Please note, the self-certified Cyber Essentials is not sufficient alone.
* Hosting must be PCI compliant.
* Bandwidth should be sufficient to maintain responsive performance.
* Service should be proactively monitored with alerts sent to LCRCA users in the event of any downtime or loss of service.
* The Supplier will develop the back-up Schedule, perform scheduled back-ups, provide routine and emergency data recovery, and manage the archiving process. The back-up Schedule will include at least weekly full back-ups and daily incremental back-ups. In the event of data loss or loss of service, the Supplier will provide recovery services to restore the most recent back-up.
* The Supplier will provide release management and change control services to ensure that versions of servers, network devices, storage, operating system software and utility and application software are audited and logged, and that new releases, patch releases and other new versions are implemented as deemed necessary by the Supplier to maintain the Hosting Services. The Supplier will ensure that each new release Mitigates against any Known Vulnerabilities or Latent Vulnerabilities affecting the Software or Services since the last new release was implemented.
* User/Admin accounts will ideally authenticate using our Microsoft 365 credentials.
* User/Admin accounts should log on using single sign-on where possible.
* User/admin accounts must be secured via MFA.

## MAINTENANCE, SUPPORT AND SERVICE LEVELS:

The selected supplier will be required to provide ongoing maintenance and support of the completed system which will include, but not limited to:

* Provide prompt response to incidents raised.
* Timely resolution of bugs/issues/outages.
* Full support during Ferries operating hours 07:00-19:00 weekdays, 09:15-18:30 weekends and bank holidays.
* Out of hours contingency arrangements.
* Scheduled quarterly report showing response and resolution times, root cause analysis.
* Service review meetingsquarterly to review performance.
* Annual PEN and vulnerability testing carried out and issues remedied.
* Monitoring and alerting.
* Anti-malware and firewall protection.
* DR and BC plans tested annually.
* Data encryption at rest and in transit where appropriate.
* Automated and manual data retention processes.
* OWASP 10/CE/ISO.
* Server and solution patching with upgrades scheduled within LCRCA Change Management guidelines.

Details of the supplier’s service level agreement must also be provided and must include categorisation of severity levels, response, and resolution SLAs (Service Level Agreement), escalation routes and details of service credits.

**Support included in the service should adhere to the following minimum SLAs:**

|  |  |  |
| --- | --- | --- |
| **Priority Level** | **Description of incident, problem, or request** | **Target resolution** |
| Priority 1 | Major system failure or an issue with the service deemed to be business critical | Respond within 30 mins  Resolution within 4 hours |
| Priority 2 | Degraded service or partial loss affecting site functionality but is not deemed to be business critical | Respond within 1 hour  Resolution within 8 hours |
| Priority 3 | Small site functionality issue or where a workaround is in place | Respond within 4 hours.  Resolution within 3 to 5 days depending on criticality |
| Priority 4 | Urgent change requests | Respond within 1 hour.  Resolution within 8 hours. |
| Priority 5 | Non-urgent change requests | Respond within 8 hours.  Resolution from 2 hours to 10 days depending on criticality. |

A formal escalation route must be provided.

Active monitoring of the solution must be in place with automated alerts to system administrators via email.

An annual uptime of 99.9% is required for 24/7/365 service availability.

The system and data must be backed up on a nightly basis and an agreed SLA in place to restore at a granular level.

Evidence must be provided of a vulnerability management program including measures taken for regular monitoring and access control

The server/s and software must be maintained in line with manufacturer’s recommendations and updated/upgraded as required under change management as part of the contract.

## ANALYTICS AND REPORTING:

Marketing – the System is required to support marketing initiatives and sales campaigns. Including but not limited to:

* Tracking and analytics tools which help to identify successful and unsuccessful campaigns via email and web.
* Data segmentation tools and database features to improve targeting of both web and email campaigns.
* Capturing customers origin data - post code or county or country of origin from walk-up sales using the System’s POS.
* Ability to designate specific customer fields we determine as mandatory through the transaction process.
* Digital Forms, Questions, Surveys.
* Google Analytics integration - specifically ability to track online conversions.
* Facebook Pixel tracking.
* Integration with email campaign software – currently DotDigital – so customer email addresses (who sign up to receive emails from us) are automatically transferred to relevant contact lists.
* Work with our digital advertising agency to enable remarketing opportunities.
* Reporting data is stored in a GDPR compliant manner.
* Reporting data is stored in an Accessibility compliant manner.
* Ability to access CMS to make general changes i.e. copy amends

Mersey Ferries staff shall have interactive access to product and product details, and access to a range of reports related to their products. These reports must be able to be downloaded in a format suitable for direct input into other systems. The reports shall include the following:

* Total products sold by type.
* Sales values (by date defined period).
* Sales volume locations (e.g. Web Portal / OTA’s / Agents).
* Sales value locations (e.g. Web Portal / OTA’s / Agents).
* Products issued (by date defined period).
* Active products with validity (seen by date defined period).
* Transaction reports (configurable).
* Customer profile reports including post code, age, gender.
* Daily Flash Report.
* Real-time audit of an individual ticket.
* Real-time ticket usage.
* Real-time sales reporting and forecasting.
* Real-time Stock reporting.
* Attendance / Occupancy report.
* Gift Certificate reporting.
* Historical sales and customer reports.
* Channel Sales Reports.

Mersey Ferries staff shall have interactive access to operational reports. These reports must be able to be downloaded in a flexible format suitable for direct input into other systems – including csv/xls/pdf or html. The reports shall include the following:

* Departure audits.
* Yield Management.
* Visitor Manifests.
* Contact/customer interaction reports.

Mersey Ferries staff shall have interactive access to Financial Reports. These reports must be able to be downloaded in a format suitable for direct input into other systems. The reports shall include the following:

* Deposits & Refunds.
* Trial Balance reporting.
* Accounts Receivables.
* Tax Status.
* Upcoming Events schedule.
* Cash Out Report.
* POS/Retail Reports.

## ON SITE POS:

Onsite Sales in the Mersey Ferries Terminal ticket office is to be via a new Point of Sale solution, including software and hardware. System capabilities include the ability for Mersey Ferries staff to:

* Search for products, ticket prices and availability.
* Make bookings and take payments by card – contactless and chip & pin, Apple Pay and Google Pay. Ideally using the LCRCA payment gateway – provided by Barclaycard for payment fulfilment. Please specify if a different payment gateway is required.
* Redeem gift voucher or other OTA ticket.
* Scan and verify bar codes and QR codes.
* Print tickets.
* Retail a limited number of souvenirs and gifts.
* P2PE encryption – devices taking card payments. are required to have P2P encryption that is PCI compliant.

There is no requirement to take cash payments via Onsite POS so the focus should be on fast, fixed desk POS systems and a mobile POS solution, capable of taking card payments and processing online bookings.

All devices used in this must meet all aforementioned security and compliance requirements.

Fixed Desk onsite POS are required to be rugged with an easy to use user interface.

The devices should have the option of either WiFi or Mobile sim connectivity.

We require 9 Fixed Desk POS devices including all peripherals plus 2 spares, and 2 mobile POS devices.

Access to the back office will be required for 4 users based in Mann Island.

In addition to the ferry terminal requirements the following back office/call centre hardware is required:

- 2x POS devices with all required peripherals for Mann Island, configured to take Customer Not Present card payments.

- 1x POS device with peripherals at Seacombe Admin Office, configured to take Customer Not Present card payments.

- 2x POS devices with peripherals for Contact Centre, configured to take Customer Not Present card payments.

## SUSTAINABILITY:

All bidders should consider the environment and sustainability in the delivery of this project. A reference to how this will be achieved should be included as part of your tender submission.

Fairness and social justice are at the heart of everything Merseytravel/ Liverpool City Region Combined Authority does. Decisions about where to invest resources in the city region needs to benefit everyone and that is why we are determined to ensure that the social and environmental impact of any future decisions is considered alongside the more traditional economic measures.

For this reason, we are now including social value as a requirement in the contract provision and also in the award criteria. Therefore, in your submission we would like to know what specific social value commitment that will be applicable to this contract. Your Social Value proposal must be measurable as this will form part of contract management.

## TRAINING AND TESTING ENVIRONMENT:

There is a requirement for a test environment to be provided throughout the lifecycle of the system, to not only carry out the initial UAT but also for further developments and enhancements.

Additionally:

* The Supplier shall provide a comprehensive training package, including comprehensive and easy to use training materials and operating manuals.
* The Supplier shall be responsible for ensuring that training of Mersey Ferries staff and their agents is carried out effectively to enable Mersey Ferries to complete changes to the products, price, yield, add new products, delete new products as appropriate.
* The Supplier must provide a test system which must replicate the live System, including all interfaces, to ensure full integration testing can be performed before the live use of new systems, systems upgrades, new software and software upgrades is accepted and deployed.
* The test system shall link up with third party test systems to produce an end to end environment.

## SELF SERVICE KIOSKS:

We require 8 self service kiosks as part of this procurement. We may require two of these kiosks to be located outside of buildings, so internal and external solutions should be provided if a single solution is not suitable for all environments – in your submission please advise the IP ratings of options provided.

The new cashless Self Service Kiosks will work with the Suppliers of the new Mersey Ferries ticketing platform, via API (or equivalent) to enable an agreed set of products to be retailed and/or collected via the Self Service Kiosks which will be capable of being read by staff handheld readers, to validate entitlement to travel, improve customer satisfaction and support revenue growth.

The primary focus of the Self Service Kiosks is to move sales away from the staff desk, providing customers with a seamless retail proposition, enabling customer payment via contactless or chip and pin (no cash) and to provide multiple customer Boarding Pass / Ticket issuance options – from collection of a pre-ordered Ticket; printing a paper ticket with a QR or Barcode on it to an agreed standard; or to export the product to a customer’s own phone to be used with SMS.

The following hardware features are required:

|  |  |
| --- | --- |
| **LCRCA TVM Hardware** | **Req** |
| Touch screen (at least 19” visible screen size) | Mandatory |
| Receipt printer | Mandatory |
| (Paper) Ticket printer | Mandatory |
| Chip & PIN terminal | Mandatory |
| Contactless payment acceptance terminal | Mandatory |
| Speaker | Optional |
| Hearing Loop | Mandatory |
| Microphone | Optional |

## Functional Requirements:

* The Self Service Kiosks, including all hardware and software interfaces, shall be fit for purpose throughout the duration of the Contract. The supply of the Self Service Kiosks, installation, configuration, commissioning, and maintenance of the Self Service Kiosks is the responsibility of the supplier.
* The Self Service Kiosks shall meet the requirements of the UK’s Equality Acts 2006 and 2010, Disability Discrimination Act (DDA) and any superseding legislation.
* The Self Service Kiosks shall meet the requirements of, and maintain compliance with all current UK Data Protection Legislation in terms of any personal data collected by the interactive touch-screen display interfaces and any cameras (where appropriate). This includes suitably clear notices and warnings on the collection and retention of such data, the purposes, and who to contact for more information.
* All operating elements for user-interaction including touch-screen elements of displays, smartcard readers and payment hardware shall be at a height of between 700 mm and 1,200 mm from the ground. This shall enable those with restricted mobility to use them.
* All operating elements for user-interaction with the exception of the touch-screen display shall be indicated with suitable tactile markings to assist a visually impaired person (VIP).
* The Supplier shall have no right to any commercial advertising unless agreed in writing with LCRCA.
* All Software is to be provided by the Supplier (any resultant costs to be incorporated into support and maintenance) for the duration of the contract to meet the requirements of this Specification, including any standard and bespoke Software including those on remotely hosted servers (if required). This includes all necessary licences, patches, bug-fixes, and upgrades.
* The Supplier shall provide and maintain all Software required to support the Self Service Kiosks and Back Office for the duration of the Contract.
* The Supplier shall operate a test version of the Self Service Kiosk and Back Office software such that all upgrades can be tested as part of an integrated test suite prior to release, with any resultant costs to be incorporated into support and maintenance.
* The Supplier shall ensure that any third party software products used in the Self Service Kiosks and Back Office are monitored and that relevant security and software updates and service packs from these sites are applied promptly in line with Cyber Essentials Plus and PCI-DSS Compliance regulations.
* The Self Service Kiosks shall be able to be administered by remote access
* All electrical equipment and works provided by the Supplier shall be in accordance with the latest edition of the Regulations for Electrical Installations issued by the IEE (now IET) BS 7671 or EU equivalent.
* The Self Service Kiosks shall be designed to be handled, started, and operated to specification at extremes of environmental conditions found in the UK. Variations due to direct sunlight and wind should be taken into consideration. The ambient conditions applicable are:
  + an operating temperature range of -15°C to +40°C;
  + relative humidity levels in the range 30% to 90% non-condensing.
  + The Kiosks should have an IP rating of IP53.
* The Self Service Kiosks, in their working state, including any third-party equipment fitted, shall be tested, and approved for compliance with current electromagnetic compatibility regulations and shall carry the appropriate marking (‘CE Mark’ and/or ‘E Mark’) to indicate such approval.
* The Self Service Kiosks shall comply with the Electromagnetic Compatibility (EMC) Directive (2014/30/EU) and not generate electrical interference that could adversely influence the operation of other electrical equipment.
* From 01/01/2023 the devices are required to be UKCA certified as this will replace CE marking.
* The Receipt printer shall use standard sized thermal paper (in roll form) freely available from a number of stockists.
* All stock shall be easy to replenish by LCRCA’s personnel or a third party contractor. This is primarily receipt roll.
* The credit/debit card payments shall be performed PCI DSS accredited Chip & Pin and Contactless terminals that are P2PE certified.
* The Supplier shall use the LCRCA’s existing Merchant for the Self Service Kiosks payment processing. If the LCRCA Merchant provider and agreement changes, the Self Service Kiosks will be updated accordingly.
* Using the touchscreen the Self Service Kiosk shall be able to send the barcode and QR code tickets in line with the specifications determined by the Ferry booking system directly to a customer’s mobile phone.

## Installation

* The Supplier shall be responsible for the installation of the Self Service Kiosks including construction of the foundations and installation of the sub-base frames (if required), except where specified by LCRCA.
* The Supplier shall draw up individual method statements, each incorporating a detailed risk assessment identifying risks, hazards, and appropriate mitigation measures, for the installation and maintenance of each Self Service Kiosk.
* The Supplier shall be responsible for undertaking preliminary site visits to identify and document the risks, hazards, and appropriate mitigation measures, to inform the production of the method statements.
  + All site visits shall be agreed in advance with LCRCA, and for Self Service Kiosks located on premises owned by third parties (if relevant), with the relevant third party.
  + Each method statement shall detail all materials to be used in undertaking installation, including Material Safety Data Sheets. Each method statement shall also describe and illustrate, using appropriate photos and diagrams, the entire installation process, and the intended means of reinstatement, including a clear description of the materials to be used for the purposes of reinstatement.
* The Supplier shall be responsible for the removal of all waste, scrap, wrappings, packing materials, etc. from site during the works and on completion of each installation.

## Back Office

* Back office should be as per the booking platform.
* In the event that a separate back office is required for the Self Service Kiosks this must meet the same hosting and security requirements of the booking platform.
* The Back Office shall be accessible by a web browser to manage:
  + Users
  + Applications, Content and Products
  + System Faults
* All changes made within the Back Office shall be recorded against the appropriate user along with the date and time of the change.
* The Back Office shall include a configurable dashboard which at a glance will allow the User to gain a quick understanding of, but not limited to:
  + Kiosk hardware state
  + Outstanding tasks/maintenance required
  + Alarms or Events over the last 72hours
  + Sales statistics
* Back Office Users will be able to define new paper (both barcode and bespoke stock where applicable) products.
* Back Office Users will be able to change product prices via date/time period with both a start and an end date. The end date shall be able to be specified to not end until a new price start date is configured.
* Back Office Users will be able to define and change a product sale screen flow.
* Back Office Users will be able to create a number Customer messages which will be displayed at configurable time intervals as part of the attractor screens. The messages shall also be able to be configured at a Self Service Kiosk level to display in specified time windows and on specified days.
* Back office users will be able to produce reports including but not limited to user actions, events and alarms, product sales and stock control.
* Back office users will be able to configure contents for print outs of both receipts and tickets.
* Users will be able to configure the Back Office to receive fault emails in addition to being able to check faults on the dashboard.