SCHEDULE 2 – Appendix 43

VoSI Requirements

Table of Contents

1   VoSI

Introduction

The Vehicle of Special Interest (VoSI) System, currently used by authorised TfL Personnel, enables Vehicle Registration Marks (VRMs) of Vehicles of Special Interest to be recorded. When captured by the Detection and Enforcement Infrastructure, the details of subsequent capture events such as the camera location, time and in some cases Images are logged, retained and used for internal monitoring and management of the Enforcement Service. These capture event details are also provided to Third Parties such as the Police and Security Services for the prevention and detection of criminal activity.

The majority of VoSI requests are currently sent by the relevant authorities (e.g. the Metropolitan Police authority) to TfL, but the System to be provided by the Service Provider may, if TfL deems it appropriate, be shared directly with such organisations in order that they can enter information relating to Vehicles of Special Interest directly and obtain details of the captures without interaction with TfL.

Authorised Personnel will process all requests, assign an appropriate level of priority for the request and enter the relevant details into a web interface for Processing by the Core IT System. The Core IT System provides the Data entry mechanism, receiving and sending the VRM details to the Detection and Enforcement Infrastructure Service Provider for tracking and the subsequent Processing and presentation of the relevant Data and Images back through the VoSI Interface.

In response to TfL's intention to introduce Tag and Beacon technology, the VoSI system shall be extended to allow Tags of interest to be recorded and, when captured by the Detection and Enforcement Infrastructure, details of the subsequent Detection Events to be logged, retained and used for internal monitoring and management of the Detection and Enforcement Infrastructure Services and provided to Third Parties such as the Police and Security Services for the prevention and detection of criminal activity.

1.1   General

V1.1.1	R1	Mandatory

The Service Provider shall design, build and operate a VoSI System for the management of VoSI.		
V1.1.2	R1	Mandatory
The Service Provider shall ensure that Users can send VoSI requests and receive tracking results via the VoSI Interface.		
V1.1.3	R1	Mandatory

The VoSI Interface will enable Users to enter the following Data for each VoSI request. In addition the Core IT System will generate a unique VoSI request number for each request in the following format:

Field	Additional Data and Requirements
Contact Details:	
Details of requestor	Defaulted to relevant user ID provided by the Service Provider.
Name of Organisation	Parameter driven drop down list that enables TfL to enter additional Organisations without formal change as well as free text up to fifty (50) characters. Initial list to include: • TfL (Congestion Charging); • Police (Where selected an additional field will request details of which force or department); • internal audit; • Security Services (Where selected an additional field will request details of department); • Local Authority (Where selected an additional field will request details of which Borough); and • DVLA.
Address of Organisation	Standard "Address Line 1, 2 etc." with separate field for postcode.
Name of requestor	Standard "Name" and "Surname" fields.
Position, rank or job title	
Contact telephone number	
Contact mobile phone	Where mobile details provided, option to enable automated SMS text message alert of each capture event or all

number	captures for a day to be sent. If selected then Core IT System will send all capture Data including VoSI reference, VRM, capture location, time, date to the mobile phone number for each capture event / captures in a day.
Contact fax number	
Contact e-mail	Where e-mail details are provided, then the user will have the option to enable an automated email alert of each capture event or of all captures in a day to be sent. If selected then Core IT System will send all capture Data including VoSI reference, VRM, capture location, time, date to the mobile phone number for each capture event / captures in a day.
Preferred method of contact	
Address for delivery of Data if not by e-mail, SMS and if different to contact address	
VoSI Details	
VRM	One of VRM or Tag ID must be provided. Allow entry of standard GB number plates as well as foreign Vehicles, Diplomatic Vehicles etc.
Tag ID	One of VRM or Tag ID must be provided. Allow entry of the unique Tag identifier.
Start Date	Mandatory field. The date from when all capture events should be recorded.
End Date	Mandatory field. The date when the VoSI request ends. No VoSI request may have a duration of more than three (3) Months.
Priority Level	The VoSI system shall be able to distinguish between the different priority levels of 1-5 (whereby 1 is the lowest and 5 is the highest) and are as follows: • ad-hoc monitoring; • Monthly notification; • weekly notification; • same day notification; and • immediate notification.
Image Retention	Whether all Images for each capture should be retained and

Required Option	available.
Reasons For request	Free text up to five-hundred (500) characters.
Crime Reference Number	If applicable

V1.1.4	R1	Mandatory

The Service Provider shall implement the VoSI System and Interfaces in such a way that it does not impact the performance of the operational Core IT System.

V1.1.5	R1	Mandatory

The Service Provider shall ensure that an automatic alert is sent from the VoSI System via email notifying an authorised User of the VoSI Interface that a Priority Level 5 request has been received. In such cases the Evidential Record for that event shall be retained.

V1.1.6	R1	Mandatory

The Service Provider shall ensure that the automatic alert sent by the VoSI System provides a link that enables the VoSI Interface User to view the request and the relevant capture Data including Images.

V1.1.7	R1	Mandatory

The Service Provider shall ensure that the VoSI System is able to store, to allow access and to print, through the Interface, copies of Evidential Records (for each capture) received from the Core IT System.

V1.1.8	R1	Mandatory

The Service Provider shall ensure that the Data (tracking results and Images) within the VoSI System is retained in accordance with appendix 14: Data Retention.

V1.1.9	R1	Mandatory

The Service Provider shall ensure that the VoSI System allows for colour printing of the tracking results as well as the Evidential Records (for each capture) received from the Core IT System.

V1.1.10	R1	Mandatory

The Service Provider shall provide a flexible integrated reporting function for the VoSI System that also enables the printing of individual and multiple tracking results as well as the Evidential Records (for each capture) received from the Core IT System.

V1.1.11	R1	Mandatory

The Service Provider shall ensure that the VoSI System has a functionality whereby reports generated on tracking results, including but not limited to:

- dates;
- requestor; and
- locations;

can be run as required by authorised Users of the VoSI System.

V1.1.12	R1	Mandatory

The Service Provider shall ensure that such reports can be printed on the specified printer, in colour, if required.

V1.1.13	R1	Mandatory

The Service Provider shall ensure that the VoSI System receives tracking results and associated Images from the Core IT System which shall be stored in the PES. In the event of a PCN registered against a VRM, the Image shall be stored within the VoSI System in accordance with appendix 14: Data Retention.

1.2 Availability and Access		
V1.2.1	R1	Mandatory

The Service Provider shall ensure that the VoSI Interface and VoSI System comply with TfL's security requirements as specified in schedule 14: Security Policy. In particular access to the VoSI Interface shall be secure and only authorised Users shall be able to gain access.

V1.2.2	R1	Mandatory

The Service Provider shall provide security features for the VoSI System that support User level access control to Data, reporting functions and other features.

V1.2.3	R1	Mandatory

The Service Provider shall ensure that all events on the VoSI System are logged in line with the requirements on audit trails in the Common Statement of Requirements, and Good Industry Practice.

V1.2.4	R1	Mandatory

The Service Provider shall make the VoSI System available through the Interface from any location with internet access and the required access privileges.		

1.3   Reporting

V1.3.1	R1	Mandatory

The Service Provider shall ensure that the VoSI System provides the ability to run the following Standard Reports. This shall include but not be limited to:

- number of requests by priority level;
- number of requests by requesting Organisation;
- audit account of all actions undertaken by Personnel;
- summary reports through a combination of:

  a. all capture events for individual or multiple VRMs or wildcard VRMs (i.e. ABC*);

  b. all capture events for individual or multiple TagIDs or wildcard TagIDs;

  c. all capture events for a particular date or between two dates;

  d. all capture events for a particular camera location or multiple locations;

  e. all capture events for a particular Beacon location or multiple locations; and

  f. all capture events for a particular requestor.

1.4   Scalability and Extensibility

V1.4.1	R1	Mandatory

The Service Provider shall ensure that the VoSI System is implemented in a manner which is scalable and extensible.

V1.4.2	R1	Mandatory
The Service Provider shall ensure that User access to the VoSI System is via a virtual private network (VPN) that is accessible from the Internet.		
V1.4.3	R1	Mandatory
The Service Provider shall manage and operate the provision of the VPN and User authentication.		
V1.4.4	R1	RFI
[This requirement has been removed because it was an RFI]		
V1.4.5	R1	RFI
[This requirement has been removed because it was an RFI]		
V1.4.6	R1	Mandatory
The Service Provider shall provide concurrent access to the VoSI System for four (4) Users and provide all necessary usages.		
V1.4.7	R1	Mandatory
The Service Provider shall provide TfL with the option to add additional Users at no extra cost.		
V1.4.8	R1	Mandatory
The Service Provider shall ensure that the VoSI System provides the necessary scalability, both in terms of Hardware and Software, to support these additional Users.		

V1.4.9	R1	Mandatory

The Service Provider shall provide access and support to these additional Users in accordance with a pricing structure agreed with TfL prior to Contract award.

1.5 Support and Maintenance		
V1.5.1	R1	Mandatory

The Service Provider shall provide the necessary Support Personnel to maintain and administer the VoSI System.

V1.5.2	R1	Mandatory

The Service Provider's Support Personnel shall be responsible for the following:

- maintenance of the VoSI System and VoSI Interface including back-up;
- provision of technical support to Users;
- management of Incident resolution; and
- the functional specification, implementation and Testing of Changes to the VoSI System.

V1.5.3	R1	Mandatory

The Service Provider's Support Personnel shall provide telephone support to Users during Charging Hours.

V1.5.4	R1	Mandatory

The Service Provider, at TfL's request and in accordance with schedule 9: Change Control Request Procedure, shall provide the necessary Support Personnel to implement the Changes to the VoSI System.

V1.5.5	R1	Mandatory

The Service Provider shall provide TfL Personnel with access to the VoSI System during Charging Hours.

V1.5.6	R1		Mandatory
The VoSI System shall run twenty-four (24) hours a day, every day of the year, providing a log of all relevant Vehicle movements with Images.			
V1.5.7	R1		Mandatory
The Service Provider shall ensure that the VoSI System is scalable to deal with up to one thousand (1,000) VoSI requests per week.			
V1.5.8	R1		Mandatory
The Service Provider shall build and maintain an internal Web-based portal for any Third Party or TfL to maintain Data within the VoSI System.			