

# Framework Schedule 6b (Order Form Template and Call-Off Schedules) Direct Award

## Order Form

CALL-OFF REFERENCE: **C364007 (CCS RM6342 Travel Solutions Lot 1)**

THE BUYER: **Secretary of State for Health and Social Care**

BUYER ADDRESS **The Secretary of State for Health and Social Care  
of 39 Victoria Street, Westminster, London,  
SW1H 0EU acting as part of the Crown**

THE SUPPLIER: **Corporate Travel Management (North) Limited**

SUPPLIER ADDRESS: **Shire House, Humboldt Street, Bradford, BD1  
5HQ**

REGISTRATION NUMBER: **0488182**

DUNS NUMBER: **213089972**

### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 2 July 2025.

It's issued under the Framework Contract with the reference number **RM6342** for the provision of Travel, Transport, Accommodation and Venue Solutions.

CALL-OFF LOT(S):

LOT NUMBER AND DESCRIPTION	Tick as applicable	SCHEDULE 20 (CALL-OFF SPECIFICATION) APPLICABLE PARAGRAPHS
Lot 1: UK & Overseas Booked Business Travel, Approved Civilian Programmes and Emergency Response Solutions	<input checked="" type="checkbox"/>	(Mandatory Service Requirements All Lots) (Mandatory Service Requirements: Lots 1) (Lot 1: 6 - 6.449.9)
Lot 2: UK-Booked National and International Business Travel	<input type="checkbox"/>	(Mandatory Service Requirements All Lots) (Mandatory Service Requirements: Lots 2) (Lot 2: 7 - 7.772)

Framework Ref: RM6342

Project Version: v2.0  
Model Version: v3.4

<b>Lot 3:</b> Venue Find & Supporting Services for Meetings, Conferences & Events	<input type="checkbox"/>	(Mandatory Service Requirements All Lots) (Mandatory Service Requirements: Lots 3) (Lot 3: <b>8 - 8.81</b> )
<b>Lot 4:</b> Venue & Vessel Accommodation & Wraparound Services	<input type="checkbox"/>	(Mandatory Service Requirements All Lots) (Mandatory Service Requirements: Lots 4) (Lot 4: <b>9 - 9.65</b> )

Only those paragraphs of Schedule 20 (Call-Off Specification) listed in “column 2” of the above table (which, for the avoidance of doubt apply to the Call-Off Lot(s) selected by the Buyer) shall be incorporated into the Call-Off Contract, and those which do not apply to the Call-Off Lots(s) selected by the Buyer, shall not be incorporated into the Call-Off Contract.

#### CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Schedules.
2. Joint Schedule 1 (Definitions and Interpretation) **RM6342**
3. The following Schedules in equal order of precedence:
  - Joint Schedules for **RM6342**
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information) – As included below
    - Joint Schedule 6 (Key Subcontractors)
    - Joint Schedule 7 (Financial Difficulties)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data) – As attached below
    - Joint Schedule 12 (Supply Chain Visibility)
  - Call-Off Schedules for **C364007**
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 2 (Staff Transfer)
    - Call-Off Schedule 3 (Continuous Improvement)
    - Call-Off Schedule 5 (Pricing Details) – As attached below
    - Call-Off Schedule 6 (ICT Services)
    - Call-Off Schedule 7 (Key Supplier Staff)
    - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
    - Call-Off Schedule 9a (Security) – Part A
    - Call-Off Schedule 10 (Exit Management)
    - Call-Off Schedule 12 (Clustering) – As attached below
    - Call-Off Schedule 13 (Implementation Plan and Testing)
    - Call-Off Schedule 14 (Service Levels) – As attached below
    - Call-Off Schedule 15 (Call-Off Contract Management)
    - Call-Off Schedule 16 (Benchmarking)
    - Call-Off Schedule 18 (Background Checks) – As attached below
    - Call-Off Schedule 20 (Call-Off Specification) – As attached below
    - Call-Off Schedule 24 (Corporate Resolution Planning)
4. CCS Core Terms (version 3.0.11)
5. Joint Schedule 5 (Corporate Social Responsibility) **RM6342**

Framework Ref: RM6342

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

### **CALL-OFF SPECIAL TERMS**

The clauses in the Core Terms shall be amended in accordance with the following Call-Off Special Terms which shall be incorporated into the Call-Off Contract:

- Clause 2.4 shall be deleted and replaced with the following wording:

“If the Buyer decides to buy Deliverables under the Framework Contract it must use Framework Schedule 7 (Call-Off Award Procedure) and must state its requirements using either Framework Schedule 6A (Order Form Template and Call-Off Schedules - Further Competition) or Framework Schedule 6B (Order Form Template and Call-Off Schedules – Direct Award). If allowed by the Regulations, the Buyer can:

  - (a) make changes to the Order Form Template;
  - (b) create new Call-Off Schedules;
  - (c) exclude optional template Call-Off Schedules; and/or
  - (d) use Special Terms in the Order Form to add or change terms.
- Clause 3.1.2 does not apply to the Call-Off Contract;
- Clause 3.2 does not apply to the Call-Off Contract;
- Clause 4.3(a) shall be deleted and replaced with the following wording:

“exclude VAT (and any other similar or equivalent taxes, duties, fees and levies imposed from time to time by any government or other authority), which is payable in addition to the Charges and the Management Charge in the manner and at the rate prescribed by applicable law, in the jurisdiction in which the relevant supply takes place, from time to time, subject to the provision of a valid VAT invoice (or its local equivalent) as prescribed by local law or practice”
- Clause 7.5 shall be amended by the inclusion of the following wording at the end of Clause 7.5: “including arising out of or in connection with the removal of their activity in connection to this call of contract of their employment and/or the exercise of the Buyer’s right under Clause 7.2”;
- Clause 10.6.3(b) shall be amended so that the words “in the Contract Year in which termination occurs” will be added before the words “if the Contract” in the last line
- Clause 14.4 shall be amended by the inclusion of the words “(including, but not limited to, the Supplier System as defined in Call-Off Schedule 6 )” after the words “Supplier system”;

- Clause 14.8(c), shall be deleted and replaced with the following wording: “must securely (i) destroy all Storage Media that has held Government Data at the end of life of that media, or (ii) erase all Government Data from all Storage Media prior to any sale, gift or other transfer of that media, in each case using Good Industry Practice”;
- A new Clause 15.8 shall be added at the end of Clause 15 as follows:  
“15.8 Nothing in this Clause 15 shall prevent a Recipient Party from using any techniques, ideas or Know-How which the Recipient Party has gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party’s Confidential Information or an infringement of its Intellectual Property Rights.”.

**CALL-OFF START DATE: 01 August 2025**

**CALL-OFF EXPIRY DATE: 31 July 2028**

**CALL-OFF INITIAL PERIOD: 3 Years**

**CALL-OFF OPTIONAL EXTENSION PERIOD:** 31 July 2029. Extension period may be for any period or periods up to a maximum of twelve (12) months duration from the expiry of the Initial Period (3+1).

#### **CALL-OFF DELIVERABLES**

See details in Call-Off Schedule 20 (Call-Off Specification)

#### **MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £2,500,000.00.

#### **CALL-OFF CHARGES**

See details in Call-Off Schedule 5 (Pricing Details)

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices). The Charges will not be impacted by any change to the Framework Prices. The Charges can only be changed by agreement in writing between the Buyer and the Supplier because of:

- Indexation and they shall be adjusted in line with changes in the Consumer Price Index ("CPI")
- Specific Change in Law
- Benchmarking using Call-Off Schedule 16 (Benchmarking)

## REIMBURSABLE EXPENSES

Reimbursable expenses are to be in line with the DHSC Travel Policy.

## PAYMENT METHOD

The Supplier shall issue electronic consolidated invoices in arrears (30 days net of receipt of invoice) to the Buyer and the Supplier shall receive payment by Electronic Bank Transfer (BACS).

All invoices must be sent, quoting a valid purchase order number (PO Number), to: [REDACTED] within 10 working days of receipt of your countersigned copy of this contract, we will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Buyer contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact our Accounts Payable section by email to [REDACTED]

The Supplier shall ensure that each monthly invoice submitted includes, but not be limited to, the account number, Suppliers order number, Buyer's order reference, consolidated service information, quantity ordered and total price.

The Supplier must facilitate payment by the Buyer of the Charges under a Call-Off Contract under any method stipulated by the Buyer in the Order Form.

The Supplier must facilitate any change of payment method requested by the Buyer on reasonable notice to the Supplier during the term of any Call-Off Contract and for the avoidance of doubt any such change shall not be subject to the provisions of Clause 24.

The Supplier shall not charge the Buyer for implementing or complying with a change in payment method during the term of the Call-off Contract.

BUYER'S INVOICE ADDRESS:

[REDACTED]  
Department of Health and Social Care  
39 Victoria Street  
Westminster  
London  
SW1H 0EU  
[REDACTED]

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]  
[REDACTED]  
[REDACTED]  
Department of Health and Social Care  
Quarry House  
Leeds  
LS2 7UE

BUYER'S ENVIRONMENTAL POLICY



DHSC  
Environmental Policy

The Supplier shall perform the Deliverables in accordance with the following cross-government policies and procedures:

Published 28<sup>th</sup> October 2021

Available online at: <https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025>

DHSC Supplier Code of Conduct

Published 25 July 2022

Available online at: [DHSC supplier code of conduct - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/dhsc-supplier-code-of-conduct)

BUYER'S SECURITY POLICY

The Supplier shall work with the Buyer and perform the Deliverables in accordance with the following cross-government security policy:

[Security policy framework - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/security-policy-framework)

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Project Version: v2.0  
Model Version: v3.4

#### SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]

[REDACTED]

[REDACTED]

Shire House, Humboldt Street, Bradford, BD1 5HQ

#### SUPPLIER'S CONTRACT MANAGER

[REDACTED]

[REDACTED]

[REDACTED]

Shire House, Humboldt Street, Bradford, BD1 5HQ

#### PROGRESS REPORT FREQUENCY

By the tenth (10<sup>th</sup>) Working Day of each calendar month.

#### PROGRESS MEETING FREQUENCY

Quarterly as agreed by both parties.

#### KEY STAFF/ROLES

[REDACTED]	[REDACTED] [REDACTED] [REDACTED] Shire House, Humboldt Street, Bradford, BD1 5HQ
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] Shire House, Humboldt Street, Bradford, BD1 5HQ
[REDACTED]	[REDACTED] [REDACTED] Shire House, Humboldt Street, Bradford, BD1 5HQ
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] Shire House, Humboldt Street, Bradford, BD1 5HQ



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#### KEY SUBCONTRACTOR(S)

Not applicable

#### COMMERCIALLY SENSITIVE INFORMATION

The Buyer is not permitted to share any CTM commercially sensitive information outside of the scope of the remit in implementing the account which includes but not limited to the following areas CTM RM6432 Lot 1 Rate Card; Business Continuity and Security related documents.

#### SERVICE CREDITS

Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels).

The Service Credit Cap is: 10% for each Service Level falling below the Service Level Performance Measure in accordance with Call-Off Schedule 14 (Service Levels).

The Service Period is: one Month.

A Critical Service Level Failure is: to fail to meet the relevant Service Level Performance Measure for three consecutive months in accordance with Call-Off Schedule 14 (Service Levels).

#### ADDITIONAL INSURANCES

Not applicable

#### GUARANTEE

Not applicable

#### SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 3 (Continuous Improvement) and Call-Off Schedule 14 (Service Levels).

For and on behalf of the Supplier:	For and on behalf of the Buyer:

# Joint Schedule 11 (Processing Data)

## Definitions

1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>“EU GDPR”</b>	the General Data Protection Regulation ((EU) 2016/679);
<b>“Joint Control”</b>	where two or more Controllers jointly determine the purposes and means of Processing;
<b>“Processor Personnel”</b>	all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under a Contract;

## Status of the Controller

2. The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under a Contract dictates the status of each party under the DPA 2018. A Party may act as:

- (a) “Controller” in respect of the other Party who is “Processor”;
- (b) “Processor” in respect of the other Party who is “Controller”;
- (c) “Joint Controller” with the other Party;
- (d) “Independent Controller” of the Personal Data where the other Party is also “Controller”,

in respect of certain Personal Data under a Contract and shall specify in Annex 1 (*Processing Personal Data*) which scenario they think shall apply in each situation.

## Where one Party is Controller and the other Party its Processor

3. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller or further provided in writing by the Controller and may not be determined by the Processor.
4. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.

5. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
  - (a) a systematic description of the envisaged Processing and the purpose of the Processing;
  - (b) an assessment of the necessity and proportionality of the Processing in relation to the Deliverables;
  - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
  - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
6. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
  - (a) Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*) or as further provided in writing by the Controller, unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Controller before Processing the Personal Data unless prohibited by Law;
  - (b) ensure that it has in place Protective Measures, which are appropriate to protect against Personal Data Breach, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably reject. In the event of the Controller reasonably rejecting Protective Measures put in place by the Processor, the Processor must propose alternative Protective Measures to the satisfaction of the Controller. Failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures. Protective Measures must take account of the:
    - (i) nature of the data to be protected;
    - (ii) harm that might result from a Personal Data Breach;
    - (iii) state of technological development;
    - (iv) cost of implementing any measures;and which shall be maintained in accordance with Data Protection Legislation and Good Industry Practice;
  - (c) ensure that :
    - (i) the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*)) and the Controller's further written instructions;
    - (ii) it uses all reasonable endeavours to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
      - (A) are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15

(*What you must keep confidential*) and 16 (*When you can share information*) of the Core Terms;

- (B) are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
  - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by the Contract; and
  - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;
- (d) not transfer Personal Data outside of the UK unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
- (i) the destination country has been recognised as adequate by the UK government in accordance with Article 45 of the UK GDPR (or section 74 of the DPA 2018); or
  - (ii) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with UK GDPR Article 46 or section 75 of the DPA 2018 ) as determined by the Controller which could include relevant parties entering into the International Data Transfer Agreement (the “**IDTA**”), or International Data Transfer Agreement Addendum to the European Commission’s SCCs (the “**Addendum**”), as published by the Information Commissioner’s Office from time to time under section 119A(1) of the DPA 2018, as well as any additional measures determined by the Controller;
  - (iii) the Data Subject has enforceable rights and effective legal remedies;
  - (iv) the Processor complies with its obligations under Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
  - (v) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data;
- (e) where the Personal Data is subject to EU GDPR, not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
- (i) the transfer is in accordance with Article 45 of the EU GDPR; or
  - (ii) the Processor has provided appropriate safeguards in relation to the transfer in accordance with Article 46 of the EU GDPR as determined by the Controller which could include relevant parties entering into Standard Contractual Clauses in the European

Commission's decision 2021/914/EU or such updated version of such Standard Contractual Clauses as are published by the European Commission from time to time as well as any additional measures determined by the Controller;

- (iii) the Data Subject has enforceable rights and effective legal remedies;
    - (iv) the Processor complies with its obligations under the EU GDPR by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations);
    - (v) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the processing of the Personal Data; and
  - (f) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
7. Subject to paragraph 8 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
  - (b) receives a request to rectify, block or erase any Personal Data;
  - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
  - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
  - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
  - (f) becomes aware of a Personal Data Breach.
8. The Processor's obligation to notify under paragraph 7 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.
9. Taking into account the nature of the Processing, the Processor shall provide the Controller with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 7 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including but not limited to promptly providing:
- (a) the Controller with full details and copies of the complaint, communication or request;

- (b) such assistance as is reasonably requested by the Controller to enable the Controller to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
  - (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
  - (d) assistance as requested by the Controller following any Personal Data Breach; and/or
  - (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office or any other regulatory authority, or any consultation by the Controller with the Information Commissioner's Office or any other regulatory authority.
10. The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Joint Schedule 11. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
- (a) the Controller determines that the Processing is not occasional;
  - (b) the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
  - (c) the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
11. The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor.
12. The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
13. Before allowing any Subprocessor to Process any Personal Data related to the Contract, the Processor must:
- (a) notify the Controller in writing of the intended Subprocessor and Processing;
  - (b) obtain the written consent of the Controller;
  - (c) enter into a written agreement with the Subprocessor which give effect to the terms set out in this Joint Schedule 11 such that they apply to the Subprocessor; and
  - (d) provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require.
14. The Processor shall remain fully liable for all acts or omissions of any of its Subprocessors.
15. The Relevant Authority may, at any time on not less than thirty (30) Working Days' notice, revise this Joint Schedule 11 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an

applicable certification scheme (which shall apply when incorporated by attachment to the Contract).

16. The Parties agree to take account of any non-mandatory guidance issued by the Information Commissioner's Office, any relevant Central Government Body and/or any other regulatory authority. The Relevant Authority may on not less than thirty (30) Working Days' notice to the Supplier amend the Contract to ensure that it complies with any non-mandatory guidance issued by the Information Commissioner's Office, relevant Central Government Body and/or any other regulatory authority.

#### **Where the Parties are Joint Controllers of Personal Data**

17. In the event that the Parties are Joint Controllers in respect of Personal Data under the Contract, the Parties shall implement paragraphs that are necessary to comply with UK GDPR Article 26 based on the terms set out in Annex 2 to this Joint Schedule 11.

#### **Independent Controllers of Personal Data**

18. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
19. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
20. Where a Party has provided Personal Data to the other Party in accordance with paragraph 18 of this Joint Schedule 11 above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
21. The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the Processing of Personal Data for the purposes of the Contract.
22. The Parties shall only provide Personal Data to each other:
  - (a) to the extent necessary to perform their respective obligations under the Contract;
  - (b) in compliance with the Data Protection Legislation (including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the UK GDPR); and
  - (c) where it has recorded it in Annex 1 (*Processing Personal Data*).



23. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the UK GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.
24. A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.
25. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract (**“Request Recipient”**):
- (a) the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
  - (b) where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:
    - (i) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
    - (ii) provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.
26. Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:
- (a) do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
  - (b) implement any measures necessary to restore the security of any compromised Personal Data;

- (c) work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
  - (d) not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
27. Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Annex 1 (*Processing Personal Data*).
28. Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Annex 1 (*Processing Personal Data*).
29. Notwithstanding the general application of paragraphs 2 to 16 of this Joint Schedule 11 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with paragraphs 18 to 28 of this Joint Schedule 11.

## Annex 1 - Processing Personal Data

This Annex shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Annex shall be with the Relevant Authority at its absolute discretion.

- 1.1 The contact details of the Relevant Authority's Data Protection Officer are: [REDACTED]
- 1.2 The contact details of the Supplier's Data Protection Officer are: [REDACTED] Shire House, 2 Humboldt Street, Bradford, West Yorkshire, BD1 5HQ.
- 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
- 1.4 Any such further instructions shall be incorporated into this Annex.

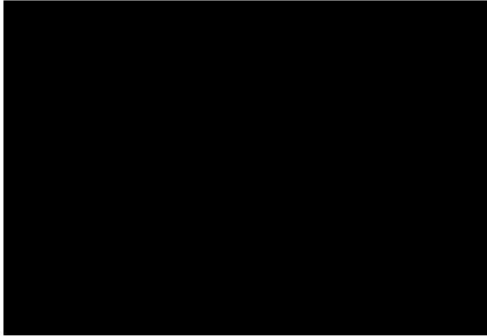
Description	Details
Identity of Controller and Processor for each Category of Personal Data	<p><b>The Relevant Authority is Controller and the Supplier is Processor</b></p> <p>The Parties acknowledge that in accordance with paragraph 3 to paragraph 16 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <p>Personal Data submitted to CTM by DHSC may include, but is not limited to, Personal Data relating to the following categories of Personal Data:</p> <ul style="list-style-type: none"><li>• First and last name</li><li>• Address</li><li>• Telephone number</li><li>• E-mail address</li><li>• Credit card number</li><li>• Passport number</li><li>• Employee identification number</li><li>• Personal details and/or preferences</li><li>• Services provided to the Data Subject</li></ul>

	<p>Categories of data subjects:</p> <ul style="list-style-type: none"> <li>• Personal Data submitted to CTM by DHSC may include, but is not limited to, Personal Data relating to the following categories of data subjects: <ul style="list-style-type: none"> <li>○ Current or prospective employees, directors, and other officers of DHSC.</li> <li>○ Other natural persons authorised by DHSC to use the service.</li> </ul> </li> </ul>
Duration of the Processing	Call-Off Contract commencement date: 1 August 2025 – 31 July 2028 with one additional 12 month extension option.
Nature and purposes of the Processing	DHSC data is processed for the fulfilment of a travel booking request.
Type of Personal Data	First and last name, Address, Telephone number, E-mail address, Passport number, Employee identification number, Personal details and/or preferences, Services provided to the Data Subject.
Categories of Data Subject	DHSC and ALB permanent, interim and temporary staff.
International transfers and legal gateway	<div style="background-color: black; height: 12px; width: 100%;"></div> <div style="background-color: black; height: 12px; width: 95%;"></div> <div style="background-color: black; height: 12px; width: 90%;"></div> <div style="background-color: black; height: 12px; width: 92%;"></div> <div style="background-color: black; height: 12px; width: 98%;"></div> <div style="background-color: black; height: 12px; width: 95%;"></div> <div style="background-color: black; height: 12px; width: 85%;"></div> <div style="background-color: black; height: 12px; width: 70%;"></div>

<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p>	<p>CTM will retain personal data (when used for the purpose of travel bookings) no longer than necessary and only for the purposes it was obtained for and for the fulfilment of Exit Assistance to Replacement Suppliers. Only MI data will be retained until the end of the contract. On termination of the contract all client data can be returned or securely deleted/destroyed dependant on the clients wishes. Data will only be retained if there is a legal requirement to do so. The booking data is anonymised once the trip has been completed. Only data relating to MI is retained.</p>
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## Call-Off Schedule 5 (Pricing Details)

Lot	Pricing Model
Lot 1, Parts A and C	Booked Service Free



## Call-Off Schedule 12 (Clustering)

### 1. When you should use this Schedule

1.1 This Schedule is required where various Other Contracting Authorities want to join with the Buyer to efficiently contract collectively under a single Call Off Contract rather than as separate individual Buyers under separate Call Off Contracts.

### 2. Definitions

2.1 "Cluster Members" means a person named as such in the Annex A to this Schedule which shall be incorporated into the Order Form.

### 3. Cluster Members benefits under the Contract

3.1 The Buyer has entered into this Call-Off Contract both for its own benefit and for the benefit the Cluster Members.

3.2 The Cluster Members who are to benefit under the Call-Off Contract are identified Annex 1 to this Schedule which shall be included into Order Form.

3.3 Cluster Members shall have all of the rights granted to the Buyer under a Call-Off Contract. Accordingly, where the context requires in order to assure the Cluster Members rights and benefits under a Call-Off Contract, and unless the Buyer otherwise specifies, references to the Buyer in a Call-Off Contract (including those references to a Party which are intended to relate to the Buyer) shall be deemed to include a reference to the Cluster Members.

3.4 Each of the Cluster Members will be a third party beneficiary for the purposes of the CRTPA and may enforce the relevant provisions of a Call-Off Contract pursuant to CRTPA.

3.5 The Parties to a Call-Off Contract may in accordance with its provisions vary, terminate or rescind that Call-Off Contract or any part of it, without the consent of any Cluster Member.

3.6 The enforcement rights granted to Cluster Members under Paragraph 1.4 are subject to the following provisions:

3.6.1 the Buyer may enforce any provision of a Call-Off Contract on behalf of a Cluster Member;

3.6.2 any claim from a Cluster Member under the CRTPA to enforce a Call-Off Contract shall be brought by the Buyer if reasonably practicable for the Buyer and Cluster Member to do so; and

3.6.3 the Supplier's limits and exclusions of liability in the Call-Off Contract shall apply to any claim to enforce a Call-Off Contract made by the Buyer on behalf of a Cluster Member and to any claim to enforce a Call-Off Contract made by a Cluster Member acting on its own behalf.

3.7 Notwithstanding that Cluster Members shall each receive the same Services from the Supplier the following adjustments will apply in relation to how the Call-Off Contract will operate in relation to the Buyer and Cluster Members:

3.7.1 Services will be provided by the Supplier to each Cluster Member and Buyer separately;

3.7.2 the Supplier's obligation in regards to reporting will be owed to each Cluster Member and Buyer separately;

3.7.3 the Buyer and Cluster Members shall be entitled to separate invoices in respect of the provision of Deliverables;

3.7.4 the separate invoices will correlate to the Deliverables provided to the respective Buyer and Cluster Members;

3.7.5 the Charges to be paid for the Deliverables shall be calculated on a per Cluster Member and Buyer basis and each Cluster Member and the Buyer shall be responsible for paying their respective Charges;

3.7.6 the Service Levels and corresponding Service Credits will be calculated in respect of each Cluster Member and Buyer, and they will be reported and deducted against Charges due by each respective Cluster Member and Buyer; and

3.7.7 such further adjustments as the Buyer and each Cluster Member may notify to the Supplier from time to time.



## Annex A – Cluster Members

The Deliverables shall also be provided for the benefit of the following Cluster Members:

Name of Cluster Member	Services to be provided	Duration	Special Terms
Health Family organisations	<b>Lot 1:</b> UK & Overseas Booked Business Travel, Approved Civilian Programmes and Emergency Response Solutions	To Be Confirmed. This is to provide flexibility to the Buyer and any Health Family organisation should they require access to this contract. There is no commitment from them or guarantee to spend via this contract at this stage	As per the Buyer Call-Off Contract

# Call-Off Schedule 14 (Service Levels)

## 1. Definitions

- 1.1 In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

<b>"Critical Service Level Failure"</b>	has the meaning given to it in the Order Form;
<b>"Service Credits"</b>	any service credits specified in the Annex to Part A of this Schedule being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels;
<b>"Service Credit Cap"</b>	has the meaning given to it in the Order Form;
<b>"Service Level Failure"</b>	means a failure to meet the Service Level Performance Measure in respect of a Service Level;
<b>"Service Level Performance Measure"</b>	shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule; and
<b>"Service Level Threshold"</b>	shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule.
<b>"Performance Monitoring Reports"</b>	has the meaning given to it in Paragraph 1.2 of Part B of this Schedule

## 2. What happens if you don't meet the Service Levels

- 2.1 The Supplier shall at all times provide the Deliverables to meet or exceed the Service Level Performance Measure for each Service Level.
- 2.2 The Supplier acknowledges that any Service Level Failure shall entitle the Buyer to the rights set out in Part A of this Schedule including the right to any Service Credits and that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier's failure to meet any Service Level Performance Measure.
- 2.3 The Supplier shall be allowed a one-month grace period at the start of each Call Off Contract in respect of any Service Level Failure, during which period Service Credits shall not be applicable. Following the one-month grace period in each

Contract Year, the Buyer shall be entitled to Service Credits in accordance with this Schedule.

- 2.4 **The Supplier shall monitor its performance against the Service Levels in the Annex to Part A of this Schedule.** The Supplier shall send Performance Monitoring Reports to the Buyer detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Schedule.
- 2.5 A Service Credit shall be the Buyer's exclusive financial remedy for a Service Level Failure except where:
- 2.5.1 the Supplier has over the previous (twelve) 12 Month period exceeded the Service Credit Cap; and/or
  - 2.5.2 the Service Level Failure:
    - (a) exceeds the relevant Service Level Threshold;
    - (b) has arisen due to a Prohibited Act or wilful Default by the Supplier;
    - (c) results in the corruption or loss of any Government Data; and/or
    - (d) results in the Buyer being required to make a compensation payment to one or more third parties; and/or
  - 2.5.3 the Buyer is entitled to or does terminate this Contract pursuant to Core Terms Clause 10.4 (When CCS or the buyer can end a contract).
- 2.6 Not more than once in each Contract Year, the Buyer may, on giving the Supplier at least three (3) Months' notice, change the weighting of a Service Level Performance Measure in respect of one or more Service Levels and the Supplier shall not be entitled to object to, or increase the Charges as a result of such changes, provided that:
- 2.6.1 the total number of Service Levels for which the weighting is to be changed does not exceed the number applicable as at the Start Date;
  - 2.6.2 the principal purpose of the change is to reflect changes in the Buyer's business requirements and/or priorities or to reflect changing industry standards; and
  - 2.6.3 there is no change to the Service Credit Cap.

### 3. Critical Service Level Failure

On the occurrence of a Critical Service Level Failure:

- 3.1 any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and
- 3.2 the Buyer shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation a sum equal to any Charges which would otherwise have been due to the Supplier in respect of that Service Period ("**Compensation for Critical Service Level Failure**"), Provided that the operation of this paragraph 3

shall be without prejudice to the right of the Buyer to terminate this Contract and/or to claim damages from the Supplier for material Default.

## Part A: Service Levels and Service Credits

### 1. Service Levels

If the level of performance of the Supplier:

- 1.1. is likely to or fails to meet any Service Level Performance Measure; or
- 1.2. is likely to cause or causes a Critical Service Level Failure to occur, the Supplier shall immediately notify the Buyer in writing and the Buyer, in its absolute discretion and without limiting any other of its rights, may:
  - 1.2.1. require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring;
  - 1.2.2. instruct the Supplier to comply with the Rectification Plan Process;
- 1.3. if a Service Level Failure has occurred, deduct the applicable Service Credits payable by the Supplier, to the Buyer. If a Buyer has signed an Order Form with a Supplier with £0 (zero) transaction fees, any applicable Service Credits due need to be returned to the Customer in form of a credit note; and/or
- 1.4. if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure (including the right to terminate this Contract for material Default).

### 2. Service Credits

- 2.1. The Buyer shall use the Performance Monitoring Reports supplied by the Supplier to verify the calculation and accuracy of the Service Credits, if any, applicable to each Service Period.
- 2.2. Service Credits are a reduction of the amounts payable in respect of the Deliverables and do not include VAT. The Supplier shall set-off the value of any Service Credits against the appropriate invoice or credit note in accordance with 1.3, in accordance with the calculation formula in the Annex to Part A of this Schedule.
- 2.3. For the purpose of the Service Credit calculations in the Annex to this Schedule, one (1) Service Credit is equal to the sum of one £1 Pound Sterling (£1)

## Annex A to Part A: Service Levels and Service Credits Table

SLA Ref	Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold	Monitoring & Reporting	Service Credit for each Service Period	Publisha ble?
SL1	Online Booking System and mobile booking app, along with all Inventory availability	<p>Online Booking System and mobile booking app, along with all Inventory availability.</p> <p>The Supplier shall ensure that the Online Booking System, along with all Inventory is available 24 hours a day, 365 days per year (or 366 in a leap year) throughout the Call-Off Contract Period. This excludes any planned scheduled outages for system maintenance and/or system upgrades that have been mutually agreed with the Buyer.</p>	<p>Online Booking System and mobile booking app, along with all Inventory shall be available 100% of the available minutes.</p> <p>Online Booking System and mobile booking app, along with all Inventory availability is measured as 1440 minutes per day x number of days in reporting Month.</p>	85%	<p>Supplier shall provide the Service Credit Performance Monitoring Report to the Buyer. Template and delivery to be agreed in accordance with Paragraph 1 of Part B of this Schedule.</p> <p>The Buyer shall retain the right to audit and/or conduct spot checks.</p>	20 Service credits for each and every 0.2% below the Service Level Performance Measure.	N

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SL2	Telephone answering times	<p>"Core Hours - All user telephone calls shall be answered within 30 seconds by a person.</p> <p>Non-core hours - All user telephone calls shall be answered within 30 seconds by a person. Any time an answer machine and/or automated attendant model is required to play a recorded message, this is included in the 30 seconds. Answer machines and/or automated attendant model shall be kept to 1 level."</p>	<p>Core hours:</p> <p>90% of user calls answered within 30 seconds by a person (abandoned calls must be included in this measure).</p> <p>Non-core hours:</p> <p>80% of user calls answered within 30 seconds by a person (abandoned calls must be included in this measure)."</p>	<p>Core hours – 60%</p> <p>Non-core hours – 50%</p>	<p>As per SL1 (abandoned calls must be included in this measure).</p> <p>The Supplier must provide a Monthly telephone report as part of the Service Credit Performance Monitoring Report. Template and delivery to be agreed in accordance with Paragraph 1 of Part B of this Schedule.</p>	20 Service credits per Buyer for each and every 0.2% below the Service Level Performance Measure.	N
SL3	Webchat/live chat (website/mobile app) response times	Applicable where the supplier has this functionality. Live chat response within 40 seconds.	<p>Core hours:</p> <p>90% of user live chat response within 40 seconds (abandoned chat to be included in this measure).</p> <p>Non-core hours:</p> <p>80% of user live chat response within 40 seconds (abandoned chat to be included in this measure).</p>	<p>Core hours – 60%</p> <p>Non-core hours – 50%</p>	<p>As per SL1. The supplier to have in place a mechanism to report the response times including those who abandoned the queue.</p>	20 Service credits per Buyer for each and every 0.2% below the Service Level Performance Measure.	N

SL4	Booking completion times	<p>The Supplier shall as a minimum meet the following booking completion times:</p> <p>Online bookings shall be completed instantly.</p> <p>Offline phone bookings shall be completed while the Booker is on the phone (unless requested otherwise by the Booker). Where this isn't practicable (for example if third party suppliers need to be contacted) bookings should be completed within 24 hours.</p> <p>This also applies to email bookings but excludes group air, rail and accommodation bookings.</p>	<p>"100% of online bookings to be completed and confirmed instantly. Exceptions are transactions that don't have live availability/inventory.</p> <p>95% of offline phone bookings, exceptional online bookings (as per above) and email bookings, itineraries to be confirmed to Traveller and/or booked within 2 hours, allowing 4 hours for long haul (6+ hours) and multi sector (4+ sector) itineraries. This excludes emergency bookings, where immediate confirmation is required."</p>	<p>90% of online bookings</p> <p>85% of offline bookings</p>	As per SL1. Booking system data should contain log time and completion time of booking.	50 Service credits per Buyer for each and every 0.2% below the Service Level Performance Measure.	N
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SL5	A) Response times and Complaints Management	A) Complaints management: The Supplier shall acknowledge all contact (including but not limited to emails/calls/voice mail/mobile apps/live web chat) regarding risks, issues, concerns, questions and complaints in relation to the Services within four (4) business hours of receipt and resolve them satisfactorily.	"Minimum 98% of contact acknowledged within 4 business hours of receipt (automated acknowledgement emails/chatbot do not count as a response).  1) Full and substantial communications on how the Supplier is proactively working to seek a resolution shall be provided to the Buyer at intervals of 2 Working Days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.	90% of contact acknowledged within 4 hours of receipt	As per SL1	20 Service Credits for each and every 0.2% below the Service Level Performance Measure.	Y
	B) Ratio of complaints against bookings made	Number of upheld complaints against the Supplier performance should not exceed 0.3% of the total bookings made. Note: this will not include complaints against third party providers.	2) 97% of complaints and issues to be resolved with full and substantial communications being provided within 3 Working Days unless referred to a third party supplier.  3) If a complaint/issue is referred to a third party supplier these to be: a) resolved within 14 Working	80% of complaints and issues to be resolved within 3 working days unless referred to a third party supplier  60 days  2%		20 Service Credits for every 0.02% above the Service Level Performance Measure.	

			<p>Days or b) an update provided every 4 Working Days until a satisfactory conclusion is reached. If the third party supplier is a provider of choice of the Supplier (including but not limited to a courier service or a visa service), the complaint measurements listed above in point 2) apply.</p> <p>Number of upheld complaints against the Supplier shall not exceed</p> <p>0.3%</p> <p>of total bookings made aggregated across all transaction types".</p>				
SL6	Price Match	All price match requests must be dealt with as per the specification.	Supplier must report all successful price match requests. Supplier shall not exceed more than 5 successful price-match requests per Month across all Call-Off Contracts.	25	As per SL1	30 Service Credits per successful price match after the 6th successful price match.	N

SL7	Call Backs	In the event that the Supplier is required to call back a user, they must do so within 2 business hours. If they are unable to reach the user they must follow up with another form of communication i.e. email or text, communication should be a full and substantial.	99% of call backs within 2 business hours.	85%	As per SL1	20 Service Credits for each and every 0.2% below the Service Level Performance Measure.	N
SL8	Visa/ Passports	Supplier shall alert each Traveller to any passport and visa requirements at the time of booking.  Supplier shall be responsible for the provision of all necessary forms and the processing of applications, which will be checked for accuracy and completeness upon receipt.	Zero Buyer complaints regarding Supplier failure to provide Visa or Passport information to a Traveller on purchase.	5	As per SL1	30 Service Credits per failure or credits to the value of the missed travel if Traveller is unable to travel due to visa or passport requirements.	N

SL9	Refunds	<p>Applicable to:</p> <ul style="list-style-type: none"> <li>- Refunds for unused rail tickets (including unprinted tickets) and airline tickets which have been returned to the Supplier.</li> <li>- Refunds for uncollected rail tickets.</li> <li>- Refunds for cancellations of prepaid hotel bookings.</li> </ul>	<p>Initiate the refund process on day 1 of being notified and actively chase third parties for refunds.</p> <p>100% credited to Traveller's cost centre within 3 Months of date of intended travel and/or</p> <p>100% credited to Traveller's cost centre within 3 Months of ticket expiry date</p> <p>Have an escalation process in place for delayed refund payments and provide full, substantial and regular updates to DHSC travel team on refund status.</p> <p>(This excludes third party payment processing delays that are genuinely outside the Supplier's influence and not simply because the service was provided by a third party).</p>	<p>90%</p> <p>90%</p>	As per SL1	20 Service Credits for every 0.2% below the Service Level Performance Measure	Y
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SL10	Quality Control	Supplier to ensure accuracy of travel documentation and invoicing. Subject to audit, Supplier must meet a 98% accuracy rating.	98% accuracy rating Buyer complaints or issues reported due to this should be reviewed monthly and sent to the Buyer on an agreed date.	85%	As per SL1	10 Service Credits per inaccurate travel documentation and/or recording of transaction.	N
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SL11	Satisfaction Survey	<p>Supplier to conduct user satisfaction survey to review/measure user service performance in the following areas/points:</p> <p>Annual Buyer Traveller Satisfaction Survey and an Electronic Spot Buyer Traveller Satisfaction Survey: measures general satisfaction, responsiveness of consultants to special requests, solutions to travelling pax, expertise of consultants, VfM.</p> <p>Frequency of survey to be determined by the Buyer to a maximum of four surveys annually. Results to be shared with the Buyer on an agreed date.</p>	<p>The Buyer's survey needs to score a minimum average of 7.0 on a scale of 10 (1=Very Dissatisfied and 10=Very Satisfied).</p> <p>Annual Buyer Traveller Satisfaction Survey to be conducted for Travellers, travel managers annually and travel arrangers needs to score a minimum average of 7.0 on a scale of 10 (1=Very Dissatisfied and 10=Very Satisfied).</p> <p>Electronic Spot Buyer Traveller Satisfaction Survey to be shared after a Traveller booking (frequency to be agreed during implementation/call-off contract management).</p> <p>Supplier to send at least 2 reminders per survey to the Travellers.</p>	<p>5</p> <p>5</p>	<p>Successful delivery of areas/points to be evidenced at review meetings by Supplier (e.g. in form of a presentation covering every point listed).</p>	<p>250 Service Credits for achieving 0-3.9 and</p> <p>150 Service credits for achieving 4-6.9 per survey on failing to achieve the Service Level Performance Measure on individual Buyer level.</p> <p>Buyer reserves the right to implement an improvement plan Call-Off Schedule 3 (Continuous Improvement) - based on the results.</p>	N
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SL12	Lowest Fare Option	The lowest logical fare as per travel policy must always be offered in offline bookings whether accepted or not.	Zero complaints on non-compliance with the offline quotation policy to be followed by the Supplier and agreed during implementation.	5	Complaints report (frequency to be determined at implementation)  The Buyer reserves the right to audit and spot check the offline booking solutions.	20 Service Credits per verified complaint	N
SL14	Management Information and Data Reporting	Accurate and complete Management Information, including the CTM Data Hub shall be delivered to the Buyer in the agreed timescales. Inaccurate and incomplete management data in the Data Hub should be fixed within 5 workings days.	* 99% availability of data to the Customer, regardless of mode of delivery.	85%	As per SL1	20 Service credits for non-receipt of data on time.  10 credits for inaccuracy and/or incompleteness of data if data hasn't been corrected within 5 days of Buyer notifying Supplier of inaccuracy and/or incompleteness.  If data is not corrected after these 5 working days, another 5 credits will be applied for every 3 days.	Y

SL15	24/7/365 (366 on a leap year) contact support (refer to 6.306.1 of Framework Schedule 1 Specification)	The supplier to provide a 24/7/365 (366 in a leap year) support. Where via electronic communications (excl. Direct telephone calls), the supplier to respond within 1 hr of receipt]	95%	80%	As per SL1	20 Service credits per Buyer for each and every 0.1% below the Service Level Performance Measure.	N
SL16	Complaints/Feedback (refer to 6.398 of Framework Schedule 1 Specification)	Supplier to provide a point of contact for service users to register Complaints to be available 24 / 7 / 365 (366 in a leap year). Along with a system in place for the receipt, management, resolution and/or referral of Complaints or Feedback. Supplier to have a pre-defined escalation process in place for complaints/feedback for air, rail, accommodation and taxis	98%	80%	Reporting refer to Service Level Detail.	20 Service credits per Buyer for each and every 0.1% below the Service Level Performance Measure.	N

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SL22	Social Value – MAC 4.2: Influence environmental protection & improvement	The Supplier when requested by the Buyer to evidence reduction in emissions of greenhouse gases arising from the performance of the contract, measured in metric tonnes carbon dioxide equivalents (MTCDE), and publication of their Carbon Reduction Plan on an annual basis.	Supplier must report a year on year reduction in emissions of greenhouse gases arising from the performance of the contract from the baseline year FY2025/26, measured in metric tonnes carbon dioxide equivalents (MTCDE); and  Annual publication of their Carbon Reduction Plan, including a report of those activities that benefit and/or relate to the Buyer and this contract.	100%	As per SL1	20 Service credits for each and every 0.2% below the Service Level Performance Measure.	Y
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The Service Credits shall be calculated on the basis of the following formula:

Example: The Service Credits shall be calculated on the basis of the following formula:

### **Example 1 – 0.2% Increment**

#### Service Credit Measurement

- 98% Service Level Performance Measurement required for response times Service Level
- 97.5% actual performance achieved against the Service Level Performance Measurement in a Service Period
- 0.5% below Service Level Performance Measurement requirement

#### Service Credit Calculation:

- 20 Service Credits are applied for every 0.2% below the required Service Level
- The Service Level Performance Measurement increment is 0.2%
- The 0.1% remainder is not included in this calculation

Therefore: The applicable Service Credit represents  $0.2\% \times 2 = 0.4\%$ , which equals 40 Service Credits or £40.00

### **Example 2 – 0.1% Increment**

#### Service Credit Measurement

- 95% Service Level Performance Measurement required for response times Service Level
- 94.7% actual performance achieved against the Service Level Performance Measurement in a Service Period
- 0.3% below Service Level Performance Measurement requirement

#### Service Credit Calculation:

- 20 Service Credits are applied for every 0.1% below the required Service Level
- The Service Level Performance Measurement increment is 0.3%
- Note: There is no remainder in this case.

Therefore: The applicable Service Credit represents  $0.1\% \times 3 = 0.3\%$ , which equals 60 Service Credits or £60.00

### **Example 3 - 1% Increment**

#### Service Credit Measurement

- 90% Service Level Performance Measurement required for response times Service Level
- 87.3% actual performance achieved against the Service Level Performance Measurement in a Service Period
- 2.7% below Service Level Performance Measurement requirement

#### Service Credit Calculation:

- 100 Service Credits are applied for every 1% below the required Service Level
- The Service Level Performance Measurement increment is 1%
- **Note:** The 0.7% remainder is not included in this calculation

Therefore: The applicable Service Credit represents  $1\% \times 2 = 2\%$ , which equals 200 Service Credits or £200.00

## Part B: Performance Monitoring

### 1. Performance Monitoring and Performance Review

- 1.1 Within twenty (20) Working Days of the Start Date the Supplier shall provide the Buyer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.
- 1.2 The Supplier shall provide the Buyer with performance monitoring reports ("**Performance Monitoring Reports**") in accordance with the process and timescales agreed pursuant to paragraph 1.1 of Part B of this Schedule which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
  - 1.2.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
  - 1.2.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;
  - 1.2.3 details of any Critical Service Level Failures;
  - 1.2.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
  - 1.2.5 the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
  - 1.2.6 such other details as the Buyer may reasonably require from time to time.
- 1.3 The Parties shall attend meetings to discuss Performance Monitoring Reports ("**Performance Review Meetings**") on a Monthly basis or such other period agreed between the Parties . The Performance Review Meetings will be the forum for the review by the Supplier and the Buyer of the Performance Monitoring Reports. The Performance Review Meetings shall:
  - 1.3.1 take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier at such location and time (within normal business hours) as the Buyer shall reasonably require;
  - 1.3.2 be attended by the Supplier's Representative and the Buyer's Representative; and

- 1.3.3 be fully minuted by the Supplier and the minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Buyer's Representative and any other recipients agreed at the relevant meeting.
- 1.4 The minutes of the preceding Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Buyer's Representative at each meeting.
- 1.5 The Supplier shall provide to the Buyer such documentation as the Buyer may reasonably require in order to verify the level of the performance by the Supplier and the calculations of the amount of Service Credits for any specified Service Period.

## **2. Satisfaction Surveys**

- 2.1 The Buyer may undertake satisfaction surveys in respect of the Supplier's provision of the Deliverables. The Buyer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Deliverables which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Contract.

## Call-Off Schedule 18 (Background Checks)

### 1. When you should use this Schedule

This Schedule should be used where Supplier Staff must be vetted before working on Contract.

### 2. Definitions

“Relevant Conviction” means any conviction listed in Annex 1 to this Schedule.

### 3. Relevant Convictions

3.1.1 The Supplier must ensure that no person who discloses that they have a Relevant Conviction, or a person who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Deliverables without Approval.

3.1.2 Notwithstanding Paragraph 2.1.1 for each member of Supplier Staff who, in providing the Deliverables, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the Buyer owes a special duty of care, the Supplier must (and shall procure that the relevant Sub-Contractor must):

- (a) carry out a check with the records held by the Department for Education (DfE);
- (b) conduct thorough questioning regarding any Relevant Convictions; and
- (c) ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service (DBS),

and the Supplier shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Deliverables any person who has a Relevant Conviction or an inappropriate record.

## **Annex 1 – Relevant Convictions**

Violence

Dishonesty

Sexual offences

Racism

Threatening behaviour

Drugs

Malicious communications

Computer misuse

Stalking/harassment

## **Call-Off Schedule 20 (Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyer under this Call-Off Contract.

All services to be carried out in accordance with RM6342 Framework Schedule 1 (all lots and lot 1 Specification).



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