

ATTACHMENT 11

CONTRACT 4

SCHEDULE 2: SERVICES PART A SPECIFICATION OF REQUIREMENTS

1 INTRODUCTION

- 1.1 Crown Commercial Service (the Contracting Authority) is seeking to establish a standalone contract for the provision of Meeting and Conference Venue Services (Contract 4). The provision of Meeting and Conference Venue Services can also include requests for Venue meeting space to hold interviews, training courses etc. This Contract 4 will be awarded to a single successful Supplier. The Supplier who is awarded Contract 4 may also be awarded Contract 1 only, Contract 2 only or Contract 3 only. It is not possible for a Supplier to be awarded Contract 1 and 2, 2 and 3 OR 1 and 3.
- 1.2 All UK central government bodies (see the OJEU Notice for further information) are currently mandated by Her Majesty's Government (HMG) to purchase their business travel booking Services through a CCS (Contracting Authority) arrangement. Notwithstanding Clause A3.1 of the Contract, the Contracting Authority does not warrant that each Contracting Customer(s) will either a) enter into an Enabling Agreement or b) that even if it signed up to an Enabling Agreement, the Contracting Customer(s) will always use the Contract to purchase the Services. Each Contracting Customer(s) will refine its requirements through an Enabling Agreement that will be signed by the Supplier and Contracting Customer(s).
- 1.3 Details of the UK Central Government Departments and their Arm's Length Bodies and Agencies, Non-Ministerial Departments and Executive Agencies who are currently mandated to use this Contract 4, and who are referred to throughout this document as "the Contracting Customer(s)", are shown in Attachment 31: Implementation and Go Live Schedule Contract 4.
- 1.4 During the lifetime of Contract 4 the Contracting Authority will be working with additional Contracting Customer(s) who are not named in Attachment 31: Implementation and Go Live Schedule Contract 4 but are currently mandated to use this Contract. A full list of Contracting Customer(s) who are able to use this Contract 4 from its commencement can be found in the OJEU Contract Notice.
- 1.5 The Contracting Customer(s) historical transactional and value (£) data for Meeting and Conference Venue Services is taken from Management Information provided by the current incumbent of the Contracting Authority's Contract RM1555 and includes amendments and cancellations.
- 1.6 This Contract will be managed centrally by the Contracting Authority.
- 1.7 The Contracting Authority placed a refreshed Prior Information Notice 2015/S 012-017191 on **17/01/2015** (the PIN notice) in the Official Journal of the European Union (OJEU).
- 1.8 The procurement has been advertised by publishing a Contract Notice in the OJEU advertising the Open Procedure under the Public Contracts Regulations 2015 (the "Regulations").
- 1.9 The purpose of this Schedule 2 (Services) is to provide a description of the Services that the Supplier shall be required to deliver to Contracting Customer(s) under this Contract 4.

- 1.10 Any Services listed within this Contract Schedule 2, but not listed in Attachment 15 – Price Matrix Contract 4 , shall be provided free of charge.
- 1.11 The Supplier shall for the provision of Meeting and Conference Venue Services comply with DEFCON 129 for the Ministry Of Defence which is a mandatory requirement. This requirement enables electronic trading, transacting and payment.

2 DESCRIPTION OF CONTRACT 4

2.1 Contract 4 description is outlined below:

Description of the Contract

Contract 4 – The provision of Meeting and Conference Venue Services

The Supplier of Contract 4 shall provide Meeting & Conference Venue Services.

Attachment 31: Implementation and Go Live Schedule provides an indicative list of Central Government Departments and their Arms length Bodies and Agencies who are currently mandated to procure their Meeting and Conference Venue Services through this Contract 4. However Contracting Customer(s) listed in the Attachment 31 Implementation and Go Live Schedule is not exhaustive and other Contracting Customer(s) may join at any time through the life of this Contract 4 as referenced in the OJEU Notice.

3 MANDATORY SERVICE REQUIREMENTS - FOR ALL CONTRACTING CUSTOMER(S)

This section provides details of the mandatory requirements that Suppliers shall fulfil in order to meet the service delivery requirements of this Contract 4. It is essential that Suppliers take time to fully understand this important part of the Service delivery requirement, and in particular, the need for full compliance with any prescribed Security Mandatory Requirements (a) which shall be met by Suppliers from the date of the Contract 4 commencement and as is further described in section 3.1. All other Mandatory Service Requirements, as listed below in b) through to n) (i.e. other than Security Mandatory Requirements), shall commence on the Implementation Date of the Contracting Customer's Enabling Agreement.

- a) **Security Mandatory Requirements** – It is a mandatory requirement for the Supplier to read, understand and respond to the Contracting Authority in accordance with Contract Schedule 5: Security Requirements and Plan. Please refer to section 3.1.
- b) **Implementation and Go Live Mandatory Requirements** – The Supplier shall fulfil all aspects of the Implementation and Go Live requirements for Contracting Customer(s). Please refer to section 3.2.
- c) **Offline Service(s) Access and Capability and Online Service Development Mandatory Requirements** – The Supplier shall provide an Offline Service to the Contracting Customer(s) for the Meeting and Conference Venue Services and other listed components. The Supplier shall also develop and make available

Online Services where the industry makes these available during the life of this Contract 4. Please refer to section 3.3.

- d) **Venue Management Mandatory Requirements** – The Supplier shall provide venue management services to the Contracting Customer(s) as outlined in this Contract 4. Please refer to section 3.4.
- e) **Booking Confirmation Mandatory Requirements** – The Supplier shall provide booking confirmations to the Contracting Customer(s). Please refer to section 3.5
- f) **Booking Amendments, Cancellations and Refunds Mandatory Requirements** – The Supplier shall make amendments, and cancellations to bookings and where applicable to this Contract 4, provide refunds to Contracting Customer(s). Please refer to section 3.6.
- g) **Payments and Invoicing Mandatory Requirements** – The Supplier shall provide a range of payments and invoicing options and processes. Please refer to section 3.7.
- h) **Account Management Mandatory Requirements** – The Supplier shall provide an account management service which fully supports all of the requirements of this Contract 4 and the needs of the Contracting Customer(s). Please refer to section 3.8.
- i) **Management Information and Data Reporting Mandatory Requirements** – The Supplier shall have the capability and capacity to provide all of the Management Information and Data Reporting requirements as prescribed in Contract Schedule 13. Please also refer to section 3.9.
- j) **Complaints Procedure Mandatory Requirements** – The Supplier shall have in place a complaints procedure which fully satisfies the requirements as described in section 3.10.
- k) **Sustainability and Environmental Impact Mandatory Requirements** – The Supplier shall fully comply with all aspects of the sustainability requirements as described in section 3.11.
- l) **Business Continuity Mandatory Requirements and Crisis Management Mandatory Requirements** – The Supplier shall have in place on the commencement date of this Contract 4, robust Business Continuity and Crisis Management plans to ensure continuity of service and the safe wellbeing of Delegates/Organisers in the event of an emergency situation. Please refer to section 3.12.
- m) **Assurance Management Systems Mandatory Requirements** – The Supplier shall have Assurance Management Systems which comply with the principles of ISO 9001, ISO 14001 and ISO 27001 or the European Foundation for Quality Management. Please refer to section 3.13.
- n) **Transition and Exit Mandatory Requirements** - The Supplier shall comply with all aspects of the transition and exit requirements. Please refer to section 3.14.

3.1 SECURITY MANDATORY REQUIREMENTS

3.1.1 This section describes the mandatory security requirements that the Supplier shall fulfil in delivering the Meeting and Conference Venue Services

3.1.2 The data security classification for **Contract 4** shall be **OFFICIAL TIER**.

- 3.1.3** The Government Security Classification 2014 may be accessed here: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf
- 3.1.4** It is a mandatory requirement for the Supplier to read, understand and respond to the Contracting Authority in accordance with Contract Schedule 5: Security Requirements and Plan, in respect of Meeting and Conference Venue Services security requirements and to submit all of the complete answers to security questions as part of their mandatory security response bid.
- 3.1.5** As part of the mandatory security requirements the Supplier shall provide, when required by the Contracting Authority and or Contracting Customer(s), full details of the booking system software and hardware construction including, but not limited to, the current architectural design associated with this requirement.
- 3.1.6** When required by the Contracting Customer(s), the supplier shall have Cyber Essentials Scheme Certificate or equivalent at the commencement date of the Implementation and Go Live stage. Cyber Essential Scheme requirements can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

3.2 IMPLEMENTATION AND GO LIVE – MANDATORY REQUIREMENTS

- 3.2.1** This section describes the mandatory implementation requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Meeting and Conference Venue Services. Suppliers should read this information in conjunction with: Attachment 31: Implementation and Go Live Schedule.
- 3.2.2** The Contracting Authority requires that the Contracting Customer(s) Meeting and Conference Venue Services are implemented by the Supplier and Go Live in accordance with Attachment 31 : Implementation and Go Live Schedule. The Contracting Authority reserves the right to amend Attachment 31 Implementation and Go Live Schedule at any time.
- 3.2.3** The Supplier shall appoint an implementation team, with a named implementation manager and the implementation manager shall have a minimum of two years' relevant industry experience to oversee the entire implementation plan as detailed in Attachment 31 Implementation and Go Live Schedule. The Supplier shall provide details of the named implementation manager to the Contracting Authority within 5 working days of Contract 4 being awarded and stay in place until an agreed date.
- 3.2.4** The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that service levels for Contracting Customer(s) are not compromised during times of peak demand, for instance at times when the implementation of additional Contracting Customer(s) is taking place.
- 3.2.5** During Implementation the Supplier shall provide training to Contracting Customer(s) including but not limited to classroom, one to one training sessions, videos and road shows, as appropriate to the Contracting Customer(s) location. The Supplier shall liaise with the Contracting Customer(s) regarding the number of sessions, dates, timings and locations.
- 3.2.6** At Implementation stage, the Supplier shall work with the Contracting Customer(s) to refine their specific requirements and complete the Enabling Agreement. The Contracting Customer(s) and Supplier will both sign the Enabling Agreement.

3.3 OFFLINE SERVICE(S) ACCESS AND CAPABILITY AND ONLINE SERVICE DEVELOPMENT - MANDATORY REQUIREMENTS

3.3.1 This section describes the mandatory Offline Service(s) requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Meeting and Conference Venue Services. It is to be noted that all opportunities to progress services from Offline to Online should be made known to the Contracting Authority throughout the term of this Contract 4.

3.3.2 The Contracting Customer(s) require consistent adherence to the service response times as per agreed Key Performance Indicators (KPI's). The Supplier shall ensure effective and timely resources are in place to meet any peaks in demand (hourly / daily) so that the Contracting Customer(s) do not experience any degradation of service.

3.3.3 OFFLINE BOOKING SERVICE ACCESS

3.3.3.1 The core hours of service for offline (telephone, fax or email) bookings and services shall be as a minimum 08:00 – 18:00 GMT (or BST as appropriate) Monday to Friday. The Supplier telephone and fax (if required) service shall require a dedicated non premium rate and/or no call connection charge telephone number which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code.

3.3.3.2 The Supplier shall provide an emergency out- of- core- hours service, 7 days a week, for offline enquiries, amendments, cancellations and bookings. The service shall require a dedicated non premium rate and/or no call connection charge telephone number which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code.

3.3.3.3 The Supplier and the Contracting Customer(s) shall agree the wording for any proposed / available automated attendant model and/or interactive voice response telephone script, which is clear, efficient and used when processing offline bookings by telephone.

3.3.4 OFFLINE BOOKING SERVICE(S) CAPABILITY

3.3.4.1 The Supplier shall provide each Contracting Customer(s) with an Offline Service, increasing the use of online technology (e.g. when meeting venues make inventory available online, for all venue related aspects of Meetings and Conferencing Venue Services (including providing a mechanism for the Contracting Customer(s) to make amendments to and or cancel a booking).

3.3.4.2 The Supplier shall highlight all additional charges applicable to the booking, including but not limited to transaction fees, and provide advice to Delegates, Organisers and / or Bookers in order to minimise these charges.

3.3.4.3 The Supplier shall arrange, free of charge, any supporting services required by Delegates/Organisers with specific needs, for example assistance upon arrival at a venue. Details of any such requirements will be provided at the time of booking.

3.3.4.4 The Supplier shall provide Offline functionality to enable use by individuals who may be visual, auditory and mobility impaired in accordance with the Equality Act 2010.

3.3.4.5 When Online technology becomes available for use by the Contracting Customer(s) the Supplier should note that all web based solutions are subject to restrictions at the Contracting Customer's network boundaries,

governed by the security guidance of JSP 440 and the network governance rules of JSP604. These encourage early engagement with ISS Design Architects, DAIS Accreditors and Case Officers. This is a specific requirement for Ministry of Defence.

3.3.4.6 The Supplier shall ensure that web solutions are capable of working on IE8 and/or Google Chrome utilising a minimalist approach to the use of interactive technologies. This is a specific requirement for Ministry of Defence.

3.3.5 CONFERENCE BOOKING SERVICE

3.3.5.1 The Supplier shall deliver the Meeting and Conference Venue Services using the following three tier approach:

Tier 1: The Shared Facilities Register, which shall be provided to successful suppliers, shall be the first consideration for fulfilling all meeting and conference venue requirements from each Contracting Customer(s). If a suitable venue is identified, either by the Supplier or the Contracting Customer(s) directly, then the supplier shall book the venue.

The Shared Facilities Register is a list of meeting and conference space across the Government Estate which can be used free of charge. The register is owned and managed by the Government Property Unit (GPU) within Cabinet Office and provides the host Departments' contact details of the local administrator that will book the rooms subject to availability.

The GPU shall provide the successful Supplier with a list of venues which are registered on the Shared Facilities Register, and provide details of any changes to this list to the supplier on a regular basis. The Supplier shall ensure that their list of venues is available to bookers and delegates to provide the best free of charge opportunities to the Contracting Customer(s).

The Shared Facilities Register is not a comprehensive list of all meeting and conference space available and the successful Supplier shall liaise with the GPU to identify opportunities where free Government Estate can be added to the Shared Facilities Register.

Tier 2: In the event that the Contracting Customer(s) requirement cannot be fulfilled from Tier 1, then the Supplier's second consideration shall be the paid government estate and the voluntary and community sector, for example, but not limited to:

- Queen Elizabeth II Conference Centre
- No 1 Victoria Street
- Government departmental training centres
- University post graduate centres
- Local Government town halls, community centres, etc.
- Voluntary and community sector providers of meeting space

Tier 3: In the event that the Contracting Customer(s) requirement cannot be fulfilled from Tier 1 or 2, then the third consideration shall be the paid commercial providers, for example, but not limited to:

- Hotels
- Conference and Meeting Centres

The Supplier shall contact the venues and thereafter provide available options to the Contracting Customer(s).

Volume data is included in the Data Set. This document outlines a historical split of bookings of which the higher proportion is currently serviced by Tier 3 venues.

3.3.5.2 The Supplier shall highlight to the Contracting Customer(s) the most cost-effective choice when presenting available venue options. The Supplier shall provide the facility for the Contracting Customer(s) to select a reason (from a pre-determined and pre-populated standard list of reason codes Annex 1: Reason Codes) where the most cost-effective option is not booked. When required with the Contracting Customer(s), the Supplier shall provide the facility to refer such bookings for pre-authorisation before the booking is confirmed. Details of such pre-authorisation shall be agreed with the Contracting Customer(s) at the Implementation and Go Live stage and reflected in the Contracting Customer(s) Enabling Agreement.

3.3.5.3 When required with the Contracting Customer(s), the Supplier shall provide the facility to record pre-trip approval information e.g. the name of the approver and date. Details of requirement will be included within the Contracting Customer(s) Enabling Agreement.

3.3.5.4 The Supplier shall provide the Contracting Customer(s) with a minimum of three Meeting and Conference venue options and provide a written quotation detailing the following:

- 24 hour rate
- day delegate rate
- room hire rate with refreshments comparison, if applicable
- best value for money option
- syndicate rooms requested and any additional cost
- additional equipment requested and any additional cost
- cancellation policy (particularly cut off dates for free of charge cancellation)
- detailed specification relevant to the booker's requirement e.g. menus, room layout, additional equipment, dietary requirements, travel arrangements to the Venue i.e. Car Parking, locality to Train Station etc.
- Name and location of the venue, with directions

3.3.5.5 The Supplier shall seek to achieve best value pricing and present the same to the Contracting Customer(s) by considering day delegate rate(s) against room hire and refreshment individual pricing.

3.3.5.6 The Supplier shall during the lifetime of this Contract 4, seek to increase the number and range of discounted Tier 2 and Tier 3 venues available to the Contracting Customer(s) over the life of this Contract 4 to generate improved savings and choice when Tier 1 options are not available.

- 3.3.5.7** Where catering is booked it must be in compliance with the Government Buying Standard for Food and Catering or equivalent. The Government Buying Standard for Food and Catering may be accessed here: <http://sd.defra.gov.uk/advice/public/buying/products/food/>.
- 3.3.5.8** The Supplier shall communicate this requirement as set out in section 3.3.5.8 to the meeting or conference venue provider where catering is requested, and obtain and collate any verification evidence and pass the same to the Contracting Customer(s) and the Contracting Authority on request.
- 3.3.5.9** For meetings and conference venue finding invoices, the Supplier shall be able to provide a choice of payment options to the Contracting Customer(s) to allow the Contracting Customer(s) to determine the most effective invoicing options.
- 3.3.5.10** The Supplier shall provide a comprehensive and cost effective Meetings and Conference Facilities Booking Service to provide full facilities for meetings, conferences, interviews and training courses on a residential and non-residential basis throughout the United Kingdom and overseas to the Contracting Customer(s) and other nominated individuals.
- 3.3.5.11** When booking accommodation in association with the meeting or conference, the Supplier shall ensure that the accommodation venue meets the minimum standard as defined in Annex 2: Hotel Minimum Standards.
- 3.3.5.12** The Supplier shall ensure that the Contracting Customer(s) can clearly notify the Supplier at the time of booking whether the Attendee(s) are lone and/or Vulnerable Attendee(s) OR have any special dietary requirements, either by phone, email, enquiry form or the booking system (when this becomes available).
- 3.3.5.13** The Supplier shall be able to exclude specific venues, as defined by the Contracting Customer(s) or Contracting Authority, to ensure they are not made available to book, either by phone, email, enquiry form or the booking system (when this becomes available).
- 3.3.5.14** The Contracting Customer(s) will require pricing (if not cost effective to package as a 24 hour Rate) for single rooms, as this is the Travel Policy(s) for some Contracting Customer(s). The Supplier shall also make available all other inventory, for example double rooms for sole occupancy, that accommodation venues may have available at the time of booking the meeting or conference.
- 3.3.5.15** The Contracting Customer(s) require that accommodation venues shall make the booked accommodation available to meeting or conference delegates/organisers who may be arriving late in the evening or at night, and shall not reallocate the booked accommodation to other meeting or conference delegates/organisers without approval. The Supplier shall ensure that confirmations clearly make this point to the accommodation venue provider supporting the meeting or conference.

3.4 VENUE MANAGEMENT MANDATORY REQUIREMENTS

- 3.4.1** When required, the Supplier shall provide the Contracting Customer(s) with a liaison service with the venue and or any other necessary third parties to ensure that the venue layout and correct audio and or visual and or presentation aids are correct, prior to the start of the meeting or conference. The Supplier shall also ensure that

any refreshments booked are available at the times requested, to ensure that meetings or conferences run promptly to time.

- 3.4.2** When required by the Contracting Customer(s), the Supplier shall ensure that the refreshments are purchased in the most cost effective way. See paragraph 3.3.5.4.
- 3.4.3** When required by the Contracting Customer(s) the Supplier shall arrange refreshments/catering through a third party provider on a standalone basis i.e. where the venue has been sourced by the Contracting Customer(s). The Supplier shall ensure that these refreshments/catering services are purchased in the most cost effective way.
- 3.4.4** When required by the Contracting Customer(s), the Supplier may need to sub-contract certain elements of the meeting or conference where additional expertise may be needed. If this is the case, the Contracting Customer(s) will have final approval on the sub-contractors proposed.
- 3.4.5** When required by the Contracting Customer(s), the Supplier shall provide an onsite single point of contact to the Contracting Customer(s) for venue liaison purposes.

3.4.6 Transportation of Equipment

- 3.4.6.1** When required by the Contracting Customer(s) the Supplier shall arrange for transportation from a third party supplier to and from the venue, display stands, equipment and or other materials for the meeting or conference. The Supplier shall ensure that this service is provided free of charge where the host venue is within 10 miles of the third party supplier's distribution/operating site.

The Supplier must ensure that such transportation is carried out in a safe and secure manner, with the items arriving or leaving at the time agreed with the Contracting Customer(s). The Supplier shall ensure that sufficient insurance cover is in place to cover any risk to the materials transported.

3.4.7 Delegate Management

- 3.4.7.1** When required by the Contracting Customer(s) the Supplier shall provide delegate management service(s) incorporating registration, provision of information, reception and management e.g. facilitating delegates around the meeting / event during the meeting or conference. The specific needs of disabled delegates shall be addressed within this provision in terms of access to the registration service and recording of any special requirements, including, but not limited to, access and dietary requirements.
- 3.4.7.2** When required by the Contracting Customer(s), the Supplier shall provide the Contracting Customer(s) with a delegate registration service. The delegate registration service includes but is not limited to pre-registration of delegates, onsite registration and administration support, provision of name badges and provision of approved delegate packs.
- 3.4.7.3** When required by the Contracting Customer(s), the Supplier shall provide the Contracting Customer(s) with secure access to the full list of all registered delegates attending the event at least 24 hours prior to the start of the event.
- 3.4.7.4** When required by the Contracting Customer(s), the Supplier shall provide any approved delegate packs to all registered delegates at least 24 hours prior to the start of an event (48 hours in the case of delegates travelling

from outside the UK). The Supplier shall liaise with the Contracting Customer(s) and where necessary with third parties to co-ordinate the pack. The delegate pack must be approved by the Contracting Customer(s) meeting or conference organiser before being issued to delegates.

- 3.4.7.5** When required by Contracting Customer(s), the Supplier shall provide the Contracting Customer(s), where it has been indicated that a meeting or conference will include attendees designated as VIPs, with appropriate arrangements, which may include increased security arrangements. The exact arrangements shall be agreed between the Supplier and the Contracting Customer(s) Booker.

3.5 BOOKING CONFIRMATION - MANDATORY REQUIREMENTS

- 3.5.1** This section describes the mandatory booking confirmation requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Meeting and Conference Venue Services.

3.5.2 CONFERENCE BOOKINGS CONFIRMATIONS

The Supplier shall ensure that Bookers receive a system generated meeting or conference venue confirmation(s) by email or a fax once a booking has been confirmed, to include but not be limited to:

- (a) confirmation number and or reference
- (b) booker email address
- (c) booker and or organiser name
- (d) venue name
- (e) venue address including postcode and map view
- (f) date of meeting/conference
- (g) price (which must state what is included, for example lunch, teas and coffee, AV equipment etc.)
- (h) payment method, for example payment on departure, bill back and or payment card
- (i) cancellation and amendments terms and conditions in accordance with the accommodation venue providers' own conditions, including but not limited to the latest cancellation date and time to avoid all charges
- (j) clear information on how to make cancellations and amendments
- (k) the Supplier's out of hour's emergency telephone number.
- (l) staff number and or cost centre
- (m) notification of whether any additional documentation i.e. tickets or needed prior to the date of the meeting or conference

3.6 BOOKING AMENDMENTS, CANCELLATIONS AND REFUNDS – MANDATORY REQUIREMENTS

- 3.6.1** This section describes the mandatory booking amendments, cancellation and refund requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Meeting and Conference Venue Services.
- 3.6.2** The Supplier shall process all requests to amend, cancel or refund a booking from the Contracting Customer(s). This shall be undertaken in accordance with the venue provider's terms and conditions of booking. The Contracting Customer(s) shall not incur cancellation or amendment charges that are caused by delays in the Supplier's process.
- 3.6.3** All amendments, cancellations and refunds shall be confirmed by the Supplier, by email or by fax to the Contracting Customer(s) Booker. The email or fax confirmation shall clearly show the booking detail so that the Contracting Customer(s) can accurately match, monitor and track all requests.
- 3.6.4** Where a confirmed booking is cancelled with charges, the Supplier shall have a process in place to ensure that, wherever possible, such bookings are offered to other pending Booker enquiries to avoid the cancellation charges being incurred.
- 3.6.5 ACCOMMODATION VENUE BOOKING AMENDMENTS AND CANCELLATIONS**
- 3.6.5.1** The Supplier shall provide an instant cancellation or amendment reference number (if made by telephone) or an immediate acknowledgement of receipt of request (if made by email) for any amendment and/or cancellation.

3.7 PAYMENTS AND INVOICING – MANDATORY REQUIREMENTS

- 3.7.1** This section describes the mandatory payment and invoicing requirements that the Supplier shall fulfil as part of the delivery of the Meeting and Conference Venue Services. Suppliers shall read this information in conjunction with Contract Schedule 4 Pricing and Invoicing.
- 3.7.2** The Contracting Customer(s) shall specify which payment option(s) they will require at the Implementation and Go Live stage. The Supplier's Offline Service(s) shall have the ability to support payment options as directed by Contracting Customer(s) to include but not limited to:
- (a) corporate payment cards;
 - (b) billing to project and or cost centre codes;
 - (c) lodged cards;
 - (d) consolidated invoice accounts, for example 7 or 30 days;
 - (e) individual and or single bill back (for example not consolidated); and
 - (f) Payment on departure by delegate for accommodation bookings.
- 3.7.3** As a minimum, invoices with the following detail to be agreed with the Contracting Customer(s):
- (a) venue name;
 - (b) booker and or organisation's name;
 - (c) title of meeting or conference;
 - (d) date of meeting or conference and duration;
 - (e) date of booking;

- (f) location of meeting or conference and or venue;
- (g) number of attendees;
- (h) whether free or paid government estate, voluntary and community sector, or commercial venue;
- (i) total cost (inclusive and exclusive of VAT);
- (j) cost breakdown by element (for more complex bookings outside the free government estate), (for example venue, catering, audio and or audio visual, delegate management);
- (k) organiser cost centre code;
- (l) event unique ID number (to remain the same throughout the life of the booking); and
- (m) invoice date.

3.7.4 The Supplier shall cross check any invoicing from a venue against each element of the original booking to ensure no overcharging has taken place by the meeting or conference host, prior to submitting to the Contracting Customer(s) for payment.

Prior to invoice payment the Supplier shall investigate any discrepancies with the Contracting Customer(s) and either:

- (a) obtain any relevant authorisation from the Contracting Customer for approved additional charges or
- (b) challenge any unauthorised additional charges with the venue and ensure these are removed from the invoice

3.7.5 Where requested by the Contracting Customer(s), the Supplier shall offer solutions to interface with the Contracting Customer(s) e-Commerce (Purchase2Pay) system.

3.7.6 Where the Contracting Customer(s) do not require a full e-Commerce (Purchase2Pay) system, the Supplier will provide an alternative solution as agreed at the Implementation and Go Live stage.

3.7.7 The Supplier shall provide invoice solutions to support the Contracting Customer(s) selected payment options.

3.7.8 The Supplier shall be able to identify invoice detail by any of the data set definitions, defined at Contract Schedule 2 – Services Part A Annex 3 MI Reporting Fields.

3.7.9 When required by the Contracting Customer(s), the Booker's staff number, service number, name, (UIN) and or email address shall be recorded for each offline booking and will be agreed with the Contracting Customer(s) during implementation.

3.7.10 When required by the Contracting Customer(s), the Supplier shall use their own corporate payment card solution to facilitate all bookings that require pre-payment on the Contracting Customer's behalf. The Supplier shall not charge the Contracting Customer any additional supplier merchant fees other than the card provider's published merchant fees.

3.8 ACCOUNT MANAGEMENT - MANDATORY REQUIREMENTS

3.8.1 This section describes the mandatory account management requirements that the Supplier shall fulfil as part of the delivery of the Meeting and Conference Venue Services.

- 3.8.2** The Account manager should be accountable for all implementations and agreed transition period.
- 3.8.3** The Supplier shall provide the Contracting Authority with a named Contract Account Manager, by email, within 5 working days of signing this Contract 4. The nominated Contract Account Manager shall have a minimum of two years relevant industry experience. In addition, the Contracting Authority requires that all requests/communications shall be acknowledged within a maximum of 4 core working hours. To ensure that this service level is met, the Contracting Authority shall require a Deputy Contract Account Manager to cover periods of unavailability and absence.
- 3.8.4** The Contract Account Manager & Relationship Manager shall promote, deliver and communicate transparency of pricing, savings, commissions and or rebates to the Contracting Authority and Contracting Customer(s). In addition the Supplier shall provide the Contracting Customer(s) with the following:
- a) a written recommendation report, every quarter, outlining how their department can buy more effectively and make incremental savings.
 - b) a written monthly performance report as defined within the Contract Schedule 9 Key Performance Indicators and the Contract Service Levels.
 - c) An agreed summarised Continuous Improvement Plan within the first 9 months of Contract Award, with quarterly communication of progress on actions and the entire Continuous Improvement Plan updated annually.
 - d) a quarterly written communication, which includes details of changes, improvements, risks, issues, complaints, concerns and identified future opportunities in relation to the Meeting and Conference Venue Services.
- 3.8.5** The Contract Account Manager shall attend review meetings with the Contracting Authority. The frequency of these meeting shall be as a maximum on a monthly basis.
- 3.8.6** The Supplier shall provide the Contracting Customer(s) with a named Customer Relationship Manager, with a minimum of two years relevant industry experience. The amount of account management provided by the Supplier shall be proportionate to the size and requirements of the Contracting Customer(s). This will be agreed at the Implementation and Go Live stage.
- 3.8.7** The Customer Relationship Manager shall attend (as a minimum) quarterly service management review meetings with the Contracting Customer(s). The Contracting Authority may join these quarterly service management review meetings to avoid duplication for the Supplier.

3.9 MANAGEMENT INFORMATION AND DATA REPORTING – MANDATORY REQUIREMENTS

- 3.9.1** This section describes the mandatory Management Information and Data Reporting requirements that the Supplier shall fulfil as part of the delivery of the Meeting and Conference Venue Services. Suppliers shall read this information in conjunction with Contract Schedule 13.
- 3.9.2** The Supplier shall complete and upload the refreshed MISO template, issued by the Contracting Authority. The MISO template shall be completed and uploaded by the Supplier no later than the 7th of each month for the duration of this Contract 4.

- 3.9.3** Management Information and Data Reporting shall be provided to the Contracting Authority and to the Contracting Customer(s) free of charge in accordance with this Contract 4 Schedule 4 pricing and Invoicing.
- 3.9.4** The Supplier shall complete a template to report actual savings each month against a set of Contracting Authority's Savings Project Charters (including year on year savings) by the 12th of each month for the duration of this Contract 4.
- 3.9.5** The Supplier shall complete the Supplier Action Plan (SAP), issued by the Contracting Authority and this shall be completed and updated by the Supplier no later than the 12th of each month for the duration of this Contract 4.
- 3.9.6** The Supplier shall complete Monthly Review Meeting Action Points, agreed at the meetings with the Contracting Authority. Such Monthly Review Meeting Action Points shall be completed and updated by the Supplier no later than the 12th of each month for the duration of this Contract 4.
- 3.9.7** If Pan Government Accreditation is required for this Contract 4, the Supplier shall complete Accreditation Management Plans (AMP), issued by the Contracting Authority. To be completed and updated no later than the 12th of each month for the duration of this Contract 4.
- 3.9.8** The Supplier shall complete KPI/SLA/Service Credit Performance Reports issued by the Contracting Authority. To be completed no later than the 12th of each month for the duration of this Contract 4.
- 3.9.9** The Supplier shall provide the Contracting Authority with a minimum of one case study per quarter for the duration of this Contract 4 to evidence the savings, benefits or added value of this Contract 4. In the unlikely event that a case study is not available on any given quarter then the Supplier shall provide confirmation of this to the Contracting Authority.
- 3.9.10** The Supplier shall arrange and attend one meeting per quarter between a forum of Contracting Customers(s) with a key Private Sector Customer and the Contracting Authority, to share ideas, good practice and market updates.
- 3.9.11** The Supplier shall provide the Contracting Authority with a summary document by the 12th of each month for the duration of this Contract 4 by Contracting Customer(s) to advise why spend is either up or down on the previous month and previous year.
- 3.9.12** The Supplier shall provide the Contracting Authority with a summary document by the 12th of each month for the duration of this Contract 4 to show savings by Contracting Customer(s) against the 2013/2014 baseline. This will include:
- (c) Savings against initiatives highlighted by The Contracting Authority.
 - (d) A summary report identifying further savings opportunities for each Contracting Customer(s). This summary to include value of savings opportunities and actions required to achieve these savings.

3.10 COMPLAINTS PROCEDURE – MANDATORY REQUIREMENTS

- 3.10.1** This section describes the mandatory complaints procedure that the Supplier shall provide as part of the delivery of the Meeting and Conference Venue Services. Suppliers should read this information in conjunction with the Escalation Procedure.
- 3.10.2** The Supplier shall ensure that any complaints received directly from Delegates who are encountering problems at their meeting/conference are dealt with as a matter of priority and the Supplier shall seek to minimise any disruption caused to the meeting / conference by the specific cause of complaint.

- 3.10.3** Complaints made by Contracting Customer(s) and/or the Contracting Authority shall be acknowledged by the Supplier within 4 core hours of the details of the complaint being received by the Supplier. Thereafter updates on how the Supplier is proactively working to seek a resolution of the complaint shall be made by the Supplier to the Contracting Customer(s) and/or the Contracting Authority at intervals of 2 working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.
- 3.10.4** The Supplier shall provide the Contracting Authority with one consolidated report per month capturing all customer complaints detailed by Contracting Customer(s). These reports shall include the dates the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint. The Contracting Customer(s) will define any additional requirement in relation to providing information about complaints with the Supplier during implementation.
- 3.10.5** The Supplier shall have a process in place to direct complaints (including those from third party providers (e.g. venue) against a Delegate to the relevant Contracting Customer(s) for investigation and resolution.

3.11 SUSTAINABILITY AND ENVIRONMENTAL IMPACT AND CORPORATE SOCIAL RESPONSIBILITY- MANDATORY REQUIREMENTS

- 3.11.1** This section describes the mandatory sustainability requirements that the Supplier shall fulfil as part of the delivery of the Meeting and Conference Venue Services. Suppliers shall read this information in conjunction with Clause B5 of the Contract.
- 3.11.2** The Supplier shall be required to comply with the legislative requirements as prescribed in Article 6 of the Energy Efficiency Directive 2012/27/EU (EED) and ensure that any goods required by the Supplier to fulfil the service delivery requirements are purchased with a high energy efficiency performance.
- 3.11.3** The Supplier shall make a declaration of compliance to the Contracting Authority on an annual basis regarding the purchase of any new equipment purchased either wholly or partially to the delivery of the Meeting and Conference Venue Services , as covered in the EED.
- 3.11.4** When required by the Contracting Authority and or Contracting Customer(s), the Supplier shall make available and publish data on its supply chain impacts via the SID4Gov platform, or any other platform as nominated by the Contracting Authority. This shall include spend with SMEs; prompt payment; carbon; waste and water impacts associated with its organisation and compliance details on the EED.
- 3.11.5** The Supplier shall deliver the obligations in respect of including CO₂ reporting requirements on travel undertaken as part of the delivery of the Meeting and Conference Venue Services under this Contract. CO₂ emissions shall be calculated in accordance with the DEFRA Guidelines for measuring environmental impacts, as updated. The Supplier shall ensure that the version used for calculation is current at the time the figures are produced. For reference the current version may be accessed here:
<https://www.gov.uk/measuring-and-reporting-environmental-impacts-guidance-for-businesses>
- 3.11.6** The Supplier shall proactively work with their supply chain to help quantify and reduce the environmental impacts of the Meeting and Conference Venue Services. Such proactive work should include, but not be limited to:

- (a) Engagement with the supply chain to help reduce their carbon footprint and improve efficiencies
- (b) Engagement with the supply chain to help them reduce waste through the supply chain
- (c) Engagement with the supply chain to review and improve water efficiency by encouraging good water stewardship
- (d) Engagement with the supply chain to encourage buy-in to the Green Tourism Business Scheme. See www.green-business.co.uk for details

3.11.7 When required by the Contracting Authority and or Contracting Customer(s), the Supplier shall communicate annually on progress and reductions made on the environmental impact of the Meeting and Conference Venue Services. The Supplier shall work to provide details on this progress to Contracting Customers to assist them in selecting the accommodation options that have the least impact on the environment.

3.11.8 The Supplier shall provide sustainability information via the Offline Booking Service(s), to assist Bookers in selecting the venue with the least impact on the environment. For example, the Supplier will ascertain from the Booker the location and anticipated travelling arrangements of the delegates to and from the venue, and tailor their proposal to assist the Booker to make environmentally responsible decisions.

3.11.9 The Supplier shall provide CO₂ emissions reporting on all venues booked in the previous month to the Contracting Authority by the 15th of each month for the duration of this Contract 4.

3.11.10 The Supplier shall reduce the environmental impact of operations through the life of this Contract 4.

3.11.11 The Supplier shall have in place a robust Corporate Social Responsibility Plan which supports a positive approach to social responsibility through commitment to initiatives in the following areas:

3.11.11.1 Community

- a) Education - engage local schools in any Field to Work process and introduce them to any career opportunities available within the diverse travel and tourism industry
- b) Sponsorship – support local organisations and charities, focusing on healthy living, education and sporting initiatives
- c) Volunteering – provide permanent employees with the opportunity to participate in volunteer days in the local community
- d) Charity support – provide support for employees participating in charity fundraising events/activities

3.11.11.2 Environment

- a) Reduce carbon emissions with respect to output tonnage
- b) Reduce water usage
- c) Reduce total waste
- d) Achieve zero to landfill through energy recovery

- e) Increase recycling

3.11.11.3 People

- a) Engage employees in Supplier's CSR strategy
- b) Improve employee health and wellbeing
- c) Work to deliver zero workplace injuries and accidents

3.12 BUSINESS CONTINUITY - MANDATORY REQUIREMENTS AND CRISIS MANAGEMENT – MANDATORY REQUIREMENTS

- 3.12.1** This section describes the mandatory Business Continuity and Crisis Management requirements that the Supplier shall fulfil as part of the delivery of the Meeting and Conference Venue Services. Suppliers should read this information throughout the Contract period.
- 3.12.2** The Supplier shall provide separate Business Continuity Plans and Crisis Management Plans, relevant to the service delivery of this Contract 4, to the Contracting Authority upon signing the Contract. These should be reviewed annually or after any major incident.
- 3.12.3** The Supplier shall have a robust Business Continuity Plan in place to maintain the delivery of the Meeting and Conference Venue Services during periods of unplanned unavailability of the Offline Service(s) and shall share the plan with the Contracting Authority and Contracting Customer(s) on the date of this Contract 4. This should be reviewed annually or after any major events.
- 3.12.4** The Supplier shall maintain its readiness for Business Continuity in accordance with the principles and operation of ISO22301 and ISO22313 and any new or emergent or updated standards (Contract Clause 12.2) throughout the lifetime of this Contract 4.
- 3.12.5** The Supplier shall provide a comprehensive Crisis Management Plan to the Contracting Authority upon signing this Contract 4 which will detail the processes by which significant disruptions will be managed to support Delegates/Organiser in the event of disruptions of significant scale and impact.
- 3.12.6** In the event of an emergency or crisis management situation, the Supplier shall notify the Contracting Authority and Contracting Customer(s) immediately, providing a full list of Delegates potentially impacted. The details of the Supplier process for the management of the potential emergency shall be clearly defined in the Crisis Management Plan.

The Supplier must make every reasonable effort to assist the Contracting Customer(s) Delegates/Organiser with on-going travel including groups of people to a safe area with the least disruption to the Delegate/Organiser e.g. fire at a venue. The Supplier shall provide a robust process for the Contracting Authority and Contracting Customer(s) to record Delegates movements. The Contracting Customer(s) will require:

3.12.6.1 immediate visibility on the Delegate identity, disabilities if previously notified in the event the delegate has to move to another location.

3.12.6.2 provision of data relating to bookings at venues, during a major disruption.

3.12.7 In the event of an emergency or crisis management situation, the Supplier shall notify the Contracting Authority and Contracting Customer(s) immediately, providing a full list of Delegates potentially impacted. The details of the Supplier process for the management of the potential emergency shall be clearly defined in the Crisis Management Plan.

The Supplier must make every reasonable effort to assist the Contracting Customer(s) Delegates/Organiser with on-going travel including groups of people to a safe area with the least disruption to the Delegate/Organiser e.g. fire at a venue. The Supplier shall provide a robust process for the Contracting Authority and Contracting Customer(s) to record Delegates movements. The Contracting Customer(s) will require:

3.12.7.1 immediate visibility on the Delegate identity, disabilities if previously notified in the event the delegate has to move to another location.

3.12.7.2 provision of data relating to bookings at venues, during a major disruption.

3.12.8 The Supplier shall provide a facility for the Contracting Customer(s) to request a report to locate Delegates in accordance with the Contracting Customer(s) Duty of Care Policy provided to the Supplier at the Implementation and Go Live Stage.

3.13 ASSURANCE MANAGEMENT SYSTEMS – MANDATORY REQUIREMENTS

3.13.1 This section describes the mandatory assurance management system requirements that the Supplier shall fulfil as part of the delivery of the Meeting and Conference Venue Services.

3.13.2 The Supplier shall at all times during the term of this Contract 4, comply with the relevant standards for the scope of the services offered, including but not limited to the following:

- (a) a Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent.
- (b) an Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent.
- (c) an Information Security Management System supported by the International Organisation for Standardisation ISO 27001 Security Management standard, or equivalent.
- (d) Cyber Essential scheme requirements which can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

3.14 TRANSITION AND EXIT MANDATORY REQUIREMENTS

3.14.1 This section describes the mandatory transition and exit requirements that the Supplier shall fulfil as part of the delivery of the Meeting and Conference Venue Services Exit Management.

3.14.2 At the start of the Contract period the Contracting Authority shall require the Supplier to provide details of a proposed exit strategy for all Contracting Customer(s) The exit strategy shall be agreed in writing with the Contracting Authority prior to any transitioning of Contracting Customer(s) to this Contract 4. In implementing the exit

strategy the Supplier shall ensure that a smooth transition is effected for all Contracting Customer(s) from their contract with the Supplier across to new contract arrangements with any new supplier, and that the Supplier shall work collaboratively with any new supplier appointed.

3.14.3 To ensure a smooth transition onto this Contract 4 the Supplier shall liaise with each Contracting Customer to, as a minimum:

- a) Arrange an introductory meeting with the Contracting Customer(s) to establish and identify their refined requirements and agree implementation timescales.
- b) Obtain annualised spend/volume information.
- c) confirm booking policy details.
- d) Confirm booking method(s) required.
- e) refine Management Information requirements.
- f) confirm payment method(s) required.
- g) complete and sign Enabling Agreement

3.14.4 At the end of this Contract 4, to affect a smooth exit for each Contracting Customer(s) onto any new contract the Supplier shall provide the following information, as a minimum, to any new supplier appointed:

- a) A full list of Bookers including up to date contact details
- b) Spend volume and transaction levels (previous 12 months)
- c) Frequently used locations/venues (previous 12 months)
- d) Agreed payment method(s)
- e) Contracting Customer's booking policy
- f) Booking method(s)

3.14.5 At the end of this Contract 4, the Contracting Authority shall require all data to be cleansed and transferred by the Supplier to any new supplier and shall maintain and destroy data in accordance with Contract Schedule 17 – Exit Management. The Supplier shall confirm in writing when all data has been destroyed.

3.14.6 Upon expiry of this Contract 4, the Supplier shall deliver the same exit strategy requirement to the successful supplier of the next Contract or Contract, sourced by the Contracting Authority or Contracting Customer(s).

3.14.7 The Supplier shall accept the transfer of all bookings with a meeting date greater than 12 weeks from the start of the Contract term. At the end of the Contract term, the Supplier shall provide the Contracting Customer(s) and any new supplier with details of all bookings with a meeting date greater than 8 weeks from Contract Award and all spend and savings data.

3.14.8 The Supplier shall work with the Contracting Customer(s) incumbent supplier to affect a systematic, planned and robust transfer of bookings and management information to ensure continuity of service. Where the meeting or conference is to take place within 12 weeks of the Contracting Customer(s) Go Live of this Contract 4, the bookings shall remain with the incumbent supplier, to avoid the need to cancel bookings and transfer enquiries that are in mid completion. However the Supplier will give consideration to bookings which are over 12 weeks and conclude with the Contracting Customer if the event provider's financial penalties associated with

cancelling the booking and re-book with the new supplier is less than retaining the booking with the current Supplier.

4. FEEDBACK – ADDITIONAL REQUIREMENT MANDATORY FOR ONE OR MORE CONTRACTING CUSTOMER(S)

- 4.1 If requested by the Contracting Customer(s) the Offline Booking Service shall provide access to a Meeting and Conference Venue Services booking feedback facility. The feedback facility must request the user's email address as a minimum so as to identify the provider of the feedback.
- 4.2 If requested by the Contracting Customer, the travel service delivered must adhere to the [service standard](#) (Click on this link), and pass the necessary assessments for internal travel services.

5. CONTRACT ACCESS

- 5.1 The Supplier shall note that the Meeting and Conference Venue Services provided under this Contract 4 are purely for authorised use only. Under no circumstances shall Delegate(s)/Organisers of the Contracting Authority, the Contracting Customer(s), other Government Departments, Public Body(s) or any other nominated individuals authorised by the Contracting Authority and/or the Contracting Customer(s), utilise the services for personal and private use unless explicitly part of their duty or pursuant to employment terms and conditions.
- 5.2 There shall be no personal gain for individuals through benefits acquired as a consequence of meeting/conferences undertaken as part of this Contract. Therefore the Supplier shall not facilitate the collection of an individual's loyalty card points. However, the Supplier is required to deliver corporate schemes and or charity donation schemes where requested by the Contracting Customer(s) and approved by the Contracting Authority.

ANNEX 1 – REASON CODES

1. Reason for Travel Codes:

- Conference Attendance
- Meeting or Conference Attendance
- Meeting or Conference Delivery/Organiser
- Interviews/Assessments
- Attendance at Training
- Delivery of Training
- Internal Meeting
- Meeting with External Bodies
- Emergency Meeting/Conference

2. Reason for Booking Out Of Policy:

- No availability within policy location/venue
- Limited availability within policy location/venue
- Cancellation Restrictions
- Attending meeting or conference at selected hotel
- Booked last minute
- Security Risk

3. Reason for declining the lowest cost option:

- Cancellation Restrictions
- Location
- Quality of venue e.g. poor customer feedback, Security Risk

- Health & Safety / Sustainability e.g. accessibility, Limited services e.g. undergoing refurbishment

ANNEX 2 – HOTEL MINIMUM STANDARDS

1. **Property Specification**

If a meeting or conference has a sleeping accommodation requirement then the following minimum standards will apply. However, those marked with a single asterisk (*) are mandatory and must be provided.

Meet all statutory safety and fire security requirements *
Rooms Guaranteed for late arrival (Note late arrival can be up to 11:00pm)
24 Hour Security Cover and/or Procedures*
24 Hour Reception/Concierge Cover*
Easily accessible dining for Breakfast & Evening Meal (onsite or within walking distance)
Ironing Facilities
Hair Drying Facilities
Adjustable Temperature Control/Solution

2. **Bedroom Specification**

If a meeting or conference has sleeping accommodation requirement then the following minimum standards will apply. However, those marked with a single asterisk (*) are mandatory and must be provided within the guest bedrooms:

Lockable Door with Peep Hole or Door Chain*
En-suite facilities including Shower and or Bath*
Tea/Coffee Making Facilities
Television and Remote Control
Wardrobe/Hanging Space*
Work Area including Chair and writing surface **
Telephone with external connection **
Non Smoking Room

** These areas shall be required for one or more Contracting Body(s). The Contracting Customer(s) will notify you of this travel policy requirement during the implementation stage.

ANNEX 3 – MI REPORTING FIELDS

Booker ID	
Delegate ID (s)	Will need to be linked to Contracting Customer(s) Delegate Profile for further Delegate data as required
Delegate sub-division of Customer	
Delegate Type	e.g. Staff, Contractor, Guest, Family.
Delegate business unit	
Delegate location	
Delegate nominal code	
Parent Cost Centre	
Child Cost Centre	
Delegate/Organiser cost centre	
Reason for meeting /Conference	A single set of reason codes as outlined in Annex XX : Reason Codes
Approval reference	
Booking status	Booked, Cancelled, Invoiced
Category	e.g. Meeting, Venue, AV, Staging, Catering etc.
Service Element	<p>e.g. Booking fee, Amendment fee, Cancellation fee, Refund fee, Commission return, AV equipment, Teas and Coffees, Lunch</p> <p>For each element that applies to the booking a separate line must be recorded.</p>
UNSPSC Code	http://www.unspsc.org/
Unit of Purchase	
Price per Unit of Purchase excluding VAT	
Currency	This should be defaulted to Sterling
Number of Chargeable Units	
Service Provider (third party)	
Flexibility of Date	
Number of Delegates	
Country	
Start date	

CCS – Contract for the provision of Crown Venue Management Services
Confidential and Subject to Contract

Length of meeting / conference	
Name of venue	
Venue address	
Special requirements	
Reason for exceptions / non-compliance to policy	
Reason for refund	
Reason for amendment / cancellation	
Customer Invoice/Credit Date	
Customer Invoice/Credit Number	
Customer Invoice/Credit Line Number	
Invoice Line Total Value ex VAT	
VAT Rate	
VAT amount charged	
Payment method	

