**CALL-OFF SCHEDULE 20 (CALL-OFF SPECIFICATION)**

**TRAVEL & VENUE SOLUTIONS (CCCC21B23)**

**REFERENCE NUMBER**

**RM6217**

**CONTENTS**

[**1.**](#_heading=h.1fob9te) **INTRODUCTION** 3

[**2.**](#_heading=h.2et92p0) **THE LOTS** 3

[**3.**](#_heading=h.tyjcwt) **MANDATORY SERVICE REQUIREMENTS ALL LOTS** 3

[**4.**](#_heading=h.1t3h5sf) **MANDATORY SERVICE REQUIREMENTS: LOTS 1-3** 10

[**5.**](#_heading=h.4d34og8) **LOT 1: BOOKING SOLUTIONS UK POINTS OF SALE - LOW TOUCH** 23

**TRAVEL & VENUE SOLUTION****S CALL-OFF SCHEDULE 20 (CALL-OFF SPECIFICATION)**

## **INTRODUCTION**

* 1. The purpose of this document is to provide a description of the Services for each of the Lots and related Deliverables that the Supplier may be required to provide to the Buyer as specified under the Call-Off Contract as set out or referred to in the Order Form.
  2. For all Lots and/or Deliverables, the Supplier must help the Buyer comply with any specific applicable Standards of the Buyer.

**Definitions**

* 1. In this Schedule certain words set out in Annex 1 (Supplementary Definitions) to this Schedule shall have the meanings given in Annex 1 (Supplementary Definitions) and these defined terms shall supplement Joint Schedule 1 (Definitions).

## **THE LOTS**

* 1. The Services are divided into four Lots:
     1. Booking Solutions UK Points of Sale - Low touch;
     2. Booking Solutions UK & Overseas Points of Sale - High touch;
     3. Booking Solutions Specialist Needs; and
     4. Booking Solutions Venues & Events.
  2. The requirements for the Services within each Lot are contained in paragraphs 3 to 8 of this Call-Off Specification. The Order Form shall specify which of these Lots are required under the Call-Off Contract. The Buyer may require other similar Services, which will be detailed in the Statement of Requirements in accordance with the Call-Off Procedure and set out or referred to in the Order Form.
  3. The minimum Service standards and Service Levels that will apply to the Supplier’s performance of the Services for each relevant Lot are set out in Call-Off Schedule 14 (Service Levels) of the Call-Off Contract. It is the Buyer’s responsibility to review these minimum Service standards and Service Levels (as appropriate) to ensure they are adequate for the Buyer’s needs. Where, through a Further Competition, the Buyer wishes to vary the Service Levels it will set out it’s varied requirements in the Statement of Requirements in accordance with the Call-Off Procedure if required.

## **MANDATORY SERVICE REQUIREMENTS ALL LOTS**

**Booking Amendments, Exchanges, Cancellations and Refund Requirements**

* 1. The Supplier shall offer an online booking amendment, exchange cancellation and refund solution or an alternative solution for amendment, exchange cancellation and refund solution e.g. offline.
  2. The Supplier shall process all online or offline requests to amend, exchange, cancel or refund a prepaid booking from the Buyer. This shall be undertaken in accordance with the carriers and/or accommodation venue providers and/or TOC’s terms and conditions of booking. The Buyer shall not incur charges due to delays in the Supplier’s process to amend exchange and or cancel a booking.
  3. The Online Booking Solution shall provide email confirmation to the Booker and/or Traveller of any amendments and/or cancellations made online.
  4. All amendments, exchanges, cancellations and refunds shall be confirmed by the Supplier by email or by other means of written notification to the Booker and/or Traveller. The confirmation shall provide a unique amendment/exchange/cancellation/refund reference code and clearly show the booking details so that the Buyer can accurately match, monitor and track all refund requests.
  5. The Supplier shall provide a process for the Buyer to claim for delays to train journeys via the Supplier in accordance with the Buyer’s requirements.
  6. The Supplier shall provide, as part of the Offline Booking Solution, a facility to amend the Traveller name whilst keeping the original booking if allowed by the fare/rate terms of conditions.
  7. For rail, the amendment/exchange/cancellation/refund process shall include an acknowledgement of receipt of refund requests sent by post from the Buyer to the Supplier.
  8. For rail, the Supplier shall check whether tickets have been used and shall provide the Buyer with a refund process automatically. The Supplier shall provide the Buyer with Monthly refund data.
  9. For air, the Supplier shall check whether e-tickets have been used and shall provide the Buyer with a refund process automatically. The Supplier shall provide the Buyer with Monthly refund data.
  10. For accommodation, the offline cancellation process shall provide an emailed confirmation of cancellation as soon as possible and within a maximum of 1 hour of the cancellation call or email sent by the Traveller.
  11. For venue find only, the Supplier shall process all requests to amend, cancel or refund a booking from the Buyer. This shall be undertaken in accordance with the CCS Preferred Venue Terms and Conditions or the venue provider’s terms and conditions of booking, as applicable. The Buyer shall not incur cancellation or amendment charges that are caused by delays in the Supplier’s process. 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.
  12. If the booking requires pre-trip approval, any change to the booking that increases the overall cost to the Buyer will also require pre-trip approval.

**Payments and Invoicing Requirements**

* 1. The Supplier’s Online Booking Solution and Offline Booking Solution(s) shall have the ability to support the payment options as directed by the Buyer to include, but not limited to:
     1. corporate payment cards, including virtual credit cards;
     2. invoice feeder files as a method of invoicing;
     3. billing to project and or cost centre codes;
     4. lodge cards / enhanced lodge card;
     5. consolidated invoice accounts, for example 10 or 30 days;
     6. individual and / or single bill back, for example not consolidated invoice; and
     7. payment on departure by Traveller for accommodation and/or venue bookings.
  2. The Supplier shall work with the Buyer to implement card payment processes as required at no additional cost to the Buyer.
  3. The Supplier shall work with the Buyer to implement an integrated expenses process as required at no additional cost to the Buyer.
  4. For acceptance of payment by purchasing card, the Supplier shall only surcharge the Buyer the direct cost borne as a result of the Buyer using the given means of payment. The Supplier shall not charge the Buyer any additional supplier merchant fees other than the card provider’s published merchant fees, nor will it be entitled to charge a mark-up on such costs and/or fees.
  5. The Buyer reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
  6. The Online Booking Solution shall provide the facility for the Booker to insert the three / four digit CVV security code.
  7. For each online and offline booking the Buyer shall require the Booker’s and Traveller’s staff number, service number, where appropriate, and Buyer’s specific, name, Unit Identification Number (Lot 3 only), cost centre, email address and where possible whether it is a taxable journey to be recorded for each online and offline booking and, where requested by the Buyer, the tax classification.
  8. The Supplier shall provide a full itemised breakdown of fees, e.g. booking fees, card surcharge fees, air baggage fees and any additional charges indicated on the Supplier’s invoice and the breakdown shall provide for any applicable VAT (or any other similar or equivalent taxes) payable in respect of those fees.
  9. The Supplier shall determine, prior to Go Live, solutions that have the capability to interface with the Buyer’s e-commerce (Purchase 2 Pay) system.
  10. Where the Buyer does not require a full end-to-end e-commerce (Purchase 2 Pay) system, the Supplier shall provide an alternative solution in accordance with the Buyer’s requirements at no additional cost, charge or expense to the Buyer.
  11. The Online Booking Solution shall have the functionality to manage accommodation provider’s advance purchase payments when requested by the Buyer. The offline process shall have the functionality in place to manage accommodation provider’s deposits. When required by the Buyer, the Supplier shall accept card payment solutions to facilitate all bookings that require pre-payment.
  12. If requested by the Buyer, the Supplier shall use their own card solution to facilitate all bookings that require prepayment. Paragraph 3.23 above applies no matter whether the card account belongs to the Buyer or Supplier.
  13. The Supplier shall ensure that all online and offline bookings for air baggage costs or other ancillary charges are itemised separately on the invoice and are not included in the air fare total amount.
  14. In the event that the Buyer is required to book accommodation on behalf of third parties (e.g. for projects), the Supplier shall, when requested, be responsible for obtaining the relevant accommodation provider invoice within 20 Working Days of the checkout date to allow the Buyer to claim reimbursement costs through the relevant project.
  15. The Supplier shall provide an assurance to the Buyer that the lowest available fare/rate is always offered to Bookers to make a booking in a secure and fully bonded environment. If a Booker finds a flight, hotel or rail ticket that is cheaper than that presented by the Supplier, the Supplier shall action a Price Match.
  16. The Supplier shall offer a Price Match guarantee on all fares and rates it supplies to the Buyer to guarantee the Supplier is offering the lowest cost options for travel and accommodation. Price Match fares or rates are those that are available to the general public online. This does not include fares or rates offered on membership only websites, reward programs, incentives, via a consolidator or fares or rates obtained via e-auctions, or sites requiring a code to access. Price Match is also not available for sharing economy products. A Price Match challenge needs to be flagged to the Supplier within 2 working hours of receiving the Supplier’s quoted fare or rate by email. If the Price Match request is valid the Supplier will need to provide the Price Match quote within 2 working hours. No additional transaction or amendment fees shall be applied when a Price Match is implemented. Price Match is only available for fully IATA/RDG/ATOC/ABTA (or equivalent) bonded distribution channels and only where the point of origin and the point of sale are the same country. Price Match shall not apply in situations where the Buyer has requested that Inventory channels and availability displays be limited to exclude the fares or rates being challenged under Price Match. Price Match shall not apply where the Buyer or Buyer representative has negotiated a rate programme where the lowest available rate is higher than the benchmark rate or fare quoted by the Buyer.
  17. The Supplier will invoice the Buyer for the Charges in the currency of the country from which the Services are provided unless agreed differently in the Order Form.

**Tax**

* 1. Any sum payable under the Call-Off Contract is exclusive of VAT (and any other similar or equivalent taxes, duties, fees and levies imposed from time to time by any government or other authority) which will be payable in addition to that sum in the manner and at the rate prescribed by applicable law, in the jurisdiction in which the related supply takes place, from time to time, subject to receipt by the paying party of a valid VAT invoice (or its local equivalent) as prescribed by local law or practice. The Supplier shall ensure that any exemption or relief in respect of VAT or equivalent sales or ad valorem taxes is applied on its supply of the Deliverables to the Buyer, in particular by reference to any diplomatic or consular arrangement that may be applicable whether by law, customs practice or otherwise. Where there are different tax treatments applicable depending on type of service requested (e.g. in venue hire for ‘Management Conferences’ compared to ‘Room Hire and Catering Only’) then the Supplier shall ensure correct account/category codes are built into the invoicing without any additional charge, cost or expense.
  2. Except as required by applicable law all payments under the Call-Off Contract will be made free and clear of all deductions and withholdings (whether in respect of tax or otherwise).

**Management Information and Data Reporting Requirements**

* 1. The Supplier shall operate and maintain appropriate systems, processes and records to ensure that it can, at all times, deliver (or otherwise make available) timely and accurate management information from all the countries in the scope of the Call-Off Contract to the Buyer in accordance with the Buyer’s requirements and the provisions of the Call-Off Contract and this Schedule.
  2. The Supplier shall provide either:
     1. a secure, central portal to enable the Buyer to self-access their dashboard, management information (including travel data, booked data and invoiced data) and reports. The portal shall offer the capability to customise reports and access raw data; or
     2. such alternative secure communication method in relation to the Buyer’s dashboard, management information (including travel data, booked data and invoiced data) and reports as specified by the Buyer at the Call-Off Start Date.
  3. The Supplier shall ensure (where there has been no change to the original booking), the management information provided to the Buyer can be matched to the relevant Supplier invoice.
  4. The Supplier shall capture details of the Authorising Officers for each online and offline out of policy booking in accordance with the Buyer’s requirements.
  5. The Supplier will use the management information to engage with the Buyer in such areas as (but not limited to) duty of care, enhanced customer experience and ensure that Travellers are making optimal choices in line with their relevant travel policy.

**Assurance Management Systems**

* 1. The Supplier shall, at all times for the duration of the Call-Off Contract, have in place, maintain and comply with quality and assurance management systems and standards for the scope of the Services offered, including but not limited to the following:
     1. 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;
     2. an Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent; and
     3. an information security management system as required by the Security Requirements.

**Feedback Requirements**

* 1. The Online Booking Solution shall provide access to an air, rail, venue and accommodation feedback and rating facility. The feedback facility must request the user’s email address as a minimum so as to identify the provider of the feedback. The Supplier shall review this feedback as part of account management and provide recommendations and ideas as to how to remedy and/or prevent any poor service issues occurring and take reasonable steps to avoid such issues occurring again.
  2. The Supplier shall provide, within the Online Booking Solution, a facility for the Buyer to register Complaints.

**Call-Off Contract Access**

* 1. The Supplier shall note that the Services provided under the Call-Off Contract, for business travel booking and management Services are solely for authorised business use. Whilst the Services are predominantly for Buyer’s employees, they may also be utilised for non-employees, for example employee spouses and dependants, members of the public, visiting foreign nationals and others where prior written approval is provided by the Buyer. Under no circumstances shall Traveller(s) of the Buyer or any other nominated individuals authorised by the Buyer, utilise the Services for personal use unless explicitly part of their duty or pursuant to employment terms and conditions. In the event that the Buyer wishes to use the Services as a contingency arrangement for individuals who have not booked their travel through the Call-Off Contract (e.g. the repatriation of British Nationals in an emergency or provision for rough sleepers, asylum seekers), the Supplier will work with the Buyer to facilitate access to the booking solutions under the Call-Off Contract.
  2. There shall be no personal gain for Bookers or Travellers and/or delegates through benefits acquired as a consequence of travel undertaken as part of the Call-Off Contract. Therefore, the Supplier shall not facilitate the collection of an individual’s loyalty card points awarded by Third Party Providers. However, the Supplier is required to facilitate corporate schemes and/or charity donation schemes where applicable, if approved by CCS and agreed with the Buyer.

**Technology Requirements**

* 1. **Provision of the Online Booking System**
     1. The Supplier will perform the Services using the Supplier’s Online Booking System, which will (as a minimum) comply with the requirements set out in this Paragraph 3.42 ‎‎and this Schedule and the Buyer’s specification (as set out in Call-Off Schedule 20 (Call-Off Specification)), and, where applicable, the Supplier’s tender for the Services (as set out in Call-Off Schedule 4 (Call-Off Tender)).
     2. The Supplier will ensure that the Online Booking System is suitable for the performance of the Services and that the Services will not be adversely affected or hindered in any way by the use of the Online Booking System. The Supplier’s Online Booking Solution tool must be able to allow for “Single Sign On” capability using OIDC and SAML 2.0 authentication protocols to support future Government digital strategies and where interacting with CCS services must be fully capable of integrating with the dedicated CCS Single Sign On solution as and when required.
     3. The Supplier will at all times maintain the Online Booking System in such working order as enables it to perform the Services in accordance with the terms of this Contract and to comply with the Service Levels.

**Online Booking System Warranties**

* 1. The Supplier warrants, represents and undertakes to the Buyer that:
     1. the Online Booking System used by the Supplier in connection with this Contract will:
        + not have its functionality or performance affected, or be made inoperable or be more difficult to use by reason of any date related input or processing in or on any part of such Online Booking System;
        + not cause any damage, loss or erosion to or interfere adversely or in any way with the compilation, content or structure of any data, database, software or other electronic or magnetic media, hardware, website, online applications or computer system of the Buyer with which it interfaces or comes into contact; and
        + any variations, enhancements or actions undertaken by the Supplier in respect of the Online Booking System will not affect the Supplier’s compliance with this Paragraph 3.43.1 or the performance of the Services;
     2. the Online Booking System will be properly maintained and supported to ensure that it functions correctly, including through the correction of defects and faults in the Online Booking System and the performance of regular system restoration activities to restore parts of the Online Booking System that are defective or are not functioning correctly; and
     3. it will perform or procure the performance of end user tests to ensure that corrections and system restoration activities have been implemented successfully pursuant to Paragraph 3.42 and that reports will be prepared detailing the success or failure of such end user tests for provision to the Buyer.

**Performance of the Online Booking System**

* 1. Whenever a new version of the Online Booking System or any part thereof is released, the Supplier will notify the Buyer and will inform the Buyer of the implications that the new version will have on the Online Booking System and, if applicable, the Buyer’s use thereof. The Supplier will ensure in collaboration with the Buyer that new versions of the Online Booking System will maintain the functionality of previous versions unless expressly agreed with the Buyer in writing.
  2. The Supplier will ensure that any updates, modifications and/or maintenance to the Online Booking System will only be carried out with the prior consent of the Buyer and, in any event, will not be carried out on a Working Day.
  3. In the event that a Virus is found, the Supplier will use, at its own expense, best endeavours to assist in reducing and preventing the effects of the Virus, and in the event that a Virus causes loss or corruption of the Buyer’s data to assist the Buyer to the same extent to mitigate such losses and to restore such data. The Supplier will immediately inform the Buyer on becoming aware of any Virus, breach of IT security or unauthorised access affecting the Online Booking System or any of the Buyer’s data.
  4. For the purpose of Paragraph 3.46 a ‘Virus’ means any software virus, computer worm, malware, spyware, ransomware, disabling script, back-door, Trojan horse, rootkit, key-logger, software bomb or similar damaging or malicious code.

**Access to the Online Booking System**

* 1. The Supplier will:
     1. provide unrestricted access to the Online Booking System to the Buyer and its nominated representatives throughout the Call-Off Contract Period;
     2. supply accurate and up-to-date copies of all necessary information relating to the Online Booking System to the Buyer in good time prior to the Buyer’s first access of the Online Booking System and updates thereof to reflect any modifications to the Online Booking System from time to time;
     3. supply all necessary passwords and log-in details to enable the Buyer and its personnel to access the Online Booking System in accordance with the Call-Off Contract;
     4. set up and maintain a communications link via which the Buyer can access the Online Booking System and the Supplier will be responsible for the integrity of such link, its connections and for all data passing over such link; and
     5. take all necessary steps to rectify any errors, failures or malfunctions of the Online Booking System so as to restore the Buyer’s access as soon as possible and to minimise disruption to the Buyer.
  2. The provision of each new version of the Online Booking System and all upgrades and updates thereto which from time to time are made available by the Supplier to its users generally are included in the Charges and will be automatically made available by the Supplier to the Buyer as part of the Online Booking System access rights.

**Protection of the Online Booking System**

* 1. The Supplier will operate a back-up process for the Online Booking System insofar as it relates to the Services in accordance with the buyer's agreed Security Management Plan. The back-up process will be sufficient to enable the Supplier to replicate the Online Booking System and restore the provision of the Services promptly after the occurrence of any event which materially disables, disrupts or interferes with the proper operation of the Online Booking System.
  2. The Supplier will protect the Online Booking System used in the provision of the Services in accordance with the Security Management Plan and the Security Requirements, including facilities for remote access to the Online Booking System, against unauthorised external penetration and to ensure that such networks are resilient and are protected at a minimum against any single point of failure.
  3. The Supplier will test the back-up process for the Online Booking System and the protection to be afforded to the Online Booking System in accordance with the Security Management Plan and the Security Requirements and will prepare reports setting out the results of such tests and any actions which need to be taken to ensure that the back-up process and the Online Booking System comply with the requirements of this Paragraph 3.52. The Supplier will provide such reports to the Buyer within ten (10) Working Days of the completion of such tests.
  4. The Supplier grants to the Buyer, or will procure the grant to the Buyer of, a royalty-free, worldwide, transferable, non-exclusive licence for the Contract Period, together with the right to grant sub-licences to Bookers and Travellers, to use the object code version of the Online Booking System, as required for the Buyer to receive the Services and enjoy the benefit of any rights granted to it pursuant to the Call-Off Contract.

## **MANDATORY SERVICE REQUIREMENTS: LOTS 1-3**

* 1. The Supplier shall meet the mandatory requirements listed below in paragraphs 4.2 to 4.113 of this Schedule.
  2. The Buyer will confirm its requirements for the Services in the Statement of Requirements issued under the Call-Off Procedure.
  3. The Supplier shall create a relevant generic email address which shall be used for all Buyers’ queries.
  4. The Buyer is not obliged to procure all of the Services described in this Schedule. The decision on which Services will be procured will be set out in the Order Form.
  5. The Buyer does not guarantee any exclusivity, quantity or value of work under the Call-Off Contract.
  6. The Supplier will be acting as the Buyer’s agent and not the principal in relation to any bookings and reservations made in relation to the Services.
  7. In the performance of the Services and the Supplier’s other obligations under the Contract, the Supplier will at all times comply with all applicable Law and have in place and maintain all required registrations, certifications and affiliations.
  8. The Supplier will ensure that it has sufficient levels of suitably qualified personnel with the relevant experience available at all times to provide the Deliverables in accordance with the Service Levels throughout the duration of the Contract. Failure to do so shall amount to a material Default of the Call-Off Contract entitling the Buyer to terminate without notice. A high quality service is deemed to be when the Service Levels specified in Call-Off Schedule 14 (Service Levels) are exceeded on a permanent basis.
  9. The Supplier shall ensure that its staff understand the objectives and implement the Travel/Expenses/Meeting Policy of the Buyer and shall provide the levels of customer service in accordance with Call-Off Schedule 14 (Service Levels) to the Buyer throughout the Call-Off Contract Period including an escalation process for out of policy bookings or attempts to book.
  10. The Supplier will provide additional supporting services not specifically identified in this Schedule, but that are reasonable and typical within the industry for the Services such as travel advice. Such supporting services will be provided upon request and at no charge to the Buyer.
  11. Changes to the way in which the Services are to be delivered which could potentially have a material adverse effect on the Deliverables must be brought to the Buyer’s attention as soon as reasonably practicable and shall be agreed between the Buyer and Supplier prior to any changes being implemented.
  12. Subject to Paragraph 4.11, where Deliverables are described in this Schedule but are not mentioned in the pricing matrix, the pricing of such Deliverables shall be deemed to have been included in the Supplier’s overall offering and therefore no additional pricing can be charged/added.
  13. The Supplier acknowledges that in the event that the Buyer wishes to access the Services as a contingency arrangement for individuals who have not booked their travel through this Contract (e.g. the repatriation of British Nationals in an emergency), the Supplier will work with the Buyer to facilitate access to the booking solutions under this Contract. This service can be priced outside of the Charges where the Supplier can evidence it is not economically viable to use the Charges and approval has been provided to the Supplier by CCS in writing.
  14. The Supplier shall use all reasonable commercial endeavours to understand and reduce supply chain impacts and risks to the Buyer and ensure that it leverages the aggregate volumes, it manages on behalf of the Buyer, to work with its supply chains to deliver sustainable and efficient services with the aim of achieving the best long-term, overall value for money for the Buyer.
  15. The Supplier shall present new more efficient and effective ways of working to the Buyer during the contract review meetings, in accordance with Call-Off Schedule 15 (Call-Off Contract Management), including pro-actively developing and presenting market analysis and recommendations to leverage market opportunities further on an ongoing and continuous dynamic basis, offering expertise, knowledge and advice regularly on the design and ongoing development of Her Majesty’s Government travel policy, market intelligence/reports, training of end-users and communications best practice etc. as a trusted professional travel adviser beyond that of just a travel provider.

**Booking Solution Access and Capability Requirements**

* 1. The Supplier shall ensure that the Online Booking Solutions and Offline Booking Solutions data capture are not materially different across travel categories (e.g. rail, air, accommodation). Country level online and offline data shall be merged into one report for booked data and one report for invoiced data.
  2. The Supplier shall ensure that the Online Booking Solution is available 24 hours a day, 365 days per year (or 366 in a leap year) across all the applicable points of sale throughout the entire duration of the Call-Off Contract. This excludes any planned scheduled outages for system maintenance and/or system upgrades that have been mutually agreed with the Buyer and offers the necessary language interface.
  3. Booker access to the Online Booking Solution shall be via an individual’s secure username and password in accordance with the guidance offered by the National Cyber Security Centre <https://www.ncsc.gov.uk/collection/passwords>.
  4. Requests for forgotten passwords and requests to change password shall be facilitated online at any time and offline during the applicable Core Working Hours and shall be actioned without charge.
  5. The Supplier shall provide the Buyer with a minimum of 2 weeks’ advance notice of any system upgrade, the benefits that any system upgrades shall deliver, and detail any inconvenience or disruption and /or any actions required to be undertaken by the Buyer. The Supplier shall ensure such maintenance or upgrades shall be carried out with minimum disruption to the Deliverables. Online Booking Solution maintenance and upgrades shall be implemented as soon as is practicable, and:
     1. they shall be provided by the Supplier without charge; and
     2. they shall occur outside the applicable Core Working Hours.
  6. Notification of maintenance and/or system upgrades shall be provided to the Buyer’s lead contacts and a message placed on the Supplier’s Online Booking Solution at least 2 weeks in advance of and again 48 and 24 hours before as a reminder to all Bookers.
  7. The Supplier shall ensure any system maintenance and upgrades are tested via the Buyer’s networks prior to the upgrade/version release going ‘live’, including any Third Party Providers that the Supplier is reliant upon. Any custom interfaces must be carried forward when any Supplier systems are upgraded.
  8. Without prejudice to the Supplier’s obligations in respect of the Security Requirements, in case of security breaches and unplanned system maintenance that may directly or indirectly affect the Buyer, the Supplier shall take all necessary actions, including, but not limited to, system maintenance immediately. Report of a security breach shall be carried out in accordance with the Security Requirements. Information on non-availability of the Online Booking Solution is to be shared with the Buyer at least 1 hour in advance of the commencement of the emergency maintenance and or system upgrades. The Supplier shall inform the Buyer if any action is required and the benefits that any emergency upgrades shall deliver to the Buyer, with a minimum of 1 hours’ notice.
  9. As part of the Implementation Plan, the Supplier shall adapt the Online Booking Solution to reflect the Buyer's Travel/Expenses/Meeting Policy(s) during the Implementation Period).
  10. The Supplier shall further adapt the Online Booking Solution to reflect any changes in the Buyer’s Travel/Expenses/Meeting Policy(s) and / or the Security Management Plan throughout the duration of the Call-Off Contract.
  11. The Supplier Online Booking Solution and any other online system available to the Buyer shall comply with:
      1. Government design principles, https://www.gov.uk/guidance/government-design-principles;
      2. Government design system, https://design-system.service.gov.uk/;
      3. Government standard design, <https://www.gov.uk/service-manual>; and
      4. The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.
  12. The Supplier shall enable the Super Users with the appropriate system access and training to undertake the following activities in accordance with the Buyer’s requirements (the details of which shall be agreed between the Supplier and Buyer during the Implementation Period):
      1. allow bookings outside of the Buyer’s departmental Travel/Expenses/Meeting Policy(s) subject to Buyer internal controls;
      2. ability to self-register Traveller profiles; create Traveller profiles; amend Traveller profiles;
      3. delete profiles, in accordance with the data security requirements; and
      4. add Buyer specific messages to their tailored booking portal where technology exists.
  13. The Supplier shall provide the facility for uploading and updating Traveller-specific profile data, e.g. by CSV file or by direct integrated data feed from the Buyer’s systems, subject to all necessary security and data protection standards required by the Buyer.
  14. The Online Booking Solution shall have the capability for Bookers to select and book travel using either pre-registered profiles, create their own profile or a guest profile (dependant on their levels of system access specified by the Buyer).
  15. The Supplier shall delete/suspend inactive profiles following a period of 13 Months (or as otherwise agreed with the Buyer in writing) of inactivity from the last date of travel or as otherwise agreed with the Buyer. The process for deleting/suspending Traveller profiles shall be in accordance with the Buyer’s requirements and agreed in accordance with Call-Off Schedule 13 (Implementation Plan and Testing). The Supplier shall inform the Buyer in writing when inactive profiles have been deleted/suspended.
  16. The Supplier will:
      1. provide a copy of all Traveller profiles to the Buyer on request from time to time and in such format as required by the Buyer;
      2. return to the Buyer all Traveller profiles on the termination of the Contract or such earlier date as requested by the Buyer; and
      3. securely erase all Traveller profiles and any copies it holds on the termination of the Contract in accordance with the Security Policy.
  17. If required by the Buyer, the Supplier shall ensure that the Online Booking Solution includes a pre-trip approval prior to the booking stage, or authorisation process of bookings.
  18. Unless agreed otherwise with the Buyer in the Call-Off Contract, the Supplier shall ensure a booking cannot be made via the Online Booking Solution or Offline Booking Solution unless a full validated cost centre code or employee number or a full validated GL string, full validated project code or other reference number is provided by the Booker unless the payment is being made using an individual’s credit card (as specified by the Buyer unless the Buyer’s Travel/Expenses/Meeting Policy states otherwise). The cost centre code or employee number shall be validated against a list provided by the Buyer during the Implementation Period. This list shall be updated as frequently as necessary and given to the Supplier up to a maximum of 12 times per year by the Buyer. Any requests over 12 may be subject to an additional charge which shall be specified in the Call-Off Contract. An emergency code will be provided to the Supplier for when this requirement needs to be overridden. The Online Booking Solution shall provide the facility for designated users to update cost centre codes, employee numbers, GL strings, project codes and other reference numbers on profiles on an ad hoc basis.
  19. The Supplier shall ensure that when using the Online Booking Solution, the Bookers are able to search for and be presented with the lowest cost fares and/or rates in the market from multiple sources of Inventory. The results of the search shall ensure that all available Inventory is clearly visible and appropriate to the search parameters entered by the Booker. All publicly available fares/rates, offers and promotional fares/rates, locally negotiated fares/rates and CCS Public Sector Negotiated Programme fares/rates shall be displayed and available to book. It is mandatory that the Supplier shall not restrict any content and inventories in any way at all, without obtaining prior written approval from the Buyer. There are no exceptions to this mandatory requirement.
  20. The Supplier shall make new Inventory available on the Online Booking Solution, including GDS and non-GDS content (e.g. API), or Inventory requested by the Buyer as a result of any changes in the supply landscape. New Inventory shall be made available within 14 days of either the request by the Buyer or any change in the supply landscape. When a new API implementation is impacted by Third Party Providers, the Supplier is to agree the timescale with the Buyer.
  21. The Online Booking Solution shall provide Bookers with access to all published fare/rate rules, restrictions, terms and conditions including, but not limited to, the rules for penalty clauses, amendment, and exchange and cancellation periods.
  22. Unless agreed otherwise with the Buyer in this Call-Off Contract, the Online Booking Solution shall prioritise all air, rail and accommodation rates by (at a minimum) price, from lowest to highest, highlighting those that are within policy as defined in the Buyer’s Travel/Expenses/Meeting Policy(s). The Online Booking Solution shall also have the functionality to identify when the Booker does not select the lowest cost option, and alert the Booker before they confirm the booking. Prioritisation by other factors is non-mandatory.
  23. The Supplier shall ensure the Online Booking Solution and the Offline Booking Solution captures the reasons for booking out of the Buyer’s Travel/Expenses/Meeting Policy at the time of booking via a drop-down list of Reason For Travel Codes and shall be recorded and reported to the Buyer as part of their through the management information process.
  24. The Online Booking Solution shall have the facility to communicate, at the point of booking, important messages to Bookers and Travellers regarding situations that are likely to impact their specific travel booking including, but not limited to, hotel refurbishments, travel disruptions, flight delays, adverse weather, industrial action, specific events (e.g. football matches) and Online Booking Solution outages. Any important messages to be published on the Online Booking Solution that are not related to travel disruptions shall be submitted to the Buyer for approval no later than 48 hours prior to publication.
  25. The Supplier shall be required to disable any service(s) which are not included in the scope of the Call-Off Contract subject to agreement with the Buyer.
  26. The Supplier shall ensure a history of confirmed travel and/or meeting itineraries is available to Bookers and Travellers of the Buyer. The Online Booking Solution shall allow Bookers to save frequently used routes and accommodation providers as a template for future reference to enable efficient processing of bookings for frequent journeys (Lots 1 and 2 only).
  27. The Supplier shall ensure that there is a facility to book multi modal bookings e.g. air and rail as part of one booking. Such bookings shall attract a single transaction fee providing all elements are booked at the same time, in accordance with Call-Off Schedule 5 (Pricing Details).
  28. The Online Booking Solution shall be customizable; at a minimum it shall be possible to display the Buyer’s logo on the landing page of the Online Booking Solution.
  29. Any API implementation shall conform to Her Majesty’s Government best practice https://www.gov.uk/guidance/gds-api-technical-and-data-standards.
  30. The search results shall provide information including, but not limited to, routes, accessibility restrictions, journey times, and CO2 emissions per booking.
  31. Emissions reporting must be in accordance with the Government guidance on Measuring and reporting environmental impacts: guidance for businesses (https://www.gov.uk/guidance/measuring-and-reporting-environmental-impacts-guidance-for-businesses), as amended, using the relevant government emission conversion factors for greenhouse gas company reporting (https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting) unless otherwise notified by the Buyer.
  32. The Supplier shall provide solutions to prevent Bookers from either viewing or booking fares/rates (including an escalation process for out of policy bookings or attempts to book) that are:
      1. not within the Buyer’s Travel/Expenses/Meeting Policy limits; and/or
      2. fares/rates that the Buyer (and/or CCS) has requested in writing to the Supplier to be removed from the Online Booking Solution.
  33. The Online Booking Solution and/or Offline Booking Solution shall have the capability for the Buyer’s Bookers to book and ticket travel where the point of origin is outside the country from which they are making the booking.
  34. The Online Booking Solution shall have the facility to import the travel/meeting venue itinerary details into the calendar that is linked to the Traveller’s registered email address.
  35. The Online Booking Solution shall display fares/rates and availability on the day before and the day after the dates selected by the Booker or where the technology allows (for example Rail bookings) to display fares by hour of selected date.
  36. The Online Booking Solution options shall be shown on a single screen, with price comparisons between travel modes, for example appropriate rail and air journeys, and should it become available during the term of the Call-Off Contract, whole journey costs.
  37. The Supplier shall provide an Offline Booking Solution which offers the Buyer all options as reflected in the Online Booking Solution as well as any available offline content which may not be reflected in the Online Booking Solution. The Suppliers must not restrict the options presented to Bookers in any way not approved in writing by the Buyer including, but not limited to, their own preferred partners and/or to rates and/or fares that give the Supplier a financial return, or other benefits.
  38. If requested by the Buyer the Supplier shall provide the support, access and functionality of the Online Booking System to the Buyer personnel via mobile devices such as tablets and smartphones or through a mobile booking app. This functionality must not compromise data security in any way and or increase security risks to the Buyer or Her Majesty’s Government (HMG). Any security risk will be assessed by the security working group and any necessary modifications must be carried out by the Supplier before the go-live stage of the mobile booking app at no cost to the Buyer in accordance with Call-Off Schedule 9A (Security) or Call-Off Schedule 9B (MOD Security) as applicable.
  39. The Supplier will provide the Buyer with a copy of their technology roadmap and will regularly update the Buyer on the progress and or developments of the roadmap.

**Operational Service Requirements**

* 1. If requested by the Buyer, the Supplier shall provide in-house travel Implants to deliver all aspects in scope of the Buyer's travel requirements.
  2. The travel service delivered must adhere to the service standard (https://www.gov.uk/service-manual/service-standard), and pass the necessary assessments for internal travel services.
  3. The Supplier shall provide operational travel management supporting services; these services shall be agreed between the Supplier and the Buyer in the Order Form and Call-Off Schedule 5 (Pricing Details), if applicable.
  4. The Supplier shall provide a service for the facilitation and/or processing and submission of travel visas and passports, including:
     1. a visa and or passport query(s) and or support service; and
     2. a service for the provision to purchase currency, which shall be undertaken at the commercially advantageous exchange rate on the day. Exchange rates will be monitored by the Buyer.
  5. The Supplier shall provide the facility to book:
     1. parking requirements at airports, railway stations and ferry ports;
     2. parking by an attendant; and
     3. an airport, railway station or ferry port “meet and greet” service.
  6. The Supplier shall provide detailed booking information including, but not limited to, directions and contact details for each car park reservation.
  7. The Supplier shall provide the facility for the Buyer to:
     1. book tickets for all scheduled coach journeys for example on intercity coach journeys;
     2. bulk purchase bus tickets; and
     3. hire a coach with a driver.
  8. The Supplier shall take overall responsibility for ensuring that all Third Party Providers that they engage under the Call-Off Contract are compliant with the current and future legislation applicable to all Services, including, but not limited to all applicable Laws relating to coach hire and driver services and minicab / taxi booking services.

**Support for Travellers and Bookers**

* 1. The Buyer shall notify the wording for any automated attendant model and/or interactive voice response telephone script to the Supplier, which shall be used when processing offline bookings by telephone. Answer machines and/or automated attendant model shall be kept to 1 level of the call tree.
  2. The Supplier shall provide support to Travellers or Bookers who may have specific requirements related to Protected Characteristics, outlined in the Traveller’s or Booker’s profile or communicated during the booking process, to ensure that they are able to access the Services and that all associated travel and booking arrangements are met. In particular any requirements relating to disability are to be catered for in accordance with the Equality Act 2010.
  3. The Supplier shall advise, at the time of booking, any publicised travel issues that may disrupt the Traveller’s journey or booking including, but not limited to, hotel refurbishments, travel disruptions, flight delays, adverse weather, industrial action, specific events (e.g. football matches).
  4. The Supplier shall arrange any supporting services required by Travellers and/or delegates with specific needs, the details of which will be provided at the time of booking, for example, assistance upon arrival at the venue, extended transfer times, wheelchair ramps at a station and assistance to board and alight from a train or aircraft.
  5. The Supplier shall highlight all additional charges applicable to the booking, including but not limited to transaction and ticket delivery / collection fees, and provide advice to Travellers and Bookers in order to minimise these charges.
  6. The Supplier shall provide a service to book valuable or sensitive items, for example government papers, firearms or musical instruments, animals on flight or rail bookings. The Supplier shall advise of the best method of doing this, for example, the need to book an additional seat, or to book the item as increased baggage allowance.
  7. The Supplier shall provide the facility for offline bookings to be made on a guest profile without the need to create or store a permanent Traveller profile.
  8. The Supplier shall provide the facility to set up profiles for Travellers with non-UK passports at no additional cost.

**Bookings**

* 1. The Supplier shall make available, at all times via the Online Booking Solution and Offline Booking Solution(s), all CCS Public Sector Negotiated Programmes, discounted, advance purchase, special offer, promotional, Commissionable and Non-Commissionable rates and any other available Non-Commissionable special offers for the Buyer to book. The Supplier shall inform the Buyer of all accommodation rates that the Supplier negotiates or make available specific to the Buyer.
  2. The Supplier shall ensure any faxes sent from the Supplier to a Booker, Traveller or accommodation provider are transmitted successfully before the date of travel or the meeting date.
  3. The Supplier shall notify in writing the Third Party Provider (e.g. accommodation provider) at the time of booking (online and offline) whether the Traveller has any special needs as communicated by the Booker or the Traveller at the time of booking.
  4. On all booking confirmations, and all associated correspondence, including, but not limited to, information shared with Third Party Providers, the Supplier shall ensure that the Buyer’s department identity is not revealed under any circumstances unless instructed otherwise and agreed in writing during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing).
  5. The Supplier shall ensure that travel providers are fully aware of the circumstances around specific offline booking types as detailed by the Booker, for example compassionate journeys, and shall handle such bookings sensitively and in accordance with the required payment instructions.
  6. The Supplier shall provide the facility to capture each overseas business booking and advise a specific team within the Buyer of the booking as soon as it is made in order for the Buyer to undertake a pre-trip risk assessment under the Buyer’s own policy/guidance. This facility will be in accordance with the Buyer’s requirements and agreed with Buyer during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing) as to whether pre-ticketing approval will be required for certain ‘at risk’ destinations.

**Air Travel**

* 1. The Supplier shall ensure that both the Offline Booking Solution and Online Booking Solution shall have the functionality or process to provide air bookings, domestic and international, for the services detailed below:
     1. single, return and Multi-City Flights;
     2. upgrades and/or added value offers if allowed under the Buyer’s Travel/Expenses/Meeting Policy;
     3. group purchase tickets (offline only);
     4. pre-booking of seat reservations and other ancillaries’ services such as meals (subject to the carrier having the facility to display);
     5. special assistance for exceptional circumstances, for example escorted Travellers, unaccompanied minors or an accompanied Traveller service requirement for visually impaired Travellers (offline only);
     6. the ability to exclude certain routes or airlines when requested by the Buyer;
     7. excess baggage;
     8. baggage booking for low cost carriers; and
     9. charity fares and rates where the Buyer meets the airlines charitable criteria.
  2. The Supplier shall ensure that all options for air travel offered are clearly displayed on the Online Booking Solution and/or explained to the Buyer via the Offline Booking Solution(s), prior to the booking. This shall include details of direct flights, or lower cost options with an overnight stay, or break in a journey and non-direct flight journey duration.
  3. The Supplier shall ensure that the options provided to the Booker, through the Online Booking Solution or Offline Booking Solution, provide a comparison of the lowest fares available from each carrier in a format that allows the Booker to make best value for money decisions.
  4. The Buyer recognises that on Multi-City Flights, there may be an opportunity to use ticketing techniques to reduce the overall price for the Buyer. The Supplier shall use its expertise to issue all Multi-City Flights in the most cost effective way (considering the aggregate of both fee and fare).
  5. The Supplier shall ensure that all CCS Public Sector Negotiated Programme air fares are loaded correctly and made available through the Online Booking Solution and Offline Booking Solution staff and that all fare options shall be presented, including as a minimum:
     1. Global Distribution System (GDS) or NDC (New Distribution Capability) fares for scheduled airlines and low cost carriers (where provided by the LCC);
     2. web fares for all carriers (to be accessed via an API link where available at no extra cost to the Buyer); and
     3. non-flexible and flexible fare options.
  6. The Supplier shall provide a flexible search facility for fares on the Online Booking Solution. Where readily available in the industry, the Online Booking Solution and/or process shall be able to exclude low cost carrier web fares which are either not flexible or flexible when requested by the Buyer.
  7. Where the carriers make this information available to the Supplier, the Supplier shall clearly display or communicate the number of available flight seats remaining for the specific flight being booked.
  8. For air bookings, the Supplier shall ensure that Bookers and/or Travellers receive an instantaneous system generated confirmation/e-ticket by email or phone app as agreed with the Buyer once a booking has been confirmed, including as a minimum:
     1. unique booking reference code;
     2. ticket type (i.e. Economy/Premium Economy/Business/First) and cost;
     3. Booker and Traveller name (as shown on passport);
     4. journey details, including date, time of travel, carrier, flight number, terminal number and seat number where applicable;
     5. terms and conditions associated with the ticket booked and any restrictions;
     6. information on how to make cancellations, exchanges and amendments;
     7. information on accessibility arrangements, such as provision of ramp access at stations, where relevant or restrictions;
     8. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours if different;
     9. the Supplier’s email address for contact during and out of Core Working Hours if different;
     10. check-in information (e.g. when check-in opens, recommended time to allow for check-in);
     11. baggage entitlement; and
     12. breakdown of costs (e.g. flight cost, taxes, cabin baggage, excess baggage).

**Rail Travel**

* 1. The Supplier shall present all available rail fares in price order (lowest to highest), including as a minimum:
     1. advance purchase (singles and returns);
     2. flexible (single and returns);
     3. other cost effective ticketing options. For example, offering two separate tickets for a single journey (i.e. where there is a break in the route) rather than purchasing one through ticket; and
     4. discounted fares for holders of any type of discounted rail cards.
  2. The Supplier shall provide the facility to book via the online booking tool Eurostar tickets and other non-UK rail tickets (where the technology exists) e.g. France, Germany, Italy and Spain.
  3. The Supplier shall provide the facility for the Buyer to set a default rail ticket fulfilment option and for the Booker to select an alternative ticket fulfilment before a booking has been confirmed, including as a minimum:
     1. self-print, phone application and/or bar codes, where available;
     2. Ticket On Departure (TOD) from a nominated train station (either from a ticket office or a machine);
     3. first or second class post;
     4. recorded or special delivery (signed-for delivery);
     5. courier delivery;
     6. in-house ticket printing facilities (where applicable); and
     7. E-Ticket and Smartcard or equivalent where support and/or technology exists.
  4. For rail bookings, the Supplier shall ensure that Bookers and/or Travellers receive a system-generated confirmation/e-ticket by email or phone app as agreed with the Buyer once a booking has been confirmed, including as a minimum:
     1. unique booking reference code;
     2. unique reference code to enable tickets to be printed and or collected prior to departure;
     3. ticket type (i.e. Advance/Off-Peak) and cost;
     4. Booker and Traveller name;
     5. journey details, including, but not limited to, date, time of departure and arrival, departure station, arrival station, rail service provider and seat number (if a seat has been reserved) for all segments of the journey;
     6. terms and conditions associated with the ticket booked and any restrictions;
     7. information on how to make cancellations, exchanges and amendments;
     8. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours if different; and
     9. the Supplier’s email address for contact during Core Working Hours and out of Core Working Hours if different.
  5. The Supplier shall provide the facility for the Booker to make rail seat reservations within the booking process whenever the seat reservations are available to be booked in advance.
  6. Where Travellers have specific accessibility requirements the Supplier shall ensure that this is clearly communicated to the rail service provider and any adaptations, such as ramp provision at stations or escorted access are confirmed in writing to the Booker and the Traveller as part of the confirmation. If the adaptations delivered are not suitable, or not provided at the time of travel, the Supplier shall offer alternate solutions. Such events shall be captured in the Complaints Procedure by the Supplier when they become aware and the Supplier shall take up with the rail service provider, updating the Buyer each quarter.
  7. The Supplier shall ensure that the search results displayed on the Online Booking Solution or communicated via the Offline Booking Solution provide a comparison of the lowest fares available for each rail service provider in a format that allows the Booker to make best value for money decisions.
  8. The Supplier shall provide the facility for the Buyer to make Transport for London and rail warrant bookings. In addition, the Supplier shall provide a facility to book a rail ticket that includes underground travel.
  9. The Supplier shall provide the facility for the Buyer to make cross border rail services (e.g. Eurostar) bookings detailing all available fares and class of travel through the online booking solution where the technology exists.
  10. The Supplier shall provide a facility for the provision of Oyster cards and/or rail smartcards and the facility to ‘top up’ Oyster cards by registering the card on the Supplier's website or through a link to the TfL Website to allow the ‘top up’ to be billed back to the Buyer. If requested by the Buyer, the Supplier shall allow smartcards UK rail fulfilment through the Online Booking Solution and Offline Booking Solution.
  11. At the time of booking, the Supplier shall provide details of any fees for delivery / collection of tickets. This information shall be clearly visible to allow the Booker to choose the cheapest option.
  12. Where the Buyer does not tailor its rail ticketing option the Online Booking Solution shall default to the lowest cost ticketing option, including free of charge options at the time of booking.
  13. The Supplier shall provide a split ticketing functionality when booking rail tickets online to book cheaper fares on the frequently travelled routes dictated by the Buyer. The split ticketing option shall be the default booking option where a saving can be made over standard or advanced tickets. The split ticketing routes will be agreed during implementation and updated if necessary following regular business reviews.

**Accommodation**

* 1. The Supplier shall ensure that the Online Booking Solution and Offline Booking Solution(s) for accommodation bookings shall clearly display and communicate (if offline) full and complete details of the services listed below:
     1. accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
     2. rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);
     3. accommodation facilities (e.g. gym, parking, restaurant);
     4. accommodation location (e.g. distance from local transport / nearest station);
     5. disability access and any access restrictions;
     6. accommodation cancellation policy terms and conditions of the booking; and
     7. electric vehicle charging points and other environmentally sustainable options provided by the venue.
  2. The Supplier shall ensure that accommodation providers make the booked accommodation available to Travellers and/or delegates who may be arriving late in the evening or at night, and shall not reallocate the booked accommodation to any other customer. The Supplier shall ensure that confirmations in writing clearly make this point to the accommodation provider. If Travellers and/or delegates are ‘booked out’ and made to stay at other accommodation providers, this event is to be captured in the Complaints process by the Supplier when they become aware. The Supplier shall ensure alternative accommodation is arranged immediately by the accommodation provider and that no additional cost is passed onto the Booker or Buyer.
  3. The Supplier shall provide the Booker(s)/Traveller(s) with the ability to detail where applicable special requirements (e.g. allergies/dietary needs) on the booking tool to enable ease of travel.
  4. The Supplier must have the facility to exclude certain accommodation providers, as defined by the Buyer, to ensure they are not visible to the online Booker, nor made available to book by the booking agent if offline. This shall be requested on an ad-hoc basis and must be dealt with immediately at no extra cost.
  5. Within the Offline Booking Solution, the Buyer may need to make a request for information about the hotel e.g. if there are height restrictions in hotel car parks, quiet areas in car parks for dogs to sleep in vans and 24 hour check-in. The Supplier will promptly confirm all such information.
  6. For accommodation bookings, the Supplier shall ensure that Bookers and/or Travellers receive an instantaneous confirmation by email, fax or phone app as agreed with the Buyer, once a booking has been confirmed, including as a minimum:
     1. unique booking reference code;
     2. Booker email address;
     3. Traveller name;
     4. accommodation name and address including postcode;
     5. map view;
     6. date and duration of stay;
     7. breakdown of costs (e.g. room rate, taxes);
     8. amenities included / not included in the room rate (e.g. Wi-Fi, breakfast);
     9. payment method, for example payment on departure, bill back and or payment card;
     10. cancellation and amendments terms and conditions including the latest cancellation date and time to avoid all charges;
     11. information on how to make cancellations and amendments; and
     12. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours telephone number (if different).
  7. For non-Global Distribution System (GDS) accommodation bookings the Supplier shall provide a process to reduce the number of instances of Travellers arriving at the accommodation and being informed that the bill back is not adequately set up. This may include but not limited to providing a faxed or emailed confirmation to the Traveller to be presented to the accommodation provider on arrival.
  8. The Supplier shall ensure that there is an offline facility to service the Buyer requirements for group bookings.
  9. The Supplier shall have specialist points of contact for group bookings. If there is a need to transfer a call between non-group and group specialists, this must take place without the Booker being asked to re-dial.
  10. The Supplier shall provide a facility as part of the Offline Booking Solution to contact Third Party Providers to fulfil specific requirements for example, staff travelling with working dogs.
  11. The Supplier shall provide a facility to service the Buyer’s requirements for “long stay” bookings and accommodation for ‘exclusive use’. A “long stay booking” is a booking for Travellers and/or delegates staying more than nine (9) consecutive nights in the same accommodation.

**Ferry (including Eurotunnel)**

* 1. The Supplier shall provide the facility for the Buyer to book all ferry ticket types for domestic and international scheduled services online and offline.
  2. The Supplier shall provide an Online Booking Solution and Offline Booking Solution service to book passenger vehicles on the Eurotunnel Le Shuttle.

**Vehicle Hire & Taxi**

* 1. The Supplier shall provide a service for the Buyer to make vehicle hire bookings using either the Online Booking Solution and/or Offline Booking Solution.
  2. Where requested by the Buyer, the Supplier shall place any vehicle hire booking requirements under the Call-Off Contract with the Buyer's nominated vehicle hire services framework provider (as notified to the Supplier), and shall liaise with any such provider to provide an efficient, value for money service to the Buyer.
  3. The Supplier shall provide a service where possible for the Buyer to make minicab car / taxi bookings for a single Traveller or multiple Travellers and/or delegates using either the Online Booking Solution and/or Offline Booking Solution. The Supplier shall notify the Booker where there are taxi-sharing opportunities at the time of booking to assist with best value for money decisions. The process will be in accordance with the Buyer’s requirements and agreed with the Buyer during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing).

## **LOT 1: BOOKING SOLUTIONS UK POINTS OF SALE - LOW TOUCH**

* 1. The customer demographic for this Lot is to address the following requirements:
     1. Buyer(s) with low to no additional requirements and high online adoption (above 90%), mostly domestic travel.
     2. The booking solutions to be delivered within this Lot are:
        + accommodation;
        + air travel;
        + ferry travel;
        + Eurotunnel;
        + ground transportation (including but not limited to car hire, coach with driver, taxis);
        + rail booking (UK, Europe and International); and
        + supporting ancillary services (including but not limited to duty of care, risk alerts, mobile trip booking, Traveller tracking platform and parking).
     3. **Optional Services**: travel ancillary services.

**Booking Solutions**

* 1. The Online Booking Solution shall have the capability to distinguish the CCS Public Sector Negotiated Programme fares/rates from any other public or private fare/rates displayed and ensure all CCS Public Sector Negotiated Programme fares/rates are loaded correctly. The Supplier shall perform two fare/rate audits per year to ensure the CCS Public Sector Negotiated Programme fares/rates are correctly loaded in all Online Booking Solutions and offline equivalent systems.
  2. The Supplier shall provide a real-time Offline Booking Solution to Bookers and Travellers that will deal in real-time with all enquiries from Bookers and Travellers including, but not limited to, making new international and domestic bookings, technical issues with the Online Booking Solution, amendments/cancellations to bookings, refunds and exchanges to tickets. The real-time Offline Booking Solution shall be available during UK Core Working Hours. Calls to the Offline Booking Solution shall cost no more than the UK standard call charge. Outside Core Working Hours, the Supplier shall provide a telephone helpline service that shall be accessible from landlines and mobile telephones and overseas. Through the out of Core Working Hours Service the Supplier will need to provide the following support:
     1. making emergency offline bookings;
     2. facilitating cancellations and changes to bookings;
     3. assisting to repatriate Travellers in the event of a security incident or natural disaster; and
     4. rebooking Travellers whose travel has been cancelled by the travel supplier etc.
  3. If requested by the Buyer, the Supplier shall provide an Executive Service. Requirements to be set out or referred to in the Order Form and Call-Off Schedule 5 (Pricing Details) if applicable.

**Call-Off Schedule 20 Specification**

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**Annex 1: Supplementary definitions**

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| **“Application Programming Interface (API)”** | a collection of prewritten packages, classes, and interfaces with their respective methods, fields and constructors; |
| **“Authorising Officers”** | the Buyer’s authorised representatives who are permitted to approve out of policy bookings, as confirmed by the Buyer to the Supplier in writing from time to time; |
| **“Booker”** | has the meaning set out in Joint Schedule 1 (Definitions); |
| **“CCS Preferred Venue Terms and Conditions”** | the document detailing the preferred terms and conditions of CCS for when booking a meeting venue. It contains things like cancellation and payment terms; |
| **“CCS Public Sector Negotiated Programme” or “Public Sector Programme”** | the current range of Commissionable Inventory and Non-Commissionable Inventory negotiated by CCS and made available to central government, wider public sector and third sector through current and future commercial arrangements with suppliers of travel services and/or venue find services that have entered into an agreement with CCS; |
| **“Commissionable Inventory”** | the Inventory which earns Commissions; |
| **“Commissionable”** | capable of earning Commissions; |
| **“Commissions”** | all monies, gifts, rewards, other income or benefits earned from Third Party Providers on Public Sector and third sector spend through RM6217 that is given or made available to the Supplier; this includes, but is not limited to, monies paid per-booking, gifts, rewards, overrides, growth incentives, financial and non-financial sales & marketing incentives/funds, GDS payments, merchant rebates, other rebates and any other type of revenue or benefit; |
| **“Complaint”** | any written complaint in relation to the Supplier’s performance of the Services, which shall be handled in accordance with the Complaints Procedure; |
| **“Complaints Procedure”** | the procedure for processing Complaints as set out in this Schedule and the Call-Off Contract; |
| **“Core Working Hours”** | the standard core working hours in each country are between 08.00 and 18:00 (local time); |
| **“Data Set”** | a collection of information on the Buyer’s travel requirements that is composed of separate elements; |
| **“Environmental Management System” or (“EMS”)** | the management of an organisation’s environmental programs in a comprehensive, systematic, planned and documented manner. It includes the organisational structure, planning and resources for developing, implementing and maintaining policy for environmental protection; |
| **“Executive Services”** | means the Services set out in paragraphs 6.26 to 6.29 (inclusive) of this Schedule; |
| **“Global Distribution System (GDS)”** | a network operated by a company that enables automated transactions between travel service providers (mainly airlines, hotels and car rental companies) and travel agencies in order to provide travel-related service e.g. booking airline tickets and hotel accommodation. Airlines, hotel chains, etc. use these systems to distribute their products: seat/room availability and prices, etc.; |
| **“Go Live”** | the date from which the Supplier shall ensure that all discounted Commissionable Inventory and Non-Commissionable Inventory rates are available to book by the Buyer and which date shall be specified in either:   1. (where applicable) the Implementation Plan; or 2. the Order Form; |
| **“Group Booking”** | a booking made for nine (9) or more Travellers and/or delegates; |
| **“Implant”** | an employee of the Supplier based at the Buyer Premises; |
| **“Implementation Period”** | (where applicable) has the meaning given in Call-Off Schedule 13 (Implementation Plan and Testing); |
| **“Inventory”** | the complete list of fares and/or rates on the open market (regardless of whether Commissionable or not), including all CCS Public Sector Negotiated Programme rates and fares; |
| **“LCC”** | low cost carrier e.g. Easyjet, Ryanair; |
| **“Level 3 Data”** | level 3 processing requires the capture of specific line item data in credit card transactions. These additional data fields include merchant name and address, invoice number and tax amount, plus line item details such as item description, quantity and unit of measure, freight amount, and commodity and product codes; |
| **“Multi Modal Booking”** | a booking for a journey combining two or more modes of travel e.g. air + rail or rail + ferry; |
| **“Multi-City Flight”** | an itinerary that doesn’t follow a typical there-and-back pattern, but instead goes from Point A to Point B and on to Point C (and possibly Point D, etc.). A multi-city itinerary can be used to create a layover, visit several cities in one trip, or fly back to a different airport than where you started. The flights do not need to be with the same airline; |
| **“New Distribution Capability” (“NDC”)** | the travel industry-supported program (NDC Program) launched by IATA for the development and market adoption of a new, XML-based data transmission standard (NDC Standard). The NDC Standard enhances the capability of communications between airlines and travel agents; |
| **“Non-Commissionable Inventory”** | the Inventory which does not earn Commissions; |
| **“Non-Commissionable”** | not capable of earning Commissions; |
| **“Offline Booking Solution”** | has the meaning set out in Joint Schedule 1 (Definitions); |
| **“Online Booking Solution”** | has the meaning set out in Joint Schedule 1 (Definitions); |
| **“Online Booking System”** | the Supplier’s information and communications technology system (including any hardware, software, programs and databases, whether belonging to the Supplier or a third party, that are required to enable Bookers and Travellers to make bookings in accordance with this Contract) used for the provision of the Online Booking Solution; |
| **“Price Match”** | a mechanism where the Supplier shall be given the opportunity to match the cheaper fare/rate via secure channels using secure/approved payment means in UK Sterling only, within realistic timelines. If the Supplier cannot match the price, then the Supplier shall refund the difference in fare or rate to the Buyer. For the purposes of Price Match:  a) the airfare or rail ticket needs to be ‘like for like’ (exact origin, destination and routing) in the same class, at the exact same times and dates of travel and with the same ticketing restrictions and penalties, and include any ancillary fees and taxes; and  b) the accommodation, booking terms and conditions must be the same; including, but not limited to, cancellation policy, payment terms, room type, meal plan, VAT or local taxes, credit card fees; |
| **“Protected Characteristics”** | age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation; |
| **“Quality Management System” (QMS)** | a collection of business processes focused on achieving quality policy and quality objectives to meet the Buyer’s requirements. It is expressed as the organisational structure, policies, procedures, processes and resources needed to implement quality management; |
| **“Reason for Travel Codes” (RFT)** | a code to capture Travellers’ business reasons for travel or nature of the business benefit derived or expected to be derived as a result of travel; |
| **“Reasons”** | a cause, explanation, or justification for selecting a specific journey and/or accommodation; |
| **“Security Requirements”** | means the security requirements set out or referred to in:   1. this Schedule (as applicable to the relevant Lot in question); 2. Framework Schedule 9 (Cyber Essentials Scheme); 3. Call-Off Schedule 9A (Security) or Call-Off Schedule 9B (MOD Security) (as applicable); and 4. any Security Management Plan; |
| **“Shared Facilities Register”** | a list of meeting spaces across the Government estate which can be used without charge. The register is owned and managed by the Government Property Unit (GPU) within the Cabinet Office and provides the host departments’ contact details of the local administrator that will book the rooms subject to availability; |
| **“Super User”** | has the meaning set out in Joint Schedule 1 (Definitions); |
| **“Third Party Provider”** | the end provider of the travel and/or venue services that has a direct contract with the Buyer (for example: a Train Operating Company (TOC), a hotel, an airline); |
| **“Ticket on Departure” “(TOD)”** | collection of tickets at the train station; |
| **“TOC”** | is an acronym for Train Operating Company; a business operating passenger train services; |
| **“Travel/Expenses/ Meeting Policy”** | the Buyer’s policy, which clarifies its position on business travel, expenses and meetings and defines the procedures to be followed by employees, agents or representatives of the Buyer for authorised business travel and tells them what they can and can't spend on travel, expenses and meetings; |
| **“Traveller”** | has the meaning set out in Joint Schedule 1 (Definitions); and |
| **“Unit Identification Number” or “UIN”** | a common ‘data item’ to identify units, sub-units, organisations or groupings of organisations within the Buyer organisation. |

**Annex 2: Local Amendments**

[***Guidance note****: See paragraphs 6.8 to 6.13 of the main body of this Schedule for the scope of Local Amendments. This Annex 2 is to be completed by the Supplier for the Buyer’s approval if the Supplier is required to perform the Services in a country that has mandatory law requirements that cannot be contracted out of and that are either:*

*(a) not covered in the Call-Off Contract, but must as a matter of law be included; or*

*(b) contrary to the Call-Off Contract terms, which requires an amendment to the Call-Off Contract terms in that country only to make the terms lawful.*

*Where required, this Annex 2 should be completed on a per country basis.*

*Buyer to obtain its own legal advice as to in-country legal requirements and any proposed amendments.]*

**Call-Off Contract Reference Number: CCCC21B23**

1. **Parties**

This Annex 2 is made between:

(1) **The Home Office** (the “**Buyer**”); and

(2) [*INSERT SUPPLIER’S DETAILS*] (the “**Supplier**”).

1. **Scope**

This Annex 2 shall:

* 1. only applies in respect of Deliverables supplied by the Supplier in [***insert country***]; and
  2. be completed strictly in accordance with Paragraphs ‎6.8 to 6.13 of Call-Off Schedule 20 (Call-Off Specification) of the Call-Off Contract.

1. **Local Amendments**

The Parties have agreed that, in accordance with the provisions of Paragraphs ‎6.8 to 6.13 of Call-Off Schedule 20 (Call-Off Specification) of the Call-Off Contract, the following amendments will be made to the Call-Off Contract:

[Supplier to complete with mandatory legal requirements only:

* 1. [***Insert local law amendments***;]
  2. [***Insert local law amendments***;]
  3. [***Insert consequential amendments, e.g. changes to the scope and/or cost of supplying the Deliverables***].

1. **Execution**

Signed by the duly authorised representatives of the Parties:

|  |  |
| --- | --- |
| For and on behalf of the Supplier:  Signed:  Print Name:  Date: | For and on behalf of the Buyer:  Signed:  Print Name:  Date: |