

Framework Schedule 6A (Order Form Template and Call-Off Schedules – Direct Award)

Order Form

CALL-OFF REFERENCE: con_3423

THE BUYER: Department for Business, Energy and Industrial Strategy

BUYER ADDRESS 1 Victoria Street, SW1H 0ET

THE SUPPLIER: Corporate Travel Management

SUPPLIER ADDRESS: Senator House, 85 Queen Victoria Street, London, England, EC4V 4AB

REGISTRATION NUMBER: 02229894

CALL-OFF START DATE: 21st February 2023

CALL-OFF EXPIRY DATE: 21st February 2024

CALL-OFF INITIAL PERIOD: 12 months

CALL-OFF OPTIONAL EXTENSION PERIOD: The contract can be extended for up to three optional extension periods of 12 months each

GO LIVE DATE: 21 February 2023

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Deliverables and dated 09.02.2023.

This Order Form is issued under the Framework Contract with the reference number RM6217 for the provision of Travel and Venue Solutions.

CALL-OFF LOT(S) AND APPLICABLE SCHEDULE 20 (CALL-OFF SPECIFICATION) TERMS:

Column 1			Column 2
LOT AND DESCRIPTION	NUMBER	Tick as applicabl e	SCHEDULE 20 (CALL-OFF SPECIFICATION) APPLICABLE PARAGRAPHS

Lot 1: Booking Solutions UK Points of Sale – Low Touch	<input type="checkbox"/>	Paragraph 3 (Mandatory Service Requirements All Lots) Paragraph 4 (Mandatory Service Requirements: Lots 1-3) Paragraph 5 (Lot 1: Booking Solutions UK Points of Sale – Low Touch)
Lot 2: Booking Solutions UK & Overseas Points of Sale – High Touch	X	Paragraph 3 (Mandatory Service Requirements All Lots) Paragraph 4 (Mandatory Service Requirements: Lots 1-3) Paragraph 6 (Lot 2: Booking Solutions UK & Overseas Points of Sale – High Touch)
Lot 3: Booking Solutions Specialist Needs	<input type="checkbox"/>	Paragraph 3 (Mandatory Service Requirements All Lots) Paragraph 4 (Mandatory Service Requirements: Lots 1-3) Paragraph 7 (Lot 3: Booking Solutions Specialist Needs)
Lot 4: Booking Solutions Venues & Events	<input type="checkbox"/>	Paragraph 3 (Mandatory Service Requirements All Lots) Paragraph 8 (Lot 4: Booking Solutions Venues & Events)

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

The Buyer must comply with its obligations set out in Schedule 20 (Call-Off Specification).

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into the Call-Off Contract. Where Schedule numbers are missing, this is intentional as they do not apply to the Call-Off Contract. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms.
2. Joint Schedule 1 (Definitions and Interpretation) RM6217.
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
 - Joint Schedules for RM6217:
 - Joint Schedule 1 (Definitions)
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
 - Joint Schedule 12 (Supply Chain Visibility)
 - Call-Off Schedules for RM6217:
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 3 (Continuous Improvement)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 7 (Key Supplier Staff)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9A (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 12 (Clustering)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 14 (Service Levels)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 16 (Benchmarking)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)
5. The Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6217

If the Buyer is the Ministry of Defence (MOD) then Call-Off Schedule 9B (MOD Security) and Call-Off Schedule 17 (MOD Additional and Data Processing Terms) shall be deemed to be incorporated into this Order Form. The Parties agree that if Call-Off Schedule 9B (MOD Security) is incorporated into this Order Form, then Call-Off Schedule 9A (Security) shall not apply to the Call-Off Contract.

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

CALL-OFF SPECIAL TERMS

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

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

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

- (a) make changes to the Order Form Template;*
- (b) create new Call-Off Schedules;*
- (c) exclude optional template Call-Off Schedules; and/or*
- (d) use Special Terms in the Order Form to add or change terms.”*

Clause 3.1.2 does not apply to the Call-Off Contract;

Clause 3.2 does not apply to the Call-Off Contract;

Clause 4.3(a) shall be deleted and replaced with the following wording:

“exclude VAT (and any other similar or equivalent taxes, duties, fees and levies imposed from time to time by any government or other authority), which is payable in addition to the Charges and the Management Charge in the manner and at the rate prescribed by applicable law, in the jurisdiction in which the relevant supply takes place, from time to time, subject to the provision of a valid VAT invoice (or its local equivalent) as prescribed by local law or practice”

Clause 7.5 shall be amended by the inclusion of the following wording at the end of Clause 7.5: *“including arising out of or in connection with the termination of their employment and/or the exercise of the Buyer’s right under Clause 7.2”*;

Clause 10.6.3(b) shall be amended so that the words *“in the Contract Year in which termination occurs”* will be added before the words *“if the Contract”* in the second sub-clause of Clause 10.6.3(b);

Clause 10.6.5 shall be amended so that the cross-reference *“3.2.10”* is deleted;

Clause 14.4 shall be amended by the inclusion of the words *“(including, but not limited to, the Supplier System)”* after the words *“Supplier system”*;

Clause 14.8(c), shall be deleted and replaced with the following wording: *“must securely (i) destroy all Storage Media that has held Government Data at the end of life of that media, or (ii) erase all Government Data from all Storage Media prior to any sale, gift or other transfer of that media, in each case using Good Industry Practice”*;

A new Clause 15.8 shall be added at the end of Clause 15 as follows:

“15.8 Nothing in this Clause 15 shall prevent a Recipient Party from using any techniques, ideas or Know-How which the Recipient Party has gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party’s Confidential Information or an infringement of its Intellectual Property Rights.”.

CALL-OFF DELIVERABLES

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

Overseas Points of Sale

Not Applicable.

MAXIMUM LIABILITY



CALL-OFF CHARGES

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

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices)

CALL-OFF CONTRACT ANTICIPATED POTENTIAL VALUE

The total anticipated potential value of the Call-Off Contract including extensions is in the following potential range: £15,000,000 - £20,000,000.

Notwithstanding anything to the contrary contained in the Call-Off Contract, the total anticipated potential value set out above does not create a commitment of any kind from the Buyer in relation (or bind the Buyer in any way) to any minimum committed spend, volume or otherwise and such anticipated potential value will not be taken into account when calculating any reasonable committed and unavoidable Losses under Clause 10.6.3(b) of the Core Terms.

REIMBURSABLE EXPENSES

None.

PAYMENT METHOD

BACS within 30 days of invoice.

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

The Supplier must facilitate a change of payment method during the term of any Call-Off Contract.

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

BUYER'S INVOICE ADDRESS:

[REDACTED]

BUYER AUTHORISED REPRESENTATIVE

[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

BEIS Environmental Policy (2021), available online at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1030915/beis-environmental-policy.pdf

BUYER'S SECURITY POLICY

Security Policy Framework Version 1.1 May 2018 available online at:

<https://www.gov.uk/government/publications/security-policy-framework>

SUPPLIER AUTHORISED REPRESENTATIVE

[REDACTED]

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

PROGRESS REPORT FREQUENCY

[REDACTED]

PROGRESS MEETING FREQUENCY

[REDACTED]

QUALITY PLANS

[REDACTED]

KEY STAFF

[REDACTED]

KEY SUBCONTRACTOR(S)

None.

COMMERCIALLY SENSITIVE INFORMATION

[REDACTED]

SERVICE CREDITS

ADDITIONAL INSURANCES

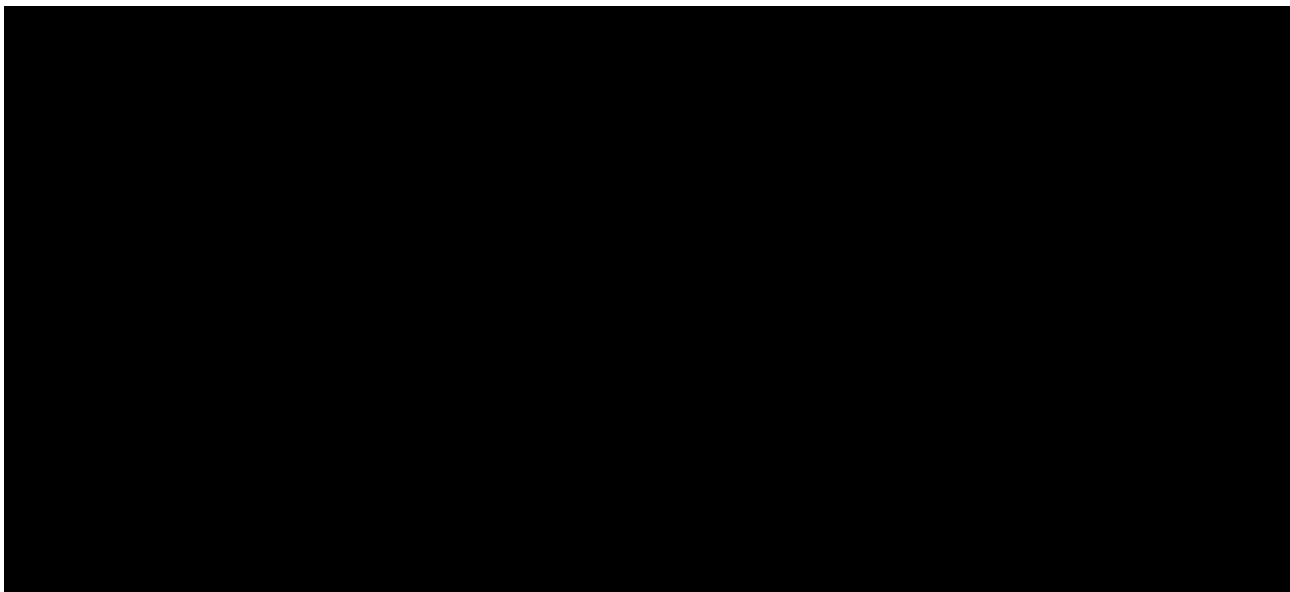
Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 3 (Continuous Improvement) and/or Call-Off Schedule 4 (Call-Off Tender).



Call-Off Schedule 1 (Transparency Reports)

- 1.1 The Supplier recognises that the Buyer is subject to PPN 01/17 (Updates to transparency principles v1.1 (<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>)). The Supplier shall comply with the provisions of this Schedule in order to assist the Buyer with its compliance with its obligations under that PPN.
- 1.2 Without prejudice to the Supplier's reporting requirements set out in the Framework Contract, within three (3) Months of the Start Date the Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.
- 1.3 If the Buyer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for further Approval within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Buyer. If the Parties fail to agree on a draft Transparency Report the Buyer shall determine what should be included. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute.
- 1.4 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Buyer at the frequency referred to in the Annex of this Schedule.

Call-Off Schedule 1 (Transparency Reports)

Call-Off Ref:

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Annex: List of Transparency Reports

Title	Content	Format	Frequency
Performance	<p>Accurate Management Information (MI) on Supplier Service Level Performance, including delivery of Social Value Priorities.</p> <p>This shall exclude information where the publication of information:</p> <ul style="list-style-type: none">• would impede law enforcement or would otherwise be contrary to the public interest;• would prejudice the legitimate Commercial interests of the Supplier; or• might prejudice fair competition between the Supplier and other suppliers in the market for future opportunities.	<p>As agreed with the Supplier.</p> <p>Additionally, the Supplier shall respond to requests for the provision of information in response to the Buyer's disclosure obligations under Government Transparency Standards, the Freedom of Information Act, Environmental Information Regulations and Parliamentary Questions.</p>	<p>Monthly MI information.</p> <p>Additional information per Buyer's request.</p>
Call-Off Contract Charges	<p>Call-Off contract charges.</p> <p>This shall exclude information where the publication of</p>	<p>The Supplier shall respond to requests for the provision of</p>	<p>Per Buyer's request.</p>

Call-Off Schedule 1 (Transparency Reports)

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	<p>information:</p> <ul style="list-style-type: none">• would impede law enforcement or would otherwise be contrary to the public interest;• would prejudice the legitimate Commercial interests of the Supplier; or• might prejudice fair competition between the Supplier and other suppliers in the market for future opportunities.	<p>information in response to the Buyer's disclosure obligations under Government Transparency Standards, the Freedom of Information Act, Environmental Information Regulations and Parliamentary Questions.</p>	
<p>Key Subcontractors</p>	<p>Accurate MI on any Subcontractors who deliver services for the Supplier to the Buyer.</p> <p>This shall exclude information where the publication of information:</p> <ul style="list-style-type: none">• would impede law enforcement or would otherwise be contrary to the public interest;• would prejudice the legitimate Commercial interests of the Supplier; or• might prejudice fair competition between the Supplier and other suppliers in the market for future opportunities.	<p>The Supplier shall respond to requests for the provision of information in response to the Buyer's disclosure obligations under Government Transparency Standards, the Freedom of Information Act, Environmental Information Regulations and Parliamentary Questions.</p>	<p>Per Buyer's request.</p>

Call-Off Schedule 1 (Transparency Reports)

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Technical	<p>Shall include, but not be limited to: performance measurement and statistical reporting, self-service reporting and ad-hoc reports.</p> <p>This shall exclude information where the publication of information:</p> <ul style="list-style-type: none">• would impede law enforcement or would otherwise be contrary to the public interest;• would prejudice the legitimate Commercial interests of the Supplier; or• might prejudice fair competition between the Supplier and other suppliers in the market for future opportunities.	<p>The Supplier shall respond to requests for the provision of information in response to the Buyer's disclosure obligations under Government Transparency Standards, the Freedom of Information Act, Environmental Information Regulations and Parliamentary Questions.</p>	<p>Per Buyer's request.</p>
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Call-Off Schedule 1 (Transparency Reports)

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Framework Ref: RM6217

Project Version: v1.0

Model Version: v3.0

Call-Off Schedule 3 (Continuous Improvement)

1. Definitions

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

"Continuous Improvement Plan" the meaning set out in Paragraph 3.3 below; and

"Social Value" means:

- a) social value as described in the Public Services (Social Value) Act 2012 as amended from time to time; and
- b) environmental, social and economic benefits associated with, relevant and proportionate to, the subject matter of the Contract and accruing to the area in which the Buyer is operating.

2. Buyer's Rights

- 2.1 The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), the Buyer may give CCS the right to enforce the Buyer's rights under this Schedule.

3. Supplier's Obligations

- 3.1 The Supplier must, throughout the Contract Period, identify new or potential improvements to the provision of the Deliverables (including improvements to the Social Value it delivers) with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables and their supply to the Buyer.
- 3.2 The Supplier must adopt a policy of continuous improvement in relation to the Deliverables (including improvements to the Social Value it delivers), which must include regular reviews with the Buyer of the Deliverables and the way it provides them, with a view to reducing the Buyer's costs (including the Charges) and/or improving the quality and efficiency of the Deliverables. The Supplier and the Buyer must provide each other with any information relevant to meeting this objective.
- 3.3 In addition to Paragraph 3.1, the Supplier shall produce at the start of each Contract Year a plan for improving the provision of Deliverables and/or reducing the Charges (without adversely affecting the performance of this Contract) during that Contract Year ("**Continuous Improvement Plan**") for the Buyer's Approval. The Continuous Improvement Plan must include, as a minimum, proposals:
- 3.3.1 identifying the emergence of relevant new and evolving technologies;

Call-Off Schedule 3 (Continuous Improvement)

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- 3.3.2 changes in business processes of the Supplier or the Buyer and ways of working that would provide cost savings and/or enhanced benefits to the Buyer (such as methods of interaction, supply chain efficiencies, reduction in energy consumption and methods of sale);
 - 3.3.3 identifying and implementing efficiencies in the Supplier's internal processes and administration that may lead to cost savings and reductions in the Charges;
 - 3.3.4 identifying and implementing efficiencies in the way the Buyer interacts with the Supplier that may lead to cost savings and reductions in the Charges;
 - 3.3.5 baselining the quality of the Services and its cost structure and demonstrating the efficacy of its Continuous Improvement Plan on each element during the Contract Period;
 - 3.3.6 identifying and implementing processes that may lead to quantifiable Social Value benefits to the Buyer;
 - 3.3.7 new or potential improvements to the provision of the Deliverables including the quality, responsiveness, procedures, benchmarking methods, likely performance mechanisms and customer support services in relation to the Deliverables; and
 - 3.3.8 measuring and reducing the sustainability impacts of the Supplier's operations and supply-chains relating to the Deliverables, and identifying opportunities to assist the Buyer in meeting their sustainability objectives.
- 3.4 The initial Continuous Improvement Plan for the first (1st) Contract Year shall be submitted by the Supplier to the Buyer for Approval within one hundred (100) Working Days of the first Order or six (6) Months following the Start Date, whichever is earlier.
- 3.5 The Buyer shall notify the Supplier of its Approval or rejection of the proposed Continuous Improvement Plan or any updates to it within twenty (20) Working Days of receipt. If it is rejected then the Supplier shall, within ten (10) Working Days of receipt of notice of rejection, submit a revised Continuous Improvement Plan reflecting the changes required. Once Approved, it becomes the Continuous Improvement Plan for the purposes of this Contract.
- 3.6 The Supplier must provide sufficient information with each suggested improvement to enable a decision on whether to implement it. The Supplier shall provide any further information as requested.
- 3.7 If the Buyer wishes to incorporate any improvement into this Contract, it must request a Variation in accordance with the Variation Procedure and the Supplier must implement such Variation at no additional cost to the Buyer or CCS.
- 3.8 Once the first Continuous Improvement Plan has been Approved in accordance with Paragraph 3.5:
- 3.8.1 the Supplier shall use all reasonable endeavours to implement any agreed deliverables in accordance with the Continuous Improvement Plan; and

Call-Off Schedule 3 (Continuous Improvement)

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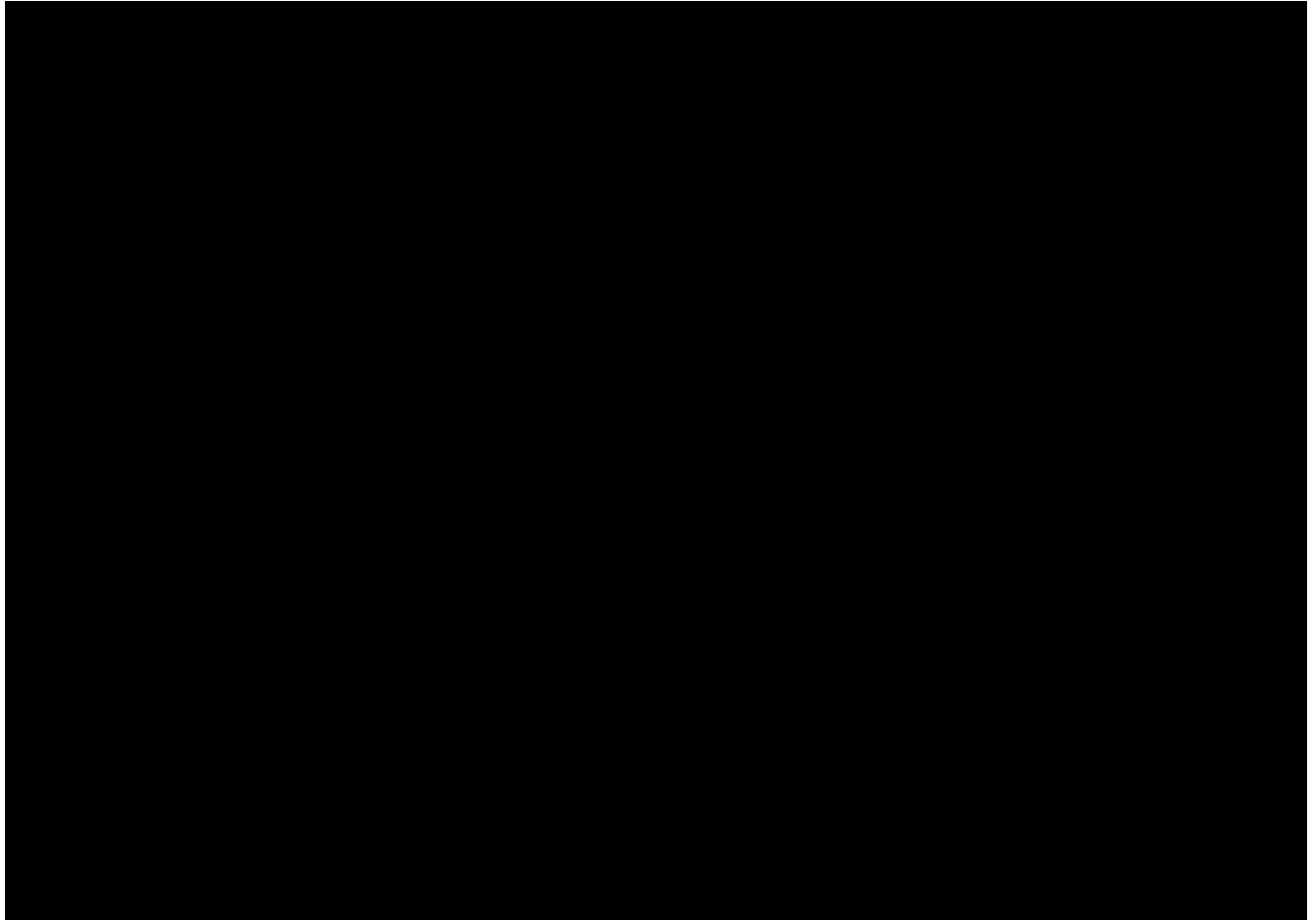
- 3.8.2 the Parties agree to meet as soon as reasonably possible following the start of each quarter (or as otherwise agreed between the Parties) to review the Supplier's progress against the Continuous Improvement Plan.
- 3.9 The Supplier shall update the Continuous Improvement Plan as and when required but at least once every Contract Year (after the first (1st) Contract Year) in accordance with the procedure and timescales set out in Paragraph 3.3.
- 3.10 All costs relating to the compilation or updating of the Continuous Improvement Plan and the costs arising from any improvement made pursuant to it and the costs of implementing any improvement, shall have no effect on and are included in the Charges.
- 3.11 Should the Supplier's costs in providing the Deliverables to the Buyer be reduced as a result of any changes implemented, all of the cost savings shall be passed on to the Buyer by way of a consequential and immediate reduction in the Charges for the Deliverables.
- 3.12 At any time during the Contract Period of the Call-Off Contract, the Supplier may make a proposal for gainshare. If the Buyer deems gainshare to be applicable then the Supplier shall update the Continuous Improvement Plan so as to include details of the way in which the proposal shall be implemented in accordance with an agreed gainshare ratio.

Call-Off Schedule 5 (Pricing Details)

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Call-Off Schedule 5 (Pricing Details)



Call-Off Schedule 7 (Key Supplier Staff)

- 1.1 The Order Form lists the key roles (“**Key Roles**”) and names of the persons who the Supplier shall appoint to fill those Key Roles at the Start Date.
- 1.2 The Supplier shall ensure that the Key Staff fulfil the Key Roles at all times during the Contract Period.
- 1.3 The Buyer may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Staff.
- 1.4 The Supplier shall not and shall procure that any Subcontractor shall not remove or replace any Key Staff unless:
 - 1.4.1 requested to do so by the Buyer or the Buyer Approves such removal or replacement (not to be unreasonably withheld or delayed);
 - 1.4.2 the person concerned resigns, retires or dies or is on maternity or long-term sick leave; or
 - 1.4.3 the person’s employment or contractual arrangement with the Supplier or Subcontractor is terminated for material breach of contract by the employee.
- 1.5 The Supplier shall:
 - 1.5.1 notify the Buyer promptly of the absence of any Key Staff (other than for short-term sickness or holidays of two (2) weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
 - 1.5.2 ensure that any Key Role is not vacant for any longer than ten (10) Working Days;
 - 1.5.3 give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Staff and, except in the cases of death, unexpected ill health or a material breach of the Key Staff’s employment contract, this will mean at least three (3) Months’ notice;
 - 1.5.4 ensure that all arrangements for planned changes in Key Staff provide adequate periods during which incoming and outgoing staff work together to transfer responsibilities and ensure that such change does not have an adverse impact on the provision of the Deliverables; and
 - 1.5.5 ensure that any replacement for a Key Role has a level of qualifications and experience appropriate to the relevant Key Role and is fully

competent to carry out the tasks assigned to the Key Staff whom he or she has replaced.

- 1.6 The Buyer may require the Supplier to remove or procure that any Subcontractor shall remove any Key Staff that the Buyer considers in any respect unsatisfactory. The Buyer shall not be liable for the cost of replacing any Key Staff.

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

1. Definitions

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

"BCDR Plan"	has the meaning given to it in Paragraph 2.2 of this Schedule;
"Business Continuity Plan"	has the meaning given to it in Paragraph 2.3.2 of this Schedule;
"Disaster"	the occurrence of one or more events which, either separately or cumulatively, mean that the Deliverables, or a material part thereof will be unavailable (or could reasonably be anticipated to be unavailable);
"Disaster Recovery Deliverables"	the Deliverables embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster;
"Disaster Recovery Plan"	has the meaning given to it in Paragraph 2.3.3 of this Schedule;
"Disaster Recovery System"	the system embodied in the processes and procedures for restoring the provision of Deliverables following the occurrence of a Disaster;
"Incident"	a significant incident or major disruption which may have an impact on the Buyer's Travellers;
"Related Supplier"	any person who provides Deliverables to the Buyer which are related to the Deliverables from time to time;
"Review Report"	has the meaning given to it in Paragraph 6.3 of this Schedule; and
"Supplier's Proposals"	has the meaning given to it in Paragraph 6.3 of this Schedule;

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

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2. BCDR Plan

- 2.1 The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
- 2.2 At least ninety (90) Working Days prior to the Start Date the Supplier shall prepare and deliver to the Buyer for the Buyer's written approval a plan (a "**BCDR Plan**"), which shall detail the processes and arrangements that the Supplier shall follow to:
 - 2.2.1 ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Deliverables;
 - 2.2.2 the recovery of the Deliverables in the event of a Disaster; and
 - 2.2.3 ensure support for Travellers in the event of an Incident.
- 2.3 The BCDR Plan shall be divided into three sections:
 - 2.3.1 Section 1 which shall set out general principles applicable to the BCDR Plan;
 - 2.3.2 Section 2 which shall relate to business continuity (the "**Business Continuity Plan**"); and
 - 2.3.3 Section 3 which shall relate to disaster recovery and Incident management (the "**Disaster Recovery Plan**").
- 2.4 Following receipt of the draft BCDR Plan from the Supplier, the Parties shall use reasonable endeavours to agree the contents of the BCDR Plan. If the Parties are unable to agree the contents of the BCDR Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.

3. General Principles of the BCDR Plan (Section 1)

- 3.1 Section 1 of the BCDR Plan shall:
 - 3.1.1 set out how the business continuity, disaster recovery and Incident management elements of the BCDR Plan link to each other;
 - 3.1.2 provide details of how the invocation of any element of the BCDR Plan may impact upon the provision of the Deliverables and any goods and/or services provided to the Buyer by a Related Supplier;
 - 3.1.3 contain an obligation upon the Supplier to liaise with the Buyer and any Related Suppliers with respect to business continuity, disaster recovery and Incident management;
 - 3.1.4 detail how the BCDR Plan interoperates with any overarching disaster recovery, Incident management or business continuity plan of the Buyer and any of its other Related Supplier in each case as notified to the Supplier by the Buyer from time to time;

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

Call-Off Ref:

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- 3.1.5 contain a communication strategy including details of an incident and problem management service and advice and help desk facility which can be accessed via multiple channels;
- 3.1.6 contain a risk analysis, including:
 - (a) failure or disruption scenarios and assessments of likely frequency of occurrence;
 - (b) identification of any single points of failure within the provision of Deliverables and processes for managing those risks;
 - (c) identification of risks arising from the interaction of the provision of Deliverables with the goods and/or services provided by a Related Supplier; and
 - (d) a business impact analysis of different anticipated failures or disruptions;
- 3.1.7 provide for documentation of processes, including business processes, and procedures;
- 3.1.8 set out key contact details for the Supplier (and any Subcontractors) and for the Buyer;
- 3.1.9 identify the procedures for reverting to "normal service";
- 3.1.10 set out method(s) of recovering or updating data collected (or which ought to have been collected) during a failure or disruption to minimise data loss;
- 3.1.11 identify the responsibilities (if any) that the Buyer has agreed it will assume in the event of the invocation of the BCDR Plan; and
- 3.1.12 provide for the provision of technical assistance to key contacts at the Buyer as required by the Buyer to inform decisions in support of the Buyer's business continuity plans.
- 3.2 The BCDR Plan shall be designed so as to ensure that:
 - 3.2.1 the Deliverables are provided in accordance with this Contract at all times during and after the invocation of the BCDR Plan;
 - 3.2.2 the adverse impact of any Disaster or Incident is minimised as far as reasonably possible;
 - 3.2.3 it complies with the relevant provisions of ISO/IEC 27002; ISO22301/ISO22313 and all other industry standards from time to time in force; and
 - 3.2.4 it details a process for the management of disaster recovery and Incident management testing.
- 3.3 The BCDR Plan shall be upgradeable and sufficiently flexible to support any changes to the Deliverables and the business operations supported by the provision of Deliverables.
- 3.4 The Supplier shall not be entitled to any relief from its obligations under the Performance Indicators (PI's) or Service Levels, or to any increase in the

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

Call-Off Ref:

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Charges to the extent that a Disaster occurs as a consequence of any breach by the Supplier of this Contract.

4. Business Continuity (Section 2)

4.1 The Business Continuity Plan shall set out the arrangements that are to be invoked to ensure that the business processes facilitated by the provision of Deliverables remain supported and to ensure continuity of the business operations supported by the Services including:

4.1.1 the alternative processes, options and responsibilities that may be adopted in the event of a failure in or disruption to the provision of Deliverables; and

4.1.2 the steps to be taken by the Supplier upon resumption of the provision of Deliverables in order to address the effect of the failure or disruption.

4.2 The Business Continuity Plan shall:

4.2.1 detail the processes in place to maintain the provision of the Deliverables during periods of unplanned unavailability of the Online Booking Solution and/or Offline Booking Solution, including, but not limited to, communication to the Buyer, Bookers and/or Travellers;

4.2.2 address the various possible levels of failures of or disruptions to the provision of Deliverables;

4.2.3 set out the goods and/or services to be provided and the steps to be taken to remedy the different levels of failures of and disruption to the Deliverables;

4.2.4 specify any applicable Performance Indicators with respect to the provision of the Business Continuity Services and details of any agreed relaxation to the Performance Indicators (PI's) or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Business Continuity Plan; and

4.2.5 set out the circumstances in which the Business Continuity Plan is invoked.

5. Disaster Recovery (Section 3)

5.1 The Disaster Recovery Plan (which shall be invoked in accordance with Paragraph 5.4 below) shall be designed to ensure that upon the occurrence of a Disaster or an Incident, the Supplier ensures:

5.1.1 continuity of the business operations of the Buyer supported by the Services following any Disaster or during any period of service failure or disruption with, as far as reasonably possible, minimal adverse impact; and

5.1.2 support for Travellers following an Incident.

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

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- 5.2 The Disaster Recovery Plan shall include an approach to business continuity, disaster recovery and Incident management that addresses the following:
- 5.2.1 Incidents;
 - 5.2.2 loss of access to the Buyer Premises;
 - 5.2.3 loss of utilities to the Buyer Premises;
 - 5.2.4 loss of the Supplier's helpdesk or CAFM system;
 - 5.2.5 loss of a Subcontractor;
 - 5.2.6 emergency notification and escalation process;
 - 5.2.7 contact lists;
 - 5.2.8 staff training and awareness;
 - 5.2.9 BCDR Plan testing;
 - 5.2.10 post implementation review process;
 - 5.2.11 any applicable Performance Indicators (PI's) with respect to the provision of the disaster recovery services and details of any agreed relaxation to the Performance Indicators (PI's) or Service Levels in respect of the provision of other Deliverables during any period of invocation of the Disaster Recovery Plan;
 - 5.2.12 details of how the Supplier shall ensure compliance with security standards ensuring that compliance is maintained for any period during which the Disaster Recovery Plan is invoked;
 - 5.2.13 access controls to any disaster recovery sites used by the Supplier in relation to its obligations pursuant to this Schedule; and
 - 5.2.14 testing and management arrangements.
- 5.3 In addition to Paragraph 5.2 above, the Disaster Recovery Plan shall detail the processes by which Travellers will be supported in the event of an Incident, including, but not limited to, how information on Travellers that may be impacted by an Incident will be made available to the Buyer and CCS, how the Supplier will communicate with the impacted or potentially impacted Traveller(s), what support the Supplier shall provide to the impacted or potentially impacted Traveller(s) and how this support shall be provided by the Supplier to such Travellers.
- 5.4 The Disaster Recovery Plan shall be invoked by the Supplier upon the occurrence of a Disaster or an Incident.

6. Review and changing the BCDR Plan

- 6.1 The Supplier shall review the BCDR Plan:
- 6.1.1 on a regular basis and as a minimum once every six (6) Months;
 - 6.1.2 within three (3) calendar Months of the BCDR Plan (or any part) having been invoked pursuant to Paragraph 8; and

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- 6.1.3 where the Buyer requests in writing any additional reviews (over and above those provided for in Paragraphs 6.1.1 and 6.1.2 of this Schedule) whereupon the Supplier shall conduct such reviews in accordance with the Buyer's written requirements. Prior to starting its review, the Supplier shall provide an accurate written estimate of the total costs payable by the Buyer for the Buyer's approval. The costs of both Parties of any such additional reviews shall be met by the Buyer except that the Supplier shall not be entitled to charge the Buyer for any costs that it may incur above any estimate without the Buyer's prior written approval.
- 6.2 Each review of the BCDR Plan pursuant to Paragraph 6.1 shall assess its suitability having regard to any change to the Deliverables or any underlying business processes and operations facilitated by or supported by the Services which have taken place since the later of the original approval of the BCDR Plan or the last review of the BCDR Plan, and shall also have regard to any occurrence of any event since that date (or the likelihood of any such event taking place in the foreseeable future) which may increase the likelihood of the need to invoke the BCDR Plan. The review shall be completed by the Supplier within such period as the Buyer shall reasonably require.
- 6.3 The Supplier shall, within twenty (20) Working Days of the conclusion of each such review of the BCDR Plan, provide to the Buyer a report (a **"Review Report"**) setting out the Supplier's proposals (the **"Supplier's Proposals"**) for addressing any changes in the risk profile and its proposals for amendments to the BCDR Plan.
- 6.4 Following receipt of the Review Report and the Supplier's Proposals, the Parties shall use reasonable endeavours to agree the Review Report and the Supplier's Proposals. If the Parties are unable to agree Review Report and the Supplier's Proposals within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- 6.5 The Supplier shall as soon as is reasonably practicable after receiving the approval of the Supplier's Proposals effect any change in its practices or procedures necessary so as to give effect to the Supplier's Proposals. Any such change shall be at the Supplier's expense unless it can be reasonably shown that the changes are required because of a material change to the risk profile of the Deliverables.

7. Testing the BCDR Plan

- 7.1 The Supplier shall test the BCDR Plan:
- 7.1.1 regularly and in any event not less than once in every Contract Year;
 - 7.1.2 in the event of any major reconfiguration of the Deliverables
 - 7.1.3 at any time where the Buyer considers it necessary (acting in its sole discretion).
- 7.2 If the Buyer requires an additional test of the BCDR Plan, it shall give the Supplier written notice and the Supplier shall conduct the test in accordance

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with the Buyer's requirements and the relevant provisions of the BCDR Plan. The Supplier's costs of the additional test shall be borne by the Buyer unless the BCDR Plan fails the additional test in which case the Supplier's costs of that failed test shall be borne by the Supplier.

- 7.3 The Supplier shall undertake and manage testing of the BCDR Plan in full consultation with and under the supervision of the Buyer and shall liaise with the Buyer in respect of the planning, performance, and review, of each test, and shall comply with the reasonable requirements of the Buyer.
- 7.4 The Supplier shall ensure that any use by it or any Subcontractor of "live" data in such testing is first approved with the Buyer. Copies of live test data used in any such testing shall be (if so required by the Buyer) destroyed or returned to the Buyer on completion of the test.
- 7.5 The Supplier shall, within twenty (20) Working Days of the conclusion of each test, provide to the Buyer a report setting out:
 - 7.5.1 the outcome of the test;
 - 7.5.2 any failures in the BCDR Plan (including the BCDR Plan's procedures) revealed by the test; and
 - 7.5.3 the Supplier's proposals for remedying any such failures.
- 7.6 Following each test, the Supplier shall take all measures requested by the Buyer to remedy any failures in the BCDR Plan and such remedial activity and re-testing shall be completed by the Supplier, at its own cost, by the date reasonably required by the Buyer.

8. Invoking the BCDR Plan

- 8.1 In the event of a complete loss of service or in the event of a Disaster or an Incident, the Supplier shall immediately invoke the BCDR Plan (and shall inform the Buyer promptly of such invocation). In all other instances the Supplier shall invoke or test the BCDR Plan only with the prior consent of the Buyer.
- 8.2 In the event of an Incident, the Supplier shall:
 - 8.2.1 notify CCS and the Buyer immediately;
 - 8.2.2 provide in real-time a full list of Travellers potentially impacted by the Incident in accordance with the Buyer's duty of care policy provided to the Supplier;
 - 8.2.3 assist the Traveller(s) with repatriations and or on-going travel to a safe area with the least disruption as is possible to the Traveller; and
 - 8.2.4 provide a robust process for the Buyer to record the Traveller's movements, by all relevant travel modes during their travel, including providing the Buyer with:
 - (a) immediate visibility on the Traveller's identity, disabilities (if previously notified), times and mode of travel, provider of travel, start point and destination; and

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- (b) data relating to travel bookings or location during a major disruption or Incident.

9. Circumstances beyond your control

- 9.1 The Supplier shall not be entitled to relief under Clause 20 (Circumstances beyond your control) if it would not have been impacted by the Force Majeure Event had it not failed to comply with its obligations under this Schedule.

Call-Off Schedule 9A (Security)

Part A: Short Form Security Requirements

1. Definitions

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

"Breach of Security"	<p>the occurrence of:</p> <ul style="list-style-type: none">a) any unauthorised access to or use of the Deliverables, the Sites and/or any Information and Communication Technology ("ICT"), information or data (including the Confidential Information and the Government Data) used by the Buyer and/or the Supplier in connection with this Contract; and/orb) the loss and/or unauthorised disclosure of any information or data (including the Confidential Information and the Government Data), including any copies of such information or data, used by the Buyer and/or the Supplier in connection with this Contract, <p>in either case as more particularly set out in the Security Policy where the Buyer has required compliance therewith in accordance with Paragraph 2.2.</p>
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2. Complying with security requirements and updates to them

- 2.1 The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
- 2.2 The Supplier shall comply with the requirements in this Schedule in respect of the Security Management Plan. Where specified by a Buyer that has undertaken a Further Competition it shall also comply with the Security Policy and shall ensure that the Security Management Plan produced by the Supplier fully complies with the Security Policy.
- 2.3 Where the Security Policy applies the Buyer shall notify the Supplier of any changes or proposed changes to the Security Policy.

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- 2.4 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the Deliverables it may propose a Variation to the Buyer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall be subject to the Variation Procedure.
- 2.5 Until and/or unless a change to the Charges is agreed by the Buyer pursuant to the Variation Procedure the Supplier shall continue to provide the Deliverables in accordance with its existing obligations.

3. Security Standards

- 3.1 The Supplier acknowledges that the Buyer places great emphasis on the reliability of the performance of the Deliverables, confidentiality, integrity and availability of information and consequently on security.
- 3.2 The Supplier shall be responsible for the effective performance of its security obligations and shall at all times provide a level of security which:
 - 3.2.1 is in accordance with the Law and this Contract;
 - 3.2.2 as a minimum demonstrates Good Industry Practice;
 - 3.2.3 meets any specific security threats of immediate relevance to the Deliverables and/or the Government Data; and
 - 3.2.4 where specified by the Buyer in accordance with Paragraph 2.2 complies with the Security Policy and the ICT Policy.
- 3.3 The references to standards, guidance and policies contained or set out in Paragraph 3.2 shall be deemed to be references to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.
- 3.4 In the event of any inconsistency in the provisions of the above standards, guidance and policies, the Supplier should notify the Buyer's Representative of such inconsistency immediately upon becoming aware of the same, and the Buyer's Representative shall, as soon as practicable, advise the Supplier which provision the Supplier shall be required to comply with.

4. Security Management Plan

4.1 Introduction

- 4.1.1 The Supplier shall develop and maintain a Security Management Plan in accordance with this Schedule. The Supplier shall thereafter comply with its obligations set out in the Security Management Plan.

4.2 Content of the Security Management Plan

- 4.2.1 The Security Management Plan shall:
 - a) comply with the principles of security set out in Paragraph 3 and any other provisions of this Contract relevant to security;

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- b) identify the necessary delegated organisational roles for those responsible for ensuring it is complied with by the Supplier;
- c) detail the process for managing any security risks from Subcontractors and third parties authorised by the Buyer with access to the Deliverables, processes associated with the provision of the Deliverables, the Buyer Premises, the Sites and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) and any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- d) be developed to protect all aspects of the Deliverables and all processes associated with the provision of the Deliverables, including the Buyer Premises, the Sites, and any ICT, Information and data (including the Buyer's Confidential Information and the Government Data) to the extent used by the Buyer or the Supplier in connection with this Contract or in connection with any system that could directly or indirectly have an impact on that Information, data and/or the Deliverables;
- e) set out the security measures to be implemented and maintained by the Supplier in relation to all aspects of the Deliverables and all processes associated with the provision of the Goods and/or Services and shall at all times comply with and specify security measures and procedures which are sufficient to ensure that the Deliverables comply with the provisions of this Contract;
- f) set out the plans for transitioning all security arrangements and responsibilities for the Supplier to meet the full obligations of the security requirements set out in this Contract and, where necessary in accordance with Paragraph 2.2 the Security Policy; and
- g) be written in plain English in language which is readily comprehensible to the staff of the Supplier and the Buyer engaged in the provision of the Deliverables and shall only reference documents which are in the possession of the Parties or whose location is otherwise specified in this Schedule.

4.3 Development of the Security Management Plan

- 4.3.1 Within twenty (20) Working Days after the Start Date and in accordance with Paragraph 4.4, the Supplier shall prepare and deliver to the Buyer for Approval a fully complete and up to date Security Management Plan which will be based on the draft Security Management Plan.
- 4.3.2 If the Security Management Plan submitted to the Buyer in accordance with Paragraph 4.3.1, or any subsequent revision to it in accordance with Paragraph 4.4, is Approved it will be adopted immediately and will replace the previous version of the Security Management Plan and thereafter operated and maintained in accordance with this Schedule. If the Security Management Plan is not Approved, the Supplier shall

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amend it within ten (10) Working Days of a notice of non-approval from the Buyer and re-submit to the Buyer for Approval. The Parties will use all reasonable endeavours to ensure that the approval process takes as little time as possible and in any event no longer than fifteen (15) Working Days from the date of its first submission to the Buyer. If the Buyer does not approve the Security Management Plan following its resubmission, the matter will be resolved in accordance with the Dispute Resolution Procedure.

4.3.3 The Buyer shall not unreasonably withhold or delay its decision to Approve or not the Security Management Plan pursuant to Paragraph 4.3.2. However a refusal by the Buyer to Approve the Security Management Plan on the grounds that it does not comply with the requirements set out in Paragraph 4.2 shall be deemed to be reasonable.

4.3.4 Approval by the Buyer of the Security Management Plan pursuant to Paragraph 4.3.2 or of any change to the Security Management Plan in accordance with Paragraph 4.4 shall not relieve the Supplier of its obligations under this Schedule.

4.4 Amendment of the Security Management Plan

4.4.1 The Security Management Plan shall be fully reviewed and updated by the Supplier at least annually to reflect:

- a) emerging changes in Good Industry Practice;
- b) any change or proposed change to the Deliverables and/or associated processes;
- c) where necessary in accordance with Paragraph 2.2, any change to the Security Policy;
- d) any new perceived or changed security threats; and
- e) any reasonable change in requirements requested by the Buyer.

4.4.2 The Supplier shall provide the Buyer with the results of such reviews as soon as reasonably practicable after their completion and amendment of the Security Management Plan at no additional cost to the Buyer. The results of the review shall include, without limitation:

- a) suggested improvements to the effectiveness of the Security Management Plan;
- b) updates to the risk assessments; and
- c) suggested improvements in measuring the effectiveness of controls.

4.4.3 Subject to Paragraph 4.4.4, any change or amendment which the Supplier proposes to make to the Security Management Plan (as a result of a review carried out in accordance with Paragraph 4.4.1, a request by the Buyer or otherwise) shall be subject to the Variation Procedure.

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- 4.4.4 The Buyer may, acting reasonably, Approve and require changes or amendments to the Security Management Plan to be implemented on timescales faster than set out in the Variation Procedure but, without prejudice to their effectiveness, all such changes and amendments shall thereafter be subject to the Variation Procedure for the purposes of formalising and documenting the relevant change or amendment.

5. Security breach

5.1 Either Party shall notify the other in accordance with the agreed security incident management process (as detailed in the Security Management Plan) upon becoming aware of any Breach of Security or any potential or attempted Breach of Security.

5.2 Without prejudice to the security incident management process, upon becoming aware of any of the circumstances referred to in Paragraph 5.1, the Supplier shall:

5.2.1 immediately take all reasonable steps (which shall include any action or changes reasonably required by the Buyer) necessary to:

- a) minimise the extent of actual or potential harm caused by any Breach of Security;
- b) remedy such Breach of Security to the extent possible and protect the integrity of the Buyer and the provision of the Goods and/or Services to the extent within its control against any such Breach of Security or attempted Breach of Security;
- c) prevent an equivalent breach in the future exploiting the same cause failure; and
- d) as soon as reasonably practicable provide to the Buyer, where the Buyer so requests, full details (using the reporting mechanism defined by the Security Management Plan) of the Breach of Security or attempted Breach of Security, including a cause analysis where required by the Buyer.

5.3 In the event that any action is taken in response to a Breach of Security or potential or attempted Breach of Security that demonstrates non-compliance of the Security Management Plan with the Security Policy (where relevant in accordance with Paragraph 2.2) or the requirements of this Schedule, then any required change to the Security Management Plan shall be at no cost to the Buyer.

Call-Off Schedule 9A (Security)

Call-Off Ref:

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Framework Ref: RM6217

Project Version:

Model Version: v3.4

Call-Off Schedule 10 (Exit Management)

1. Definitions

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

"Exclusive Assets"	Supplier Assets used exclusively by the Supplier or any Key Subcontractor in the provision of the Deliverables;
"Exit Information"	has the meaning given to it in Paragraph 3.1 of this Schedule;
"Exit Manager"	the person appointed by each Party to manage their respective obligations under this Schedule;
"Exit Plan"	the plan produced and updated by the Supplier during the initial period in accordance with Paragraph 4 of this Schedule;
"Net Book Value"	the current net book value of the relevant Supplier Asset(s) calculated in accordance with the Framework Tender Response or Call-Off Tender (if stated) or (if not stated) the depreciation policy of the Supplier (which the Supplier shall ensure is in accordance with Good Industry Practice);
"Non-Exclusive Assets"	those Supplier Assets used by the Supplier or any Key Subcontractor in connection with the Deliverables but which are also used by the Supplier or any Key Subcontractor for other purposes;
"Registers"	the register and configuration database referred to in Paragraph 2.2.2 of this Schedule;
"Replacement Services"	any services which are substantially similar to any of the Services and which the Buyer receives in substitution for any of the Services following the End Date, whether those services are provided by the Buyer internally and/or by any third party;
"Termination Assistance"	the activities to be performed by the Supplier pursuant to the Exit Plan, and other assistance required by the Buyer pursuant to the Termination Assistance Notice;

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"Termination Assistance Notice"	has the meaning given to it in Paragraph 5.1 of this Schedule;
"Termination Assistance Period"	the period specified in a Termination Assistance Notice for which the Supplier is required to provide the Termination Assistance as such period may be extended pursuant to Paragraph 5.2 of this Schedule;
"Transferable Assets"	Exclusive Assets which are capable of legal transfer to the Buyer;
"Transferable Contracts"	Sub-Contracts, licences for Supplier Software, licences for Third Party IPRs or other agreements which are necessary to enable the Buyer or any Replacement Supplier to provide the Deliverables and/or Replacement Services, including in relation to licences all relevant Documentation;
"Transferring Assets"	has the meaning given to it in Paragraph 9.2.1 of this Schedule; and
"Transferring Contracts"	has the meaning given to it in Paragraph 9.2.3 of this Schedule.

2. Supplier must always be prepared for contract exit

- 2.1 The Supplier shall within 30 days from the Start Date provide to the Buyer a copy of its depreciation policy to be used for the purposes of calculating Net Book Value.
- 2.2 During the Contract Period, the Supplier shall promptly:
 - 2.2.1 create and maintain a detailed register of all Supplier Assets (including description, condition, location and details of ownership and status as either Exclusive Assets or Non-Exclusive Assets and Net Book Value) and Sub-contracts and other relevant agreements required in connection with the Deliverables; and
 - 2.2.2 create and maintain a configuration database detailing the technical infrastructure and operating procedures through which the Supplier provides the Deliverables ("**Registers**").
- 2.3 The Supplier shall:
 - 2.3.1 ensure that all Exclusive Assets listed in the Registers are clearly physically identified as such; and
 - 2.3.2 procure that all licences for Third Party IPRs and all Sub-Contracts shall be assignable and/or capable of novation (at no cost or restriction to the Buyer) at the request of the Buyer to the Buyer (and/or its nominee) and/or any Replacement Supplier upon the Supplier ceasing to provide the Deliverables (or part of them) and if the Supplier is unable to do so then the Supplier shall promptly notify the Buyer and the Buyer may

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require the Supplier to procure an alternative Subcontractor or provider of Deliverables.

- 2.4 Each Party shall appoint an Exit Manager within three (3) Months of the Start Date. The Parties' Exit Managers will liaise with one another in relation to all issues relevant to the expiry or termination of this Contract.

3. Assisting re-competition for Deliverables

- 3.1 The Supplier shall, on reasonable notice, provide to the Buyer and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), such information (including any access) as the Buyer shall reasonably require in order to facilitate the preparation by the Buyer of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence (the "**Exit Information**").
- 3.2 The Supplier acknowledges that the Buyer may disclose the Supplier's Confidential Information (excluding the Supplier's or its Subcontractors' prices or costs) to an actual or prospective Replacement Supplier to the extent that such disclosure is necessary in connection with such engagement.
- 3.3 The Supplier shall provide complete updates of the Exit Information on an as-requested basis as soon as reasonably practicable and notify the Buyer within five (5) Working Days of any material change to the Exit Information which may adversely impact upon the provision of any Deliverables (and shall consult the Buyer in relation to any such changes).
- 3.4 The Exit Information shall be accurate and complete in all material respects and shall be sufficient to enable a third party to prepare an informed offer for those Deliverables; and not be disadvantaged in any procurement process compared to the Supplier.

4. Exit Plan

- 4.1 The Supplier shall, within three (3) Months after the Start Date, deliver to the Buyer an Exit Plan which complies with the requirements set out in Paragraph 4.3 of this Schedule and is otherwise reasonably satisfactory to the Buyer.
- 4.2 The Parties shall use reasonable endeavours to agree the contents of the Exit Plan. If the Parties are unable to agree the contents of the Exit Plan within twenty (20) Working Days of the latest date for its submission pursuant to Paragraph 4.1, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- 4.3 The Exit Plan shall set out, as a minimum:
- 4.3.1 a detailed description of both the transfer and cessation processes, including a timetable;
 - 4.3.2 how the Deliverables will transfer to the Replacement Supplier and/or the Buyer;
 - 4.3.3 details of any contracts which will be available for transfer to the Buyer and/or the Replacement Supplier upon the Expiry Date together with any reasonable costs required to effect such transfer;

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- 4.3.4 proposals for the training of key members of the Replacement Supplier's staff in connection with the continuation of the provision of the Deliverables following the Expiry Date;
 - 4.3.5 proposals for providing the Buyer or a Replacement Supplier copies of all documentation relating to the use and operation of the Deliverables and required for their continued use;
 - 4.3.6 proposals for the assignment or novation of all services utilised by the Supplier in connection with the supply of the Deliverables;
 - 4.3.7 proposals for the identification and return of all Buyer Property in the possession of and/or control of the Supplier or any third party;
 - 4.3.8 proposals for the disposal of any redundant Deliverables and materials;
 - 4.3.9 how the Supplier will ensure that there is no disruption to or degradation of the Deliverables during the Termination Assistance Period; and
 - 4.3.10 any other information or assistance reasonably required by the Buyer or a Replacement Supplier.
- 4.4 The Supplier shall:
- 4.4.1 maintain and update the Exit Plan (and risk management plan) no less frequently than:
 - (a) every 12 months throughout the Contract Period; and
 - (b) no later than Thirty (30) Working Days after a request from the Buyer for an up-to-date copy of the Exit Plan;
 - (c) as soon as reasonably possible following a Termination Assistance Notice, and in any event no later than ten (10) Working Days after the date of the Termination Assistance Notice;
 - (d) as soon as reasonably possible following, and in any event no later than Thirty (30) Working Days following, any material change to the Deliverables (including all changes under the Variation Procedure); and
 - 4.4.2 jointly review and verify the Exit Plan if required by the Buyer and promptly correct any identified failures.
- 4.5 Only if (by notification to the Supplier in writing) the Buyer agrees with a draft Exit Plan provided by the Supplier under Paragraph 4.2 or 4.4 (as the context requires), shall that draft become the Exit Plan for this Contract.
- 4.6 A version of an Exit Plan agreed between the parties shall not be superseded by any draft submitted by the Supplier.

5. Termination Assistance

- 5.1 The Buyer shall be entitled to require the provision of Termination Assistance at any time during the Contract Period by giving written notice to the Supplier (a **"Termination Assistance Notice"**) at least four (4) Months prior to the Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) Month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:
 - 5.1.1 the nature of the Termination Assistance required; and

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- 5.1.2 the start date and initial period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) Months after the End Date.
- 5.2 The Buyer shall have an option to extend the Termination Assistance Period beyond the initial period specified in the Termination Assistance Notice in one or more extensions, in each case provided that:
 - 5.2.1 no such extension shall extend the Termination Assistance Period beyond the date twelve (12) Months after the End Date; and
 - 5.2.2 the Buyer shall notify the Supplier of any such extension no later than twenty (20) Working Days prior to the date on which the Termination Assistance Period is otherwise due to expire.
- 5.3 The Buyer shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier.
- 5.4 In the event that Termination Assistance is required by the Buyer but at the relevant time the parties are still agreeing an update to the Exit Plan pursuant to Paragraph 4, the Supplier will provide the Termination Assistance in good faith and in accordance with the principles in this Schedule and the last Buyer approved version of the Exit Plan (insofar as it still applies).

6. Termination Assistance Period

- 6.1 Throughout the Termination Assistance Period the Supplier shall:
 - 6.1.1 continue to provide the Deliverables (as applicable) and otherwise perform its obligations under this Contract and, if required by the Buyer, provide the Termination Assistance;
 - 6.1.2 provide to the Buyer and/or its Replacement Supplier any reasonable assistance and/or access requested by the Buyer and/or its Replacement Supplier including assistance and/or access to facilitate the orderly transfer of responsibility for and conduct of the Deliverables to the Buyer and/or its Replacement Supplier;
 - 6.1.3 use all reasonable endeavours to reallocate resources to provide such assistance without additional costs to the Buyer;
 - 6.1.4 subject to Paragraph 6.3, provide the Deliverables and the Termination Assistance at no detriment to the Performance Indicators (PI's) or Service Levels, the provision of the Management Information or any other reports nor to any other of the Supplier's obligations under this Contract;
 - 6.1.5 at the Buyer's request and on reasonable notice, deliver up-to-date Registers to the Buyer; and
 - 6.1.6 seek the Buyer's prior written consent to access any Buyer Premises from which the de-installation or removal of Supplier Assets is required.
- 6.2 If it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in Paragraph 6.1.2 without additional costs to the Buyer, any additional costs incurred by the Supplier in providing such reasonable assistance shall be subject to agreement through the Variation Procedure.
- 6.3 If the Supplier demonstrates to the Buyer's reasonable satisfaction that the provision of the Termination Assistance will have a material, unavoidable adverse

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effect on the Supplier's ability to meet one or more particular Service Levels, the Parties shall vary the relevant Service Levels and/or the applicable Service Credits accordingly.

7. Obligations prior to exit

7.1 As part of the exit management process, where requested by the Buyer prior to the expiry or termination of this Contract, the Supplier shall provide to the Buyer:

- 7.1.1 an updated Call-Off Contract checklist (clearly outlining where things have changed during the lifetime of the Call-Off Contract e.g. preferred payment terms, policy for use of first class travel, rail ticket fulfilment default choice etc.);
- 7.1.2 named Supplier Staff who will work with the Buyer to develop and implement the agreed exit strategy;
- 7.1.3 all Traveller profiles, including, but not limited to, staff number, email address and contact number to be provide to the Buyer as part of the Contract handover;
- 7.1.4 spend volume and transaction numbers broken down air, accommodation, venue, rail and other services;
- 7.1.5 payment methods used;
- 7.1.6 booking policies;
- 7.1.7 performance of the Deliverables against the Service Levels during the Contract Period;
- 7.1.8 details of all live bookings, including, but not limited to, live bookings that will continue after expiry or termination, together with refunds, changes and exchanges; and
- 7.1.9 any other information that is specific to the Buyer in connection with the provision of the Services,

(together being the **"Final Data Set"**) 3 Months prior to the expiry or termination of this Contract, the Supplier shall also provide to the Buyer, promptly upon request a refreshed Final Data Set, to capture any bookings that had a longer lead time.

8. Obligations when the contract is terminated

- 8.1 The Supplier shall comply with all of its obligations contained in the Exit Plan.
- 8.2 Upon termination or expiry or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Deliverables and the Termination Assistance), the Supplier shall:
 - 8.2.1 vacate any Buyer Premises;
 - 8.2.2 remove the Supplier Equipment together with any other materials used by the Supplier to supply the Deliverables and shall leave the Sites in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Sites or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier;

Call-Off Schedule 10 (Exit Management)

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- 8.2.3 provide the Buyer with the notices, information and assistance in relation to staff transfers and pensions as more particularly described in Call-Off Schedule 2 (Staff Transfer);
- 8.2.4 if the Buyer requires, provide the Buyer and the Replacement Supplier with details of all profiles and all bookings with a travel date greater than 8 weeks from the expiry or termination date or the end of the Termination Assistance Period and all spend and savings data. However, in the event that a Replacement Supplier has a different global distribution system to the Supplier, and no transfer of passenger name records can be technically or legally achieved, then an alternative, appropriate plan will need to be developed. This plan, which may include, but will not be limited to, encouraging Bookers to withhold making bookings until implementation is complete, or having tickets issued with the Supplier prior to the transfer. All care should be taken by the Supplier to ensure that where possible, the chosen action does not result in increased fares or rates for the Buyer;
- 8.2.5 for venue find, provide the following information, as a minimum, to any Replacement 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) Buyer's Travel/Expenses/Meeting Policy(ies); and
 - (f) booking method(s);
- 8.2.6 for venue find, cleanse all data and transfer it to any Replacement Supplier;
- 8.2.7 provide the Buyer with paid invoices that have come in after the expiry or termination date of the Call-Off Contract; and
- 8.2.8 provide access during normal working hours to the Buyer and/or the Replacement Supplier for up to twelve (12) Months after expiry or termination to:
 - (a) such information relating to the Deliverables as remains in the possession or control of the Supplier; and
 - (b) such members of the Supplier Staff as have been involved in the design, development and provision of the Deliverables and who are still employed by the Supplier, provided that the Buyer and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to such requests for access.

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- 8.3 The Buyer and the Supplier shall work together in relation to the expiry and/or termination of this Contract, including in relation to any expiry or termination dates and related exist assistance identified.
- 8.4 Except where this Contract provides otherwise, all licences, leases and authorisations granted by the Buyer to the Supplier in relation to the Deliverables shall be terminated with effect from the end of the Termination Assistance Period.
- 8.5 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Schedule):
 - 8.5.1 each Party shall return to the other Party (or if requested, destroy or delete) all Confidential Information of the other Party and shall certify that it does not retain the other Party's Confidential Information save to the extent (and for the limited period) that such information needs to be retained by the Party in question for the purposes of providing or receiving any Services or Termination Assistance or for statutory compliance purposes; and
 - 8.5.2 the Buyer shall require all current and historic data and all profiles to be permanently deleted and, unless specifically requested otherwise by the Buyer, transferred by the Supplier to a Replacement Supplier and the Supplier shall transfer and then destroy such data at no extra cost to the Buyer. The Supplier shall confirm in writing when all data has been transferred and then destroyed.

9. Assets, Sub-contracts and Software

- 9.1 Following notice of termination of this Contract and during the Termination Assistance Period, the Supplier shall not, without the Buyer's prior written consent:
 - 9.1.1 terminate, enter into or vary any Sub-Contract or licence for any software in connection with the Deliverables; or
 - 9.1.2 (subject to normal maintenance requirements) make material modifications to, or dispose of, any existing Supplier Assets or acquire any new Supplier Assets.
- 9.2 Within twenty (20) Working Days of receipt of the up-to-date Registers provided by the Supplier, the Buyer shall notify the Supplier setting out:
 - 9.2.1 which, if any, of the Transferable Assets the Buyer requires to be transferred to the Buyer and/or the Replacement Supplier ("**Transferring Assets**");
 - 9.2.2 which, if any, of:
 - (a) the Exclusive Assets that are not Transferable Assets; and
 - (b) the Non-Exclusive Assets,the Buyer and/or the Replacement Supplier requires the continued use of; and
 - 9.2.3 which, if any, of Transferable Contracts the Buyer requires to be assigned or novated to the Buyer and/or the Replacement Supplier (the "**Transferring Contracts**"),

in order for the Buyer and/or its Replacement Supplier to provide the Deliverables from the expiry of the Termination Assistance Period. The Supplier shall provide all reasonable assistance required by the Buyer and/or its Replacement Supplier to enable

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it to determine which Transferable Assets and Transferable Contracts are required to provide the Deliverables and/or Replacement Services.

- 9.3 With effect from the expiry of the Termination Assistance Period, the Supplier shall sell the Transferring Assets to the Buyer and/or the Replacement Supplier for their Net Book Value less any amount already paid for them through the Charges.
- 9.4 Risk in the Transferring Assets shall pass to the Buyer or the Replacement Supplier (as appropriate) at the end of the Termination Assistance Period and title shall pass on payment for them.
- 9.5 Where the Buyer and/or the Replacement Supplier requires continued use of any Exclusive Assets that are not Transferable Assets or any Non-Exclusive Assets, the Supplier shall as soon as reasonably practicable:
- 9.5.1 procure a non-exclusive, perpetual, royalty-free licence for the Buyer and/or the Replacement Supplier to use such assets (with a right of sub-licence or assignment on the same terms); or failing which
- 9.5.2 procure a suitable alternative to such assets, the Buyer or the Replacement Supplier to bear the reasonable proven costs of procuring the same.
- 9.6 The Supplier shall as soon as reasonably practicable assign or procure the novation of the Transferring Contracts to the Buyer and/or the Replacement Supplier. The Supplier shall execute such documents and provide such other assistance as the Buyer reasonably requires to effect this novation or assignment.
- 9.7 The Buyer shall:
- 9.7.1 accept assignments from the Supplier or join with the Supplier in procuring a novation of each Transferring Contract; and
- 9.7.2 once a Transferring Contract is novated or assigned to the Buyer and/or the Replacement Supplier, discharge all the obligations and liabilities created by or arising under that Transferring Contract and exercise its rights arising under that Transferring Contract, or as applicable, procure that the Replacement Supplier does the same.
- 9.8 The Supplier shall hold any Transferring Contracts on trust for the Buyer until the transfer of the relevant Transferring Contract to the Buyer and/or the Replacement Supplier has taken place.
- 9.9 The Supplier shall indemnify the Buyer (and/or the Replacement Supplier, as applicable) against each loss, liability and cost arising out of any claims made by a counterparty to a Transferring Contract which is assigned or novated to the Buyer (and/or Replacement Supplier) pursuant to Paragraph 9.6 in relation to any matters arising prior to the date of assignment or novation of such Transferring Contract. Clause 19 (Other people's rights in a contract) shall not apply to this Paragraph 9.9 which is intended to be enforceable by third party beneficiaries by virtue of the CRTPA.

10. No charges

- 10.1 Unless otherwise stated, the Buyer shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with this Schedule.

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11. Dividing the bills

11.1 All outgoings, expenses, rents, royalties and other periodical payments receivable in respect of the Transferring Assets and Transferring Contracts shall be apportioned between the Buyer and/or the Replacement Supplier and the Supplier as follows:

11.1.1 the amounts shall be annualised and divided by 365 to reach a daily rate;

11.1.2 the Buyer or Replacement Supplier (as applicable) shall be responsible for or entitled to (as the case may be) that part of the value of the invoice pro rata to the number of complete days following the transfer, multiplied by the daily rate; and

11.1.3 the Supplier shall be responsible for or entitled to (as the case may be) the rest of the invoice.

Call-Off Schedule 12 (Clustering)

1. When you should use this Schedule

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

2. Definitions

- 2.1 **“Cluster Members”** means a person named as such in the Annex to this Schedule which shall be incorporated into the Order Form.

3. Cluster Members benefits under the Contract

- 3.1 The Buyer has entered into this Call-Off Contract both for its own benefit and for the benefit the Cluster Members.
- 3.2 The Cluster Members who are to benefit under the Call-Off Contract are identified Annex to this Schedule which shall be included into Order Form.
- 3.3 Cluster Members shall have all of the rights granted to the Buyer under a Call-Off Contract. Accordingly, where the context requires in order to assure the Cluster Members rights and benefits under a Call-Off Contract, and unless the Buyer otherwise specifies, references to the Buyer in a Call-Off Contract (including those references to a Party which are intended to relate to the Buyer) shall be deemed to include a reference to the Cluster Members.
- 3.4 Each of the Cluster Members will be a third party beneficiary for the purposes of the CRTPA and may enforce the relevant provisions of a Call-Off Contract pursuant to CRTPA.
- 3.5 The Parties to a Call-Off Contract may in accordance with its provisions vary, terminate or rescind that Call-Off Contract or any part of it, without the consent of any Cluster Member.
- 3.6 The enforcement rights granted to Cluster Members under Paragraph 3.4 are subject to the following provisions:
 - 3.6.1 the Buyer may enforce any provision of a Call-Off Contract on behalf of a Cluster Member;
 - 3.6.2 any claim from a Cluster Member under the CRTPA to enforce a Call-Off Contract shall be brought by the Buyer if reasonably practicable for the Buyer and Cluster Member to do so; and
 - 3.6.3 the Supplier's limits and exclusions of liability in the Call-Off Contract shall apply to any claim to enforce a Call-Off Contract made by the Buyer on behalf of a Cluster Member and to any claim to enforce a Call-Off Contract made by a Cluster Member acting on its own behalf.

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- 3.7 Notwithstanding that Cluster Members shall each receive the same Services from the Supplier the following adjustments will apply in relation to how the Call-Off Contract will operate in relation to the Buyer and Cluster Members:
 - 3.7.1 Services will be provided by the Supplier to each Cluster Member and Buyer separately;
 - 3.7.2 the Supplier's obligation in regards to reporting will be owed to each Cluster Member and Buyer separately;
 - 3.7.3 the Buyer and Cluster Members shall be entitled to separate invoices in respect of the provision of Deliverables;
 - 3.7.4 the separate invoices will correlate to the Deliverables provided to the respective Buyer and Cluster Members;
 - 3.7.5 the Charges to be paid for the Deliverables shall be calculated on a per Cluster Member and Buyer basis and each Cluster Member and the Buyer shall be responsible for paying their respective Charges;
 - 3.7.6 the Service Levels and corresponding Service Credits will be calculated in respect of each Cluster Member and Buyer, and they will be reported and deducted against Charges due by each respective Cluster Member and Buyer; and
 - 3.7.7 such further adjustments as the Buyer and each Cluster Member may notify to the Supplier from time to time.

Annex – Cluster Members

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

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Name of Cluster Member	Services to be provided	Duration	Special Terms
Advanced Research and Invention Agency (ARIA)	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
Centre for Connected and Automated Vehicles (CCAV)	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
Groceries Code Adjudicator	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
Government Office for Science	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
Low Pay Commission	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None

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Office for Artificial Intelligence	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
Office for Life Sciences	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
Post Office Horizon Inquiry Team	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
Pubs Code Adjudicator	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
Regulatory Policy Committee	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None

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Small Business Commissioner	All	Duration of contract, plus conclusion of any work in progress at time of contract end	None
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Call-Off Schedule 13 (Implementation Plan and Testing)

Implementation

1. Definitions

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

"Delay"	a delay in the Achievement of a Milestone by its Milestone Date; or a delay in the design, development, testing or implementation of a Deliverable by the relevant date set out in the Implementation Plan;
"Deliverable Item"	an item or feature in the supply of the Deliverables delivered or to be delivered by the Supplier at or before a Milestone Date listed in the Implementation Plan; and
"Implementation Period"	has the meaning given to it in Paragraph 8.1.

2. Agreeing and following the Implementation Plan

- 2.1 A draft of the Implementation Plan is set out in the Annex to this Schedule. The Supplier shall provide a further draft Implementation Plan **30** days after the Call-Off Start Date.
- 2.2 The draft Implementation Plan:
- 2.2.1 must contain information at the level of detail necessary to manage the implementation stage effectively and as the Buyer may otherwise require; and
- 2.2.2 it shall take account of all dependencies known to, or which should reasonably be known to, the Supplier.
- 2.3 Following receipt of the draft Implementation Plan from the Supplier, the Parties shall use reasonable endeavours to agree the contents of the Implementation Plan. If the Parties are unable to agree the contents of the Implementation Plan within twenty (20) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
- 2.4 The Supplier shall provide each of the Deliverable Items identified in the Implementation Plan by the date assigned to that Deliverable Item in the Implementation Plan so as to ensure that each Milestone identified in the Implementation Plan is Achieved on or before its Milestone Date.

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2.5 The Supplier shall monitor its performance against the Implementation Plan and Milestones (if any) and report to the Buyer on such performance. The Supplier shall appoint:

2.5.1 a Supplier Authorised Representative who shall be responsible for the management of the Implementation Plan, to ensure that the Implementation Plan is planned and resourced adequately, and who will act as a point of contact for the Buyer ("**Implementation Manager**"). The Implementation Manager will have a minimum of five (5) years' experience of the booking solutions they are required to implement and appropriate project management qualifications such as PRINCE 2 or equivalent to oversee the entire implementation. The Supplier shall provide evidence of the Implementation Manager's qualifications to the Buyer within five (5) Working Days of the Call-Off Start Date; and

2.5.2 an implementation team led by the Implementation Manager.

3. Reviewing and changing the Implementation Plan

3.1 Subject to Paragraph 3.3, the Supplier shall keep the Implementation Plan under review in accordance with the Buyer's instructions and ensure that it is updated on a regular basis.

3.2 The Buyer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.

3.3 Changes to any Milestones and Delay Payments shall only be made in accordance with the Variation Procedure.

3.4 Time in relation to compliance with the Implementation Plan shall be of the essence and failure of the Supplier to comply with the Implementation Plan shall be a material Default.

3.5 The Supplier shall monitor its performance against the Implementation Plan and Milestones (if any) and report to the Buyer on such performance.

3.6 In addition, the Supplier shall:

3.6.1 mobilise all the Services specified in the Order Form including Call-Off Schedule 20 (Call-Off Specification);

3.6.2 at the Buyers request, work cooperatively with the incumbent supplier to ensure a systematic, planned and robust transfer of all validated historic data, bookings, active Traveller profiles and management information from the incumbent supplier to the Supplier to ensure continuity of service, which must be updated and uploaded by the Supplier into their system free of charge during the Implementation Period, to the extent permissible by and in accordance with the Data Protection Legislation;

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- 3.6.3 at the Buyer's request, accept all active Traveller profiles and the transfer of all bookings with a travel date greater than 8 weeks from the Call-Off Start Date. Where the travel is to take place within 8 weeks of the Start Date of the Call-Off Contract, the bookings shall remain with the current incumbent supplier, to avoid the need to cancel bookings and transfer enquiries that are in mid completion;
 - 3.6.4 for venue find, liaise with the Buyer to, as a minimum:
 - (a) arrange an introductory meeting with the Buyer to establish and identify their refined requirements and agree implementation timescales;
 - (b) obtain annualised spend/volume information;
 - (c) confirm Travel/Expenses/Meeting Policy details;
 - (d) confirm booking method(s) required;
 - (e) refine management information requirements; and
 - (f) confirm payment method(s) required;
 - 3.6.5 for venue find, where the meeting is to take place within 12 weeks of the Start Date of the Call-Off Contract, 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 away and conclude with the Buyer if the event provider's financial penalties associated with cancelling the booking and re-booking with the new supplier is less than retaining the booking with the current Supplier;
 - 3.6.6 manage and report progress against the Implementation Plan;
 - 3.6.7 construct and maintain an Implementation risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to mitigate them;
 - 3.6.8 attend Progress Meetings (the Progress Meeting Frequency of such meetings shall be as set out in the Order Form) in accordance with the Buyer's requirements during the Implementation Period. Implementation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and
 - 3.6.9 ensure that all risks associated with the Implementation Period are minimised to ensure a seamless change of control between incumbent provider and the Supplier.
- 3.7 The Supplier shall ensure that:

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- 3.7.1 adequate and appropriate resources are available at all times to ensure that Service Levels for the Buyer are not compromised during times of peak demand; and
 - 3.7.2 the implementation process shall allow the Buyer to define its requirements for individuals to register as a Super User/Administrator, Booker only, Self-Booker/Traveller (i.e. Booker is the Traveller), Bookers for immediate colleagues (i.e. small groups <50) or Bookers for large numbers of people.
- 3.8 The Supplier will promptly notify the Buyer of any local amendments required to the Call-Off Contract during the Implementation Period in accordance with Paragraph 6.7 of Call-Off Schedule 20 (Call-Off Specification).

4. Security requirements before the Start Date

- 4.1 The Supplier shall note that it is incumbent upon it to understand the lead-in period for security clearances and ensure that all Supplier Staff have the necessary security clearance in place before the Call-Off Start Date. The Supplier shall ensure that this is reflected in their Implementation Plans.
- 4.2 The Supplier shall ensure that all Supplier Staff and Subcontractors do not access the Buyer System, or any IT systems linked to the Buyer, unless they have satisfied the Buyer's security requirements.
- 4.3 The Supplier shall be responsible for providing all necessary information to the Buyer to facilitate security clearances for Supplier Staff and Subcontractors in accordance with the Buyer's requirements.
- 4.4 The Supplier shall provide the names of all Supplier Staff and Subcontractors and inform the Buyer of any alterations and additions as they take place throughout the Call-Off Contract.
- 4.5 The Supplier shall ensure that all Supplier Staff and Subcontractors requiring access to the Buyer Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior approval has been received from the Buyer, the Supplier shall be responsible for meeting the costs associated with the provision of security cleared escort services.
- 4.6 If a property requires Supplier Staff or Subcontractors to be accompanied by the Buyer Authorised Representative, the Buyer must be given reasonable notice of such a requirement, except in the case of emergency access.

5. IT & Testing

- 5.1 The Supplier shall ensure that its Online Booking Solutions shall have the capability to properly function with the Buyer System.

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- 5.2 The Supplier will consult and work with the Buyer's IT infrastructure and/or network departments during the Implementation Period in order to test the Supplier's Online Booking Solutions. Services may need to be formally assessed, either by the Government Digital Service (GDS) or the Buyer, to confirm that it is being built in a way that meets the Government Digital Service Standard, as set out in <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>.
- 5.3 The Supplier shall provide a test version of the Online Booking Solution to allow the Buyer to test and to ensure compatibility with the Buyer System during the Implementation Period within five (5) Working Days of request.
- 5.4 The Supplier shall ensure a representative sample of Bookers are able to test the booking process for ease of use and systems compatibility and feedback comments to the Supplier. The Supplier shall make any reasonable adjustments to ensure that Bookers have access to the Online Booking Solution and that this meets the Buyer's requirements including in relation to accessibility and security.
- 5.5 During the Implementation Period the Supplier shall provide training to user(s) on the use of the Online Booking Solution, including but not limited to user guides, classroom training, one-to-one training sessions, videos, webinars and road shows, appropriate to the Buyer's location free of charge. The Supplier shall provide a minimum of four days free of charge training sessions to the Buyer per country per year throughout the duration of the Call-Off Contract Period to accommodate new users to the Online Booking Solution.
- 5.6 The Supplier shall provide the support, access and functionality of the Online Booking Solution to the Buyer (including to Bookers and Travellers) via mobile devices such as tablets and smartphones. This functionality must not compromise data security in any way and or increase security risks to the Buyer or the Government. Any security risk will be assessed by the security working group comprising of CCS, the Buyer and the public services network and any necessary modifications must be carried out by the Supplier before the Call-Off Start Date at no cost to the Buyer in accordance with, as applicable, Call-Off Schedule 9A (Security) or Call-Off Schedule 9B (MOD Security) of the Call-Off Contract.
- 5.7 The Supplier shall adapt the Online Booking Solution to reflect the Buyer's Travel/Expenses/Meeting Policy(s) during the Implementation Period.

6. What to do if there is a Delay

- 6.1 If the Supplier becomes aware that there is, or there is reasonably likely to be, a Delay under this Contract it shall:

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- 6.1.1 notify the Buyer as soon as practically possible and no later than within two (2) Working Days from becoming aware of the Delay or anticipated Delay;
- 6.1.2 include in its notification an explanation of the actual or anticipated impact of the Delay;
- 6.1.3 comply with the Buyer's instructions in order to address the impact of the Delay or anticipated Delay; and
- 6.1.4 use all reasonable endeavours to eliminate or mitigate the consequences of any Delay or anticipated Delay.

7. Compensation for a Delay

- 7.1 If Delay Payments have been included in the Implementation Plan and a Milestone has not been achieved by the relevant Milestone Date, the Supplier shall pay to the Buyer such Delay Payments (calculated as set out by the Buyer in the Implementation Plan) and the following provisions shall apply:
 - 7.1.1 the Supplier acknowledges and agrees that any Delay Payment is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier's failure to Achieve the corresponding Milestone;
 - 7.1.2 Delay Payments shall be the Buyer's exclusive financial remedy for the Supplier's failure to Achieve a Milestone by its Milestone Date except where:
 - (a) the Buyer is entitled to or does terminate this Contract pursuant to Clause 10.4 (When CCS or the buyer can end a contract); or
 - (b) the delay exceeds the number of days (the "**Delay Period Limit**") specified in the Implementation Plan commencing on the relevant Milestone Date;
 - 7.1.3 the Delay Payments will accrue on a daily basis from the relevant Milestone Date until the date when the Milestone is Achieved;
 - 7.1.4 no payment or other act or omission of the Buyer shall in any way affect the rights of the Buyer to recover the Delay Payments or be deemed to be a waiver of the right of the Buyer to recover any such damages; and
 - 7.1.5 Delay Payments shall not be subject to or count towards any limitation on liability set out in Clause 11 (How much you can be held responsible for).

8. Implementation Plan

- 8.1 The Implementation Period will be a six (6) Month period.
- 8.2 During the Implementation Period, the incumbent supplier shall retain full responsibility for all existing services until the Call-Off Start Date

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or as otherwise formally agreed with the Buyer. The Supplier's full service obligations shall formally be assumed on the Call-Off Start Date as set out in Order Form.

- 8.3 In accordance with the Implementation Plan, the Supplier shall:
 - 8.3.1 work cooperatively and in partnership with the Buyer, incumbent supplier, and other framework supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services;
 - 8.3.2 work with the incumbent supplier and Buyer to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services;
 - 8.3.3 liaise with the incumbent Supplier to enable the full completion of the Implementation Period activities; and
 - 8.3.4 produce an Implementation Plan, to be agreed by the Buyer, for carrying out the requirements within the Implementation Period including, key Milestones and dependencies.
- 8.4 The Implementation Plan will include detail stating:
 - 8.4.1 how the Supplier will work with the incumbent Supplier and the Buyer Authorised Representative to capture and load up information such as asset data; and
 - 8.4.2 a communications plan, to be produced and implemented by the Supplier, but to be agreed with the Buyer, including the frequency, responsibility for and nature of communication with the Buyer and end users of the Services.
- 8.5 In addition, the Supplier shall:
 - 8.5.1 appoint a Supplier Authorised Representative who shall be responsible for the management of the Implementation Period, to ensure that the Implementation Period is planned and resourced adequately, and who will act as a point of contact for the Buyer;
 - 8.5.2 mobilise all the Services specified in the Order Form including Call-Off Schedule 20 (Call-Off Specification) within the Call-Off Contract;
 - 8.5.3 produce an Implementation Plan report for each Buyer Premises to encompass programmes that will fulfil all the Buyer's obligations to landlords and other tenants:
 - (a) the format of reports and programmes shall be in accordance with the Buyer's requirements and particular attention shall be paid to establishing the operating requirements of the occupiers when preparing these programmes which are subject to the Buyer's approval; and

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- (b) the Parties shall use reasonable endeavours to agree the contents of the report but if the Parties are unable to agree the contents within twenty (20) Working Days of its submission by the Supplier to the Buyer, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure;
- 8.5.4 manage and report progress against the Implementation Plan;
- 8.5.5 construct and maintain an Implementation Plan risk and issue register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to mitigate them;
- 8.5.6 attend progress meetings (frequency of such meetings shall be as set out in the Order Form) in accordance with the Buyer's requirements during the Implementation Period. Implementation meetings shall be chaired by the Buyer and all meeting minutes shall be kept and published by the Supplier; and
- 8.5.7 ensure that all risks associated with the Implementation Period are minimised to ensure a seamless change of control between incumbent provider and the Supplier.

Call-Off Schedule 13: (Implementation Plan and Testing)

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Annex: Implementation Plan

The Implementation Plan is set out below and the Milestones to be Achieved are identified below:

Milestone	Deliverable Items	Duration	Milestone Date	Buyer Responsibilities	Supplier responsibilities
[]	[]	[]	[]	[]	[]
<p>The Supplier shall Achieve the Milestones in accordance with this Call-Off Schedule 13 (Implementation Plan and Testing).</p> <p>For the purposes of Paragraph 9.1.2 of this Schedule the Delay Period Limit shall be [insert number of days].</p>					

Call-Off Schedule 14 (Service Levels)

1. Definitions

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

"Critical Service Level Failure"	has the meaning given to it in the Order Form;
"Service Credit Cap"	has the meaning given to it in the Order Form;
"Service Level Failure"	means a failure to meet the Service Level Performance Measure in respect of a Service Level;
"Service Level Performance Measure"	shall be as set out against the relevant Service Level in the Annex to this Schedule;
"Service Level Threshold"	shall be as set out against the relevant Service Level in the Annex to this Schedule; and
"Performance Monitoring Reports"	has the meaning given to it in Paragraph 1.2 of Part B of this Schedule.

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

- 2.1 The Supplier shall at all times provide the Deliverables to meet or exceed the Service Level Performance Measure for each Service Level.
- 2.2 The Supplier acknowledges that any Service Level Failure shall entitle the Buyer to the rights set out in Part A of this Schedule including the right to any Service Credits and that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier's failure to meet any Service Level Performance Measure.
- 2.3 The Supplier shall be allowed a one-month grace period at the start of each Contract Year in respect of any Service Level Failure, during which period Service Credits shall not be applicable. Following the one-month grace period in each Contract Year, the Buyer shall be entitled to Service Credits in accordance with this Schedule.
- 2.4 The Supplier shall send Performance Monitoring Reports to the Buyer detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Schedule.
- 2.5 A Service Credit shall be the Buyer's exclusive financial remedy for a Service Level Failure except where:

Call-Off Schedule 14 (Service Levels)

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

3. Critical Service Level Failure

- 3.1 On the occurrence of a Critical Service Level Failure:
 - 3.1.1 any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and
 - 3.1.2 the Buyer shall (subject to the Service Credit Cap) be entitled to a full refund of all transaction fees charged during the period of Critical Service Level Failure, provided that the operation of this Paragraph 3 shall be without prejudice to the right of the Buyer to terminate this Contract and/or to claim damages from the Supplier for material Default.

Part A: Service Levels and Service Credits

1. Service Levels

1.1 If the level of performance of the Supplier:

1.1.1 is likely to or fails to meet any Service Level Performance Measure; or

1.1.2 is likely to cause or causes a Critical Service Level Failure to occur,

the Supplier shall immediately notify the Buyer in writing and the Buyer, in its absolute discretion and without limiting any other of its rights, may:

1.1.3 require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring;

1.1.4 instruct the Supplier to comply with the Rectification Plan Process;

1.1.5 if a Service Level Failure has occurred, deduct the applicable Service Credits payable by the Supplier, or require the Supplier to provide a refund against transaction fees paid, to the Buyer; and/or

1.1.6 if a Critical Service Level Failure has occurred, exercise its right to compensation for Critical Service Level Failure (including the right to terminate this Contract for material Default).

2. Service Credits

2.1 The Buyer shall use the Performance Monitoring Reports supplied by the Supplier to verify the calculation and accuracy of the Service Credits, if any, applicable to each Service Period.

2.2 Service Credits are a reduction of the amounts payable in respect of the Deliverables and do not include VAT. The Supplier shall set-off the value of any Service Credits against the appropriate invoice or provide a refund against transaction fees paid, in accordance with the calculation formula in the Annex to this Schedule.

2.3 For the purpose of the Service Credit calculations in the Annex to this Schedule, one (1) Service Credit is equal to the sum of one £1 Pound Sterling (£1).

Call-Off Schedule 14 (Service Levels)

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Annex to Part A: Services Levels and Service Credits Table

SLA Ref	Service Level	Detail	Service Level Performance Measure	Service Level Threshold	Monitoring and Reporting	Service Credit	Applicable Lots
SL1	Online Booking System and mobile booking app availability	<p>Online Booking System and mobile booking app availability.</p> <p>The Supplier shall ensure that the Online Booking System is available 24 hours a day, 365 days per year (or 366 in a leap year) throughout the Call-Off Contract Period. This excludes any planned scheduled outages for system maintenance and/or system upgrades that have been mutually agreed with the Buyer.</p>	<p>Online Booking System and mobile booking app shall be available 100% of the available minutes.</p> <p>Online Booking System and mobile booking app availability is measured as 1440 minutes per day x number of days in reporting Month.</p>	85%	<p>Supplier shall provide the Service Credit Performance Monitoring Report to the Buyer. Template and delivery to be agreed in accordance with Paragraph 1 of Part B of this Schedule.</p> <p>The Buyer shall retain the right to audit and/or conduct spot checks.</p>	100 Service credits for each and every 0.1% below the Service Level Performance Measure.	Lots 1,2,3

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SL2	Telephone answering times	<p>Core Hours - All user telephone calls shall be answered within 20 seconds by a person.</p> <p>Non-core hours - All user telephone calls shall be answered within 20 seconds by a person. Any time an answer machine and/or automated attendant model is required to play a recorded message, this is included in the 20 seconds. Answer machines and/or automated attendant model shall be kept to 1 level.</p>	<p>Core hours: 90% of user calls answered within 20 seconds by a person (abandoned calls must be included in this measure).</p> <p>Non-core hours: 80% of user calls answered within 20 seconds by a person (abandoned calls must be included in this measure).</p>	<p>Core hours – 60%</p> <p>Non-core hours – 50%</p>	<p>As per SL1 (abandoned calls must be included in this measure).</p> <p>The Supplier must provide a Monthly telephone report as part of the Service Credit Performance Monitoring Report. Template and delivery to be agreed in accordance with Paragraph 1 of Part B of this Schedule.</p>	20 Service Credits for each and every 0.1% below the Service Level Performance Measure.	Lots 1,2,4
SL3	Booking completion times	The Supplier shall as a minimum meet the following booking completion times: Online bookings shall be completed instantly.	<p>100% of online bookings to be completed and confirmed instantly. Exceptions are transactions that do not have live availability/inventory.</p> <p>95% of offline phone bookings, exceptional online bookings (as per</p>	90% of online bookings	As per SL1. Booking system data should contain log time and completion time of booking.	100 Service Credits for each and every 0.1% below	Lots 1, 2, 3

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		Offline phone bookings shall be completed while the Booker is on the phone (unless requested otherwise by the Booker). Where this is not practicable (for example if third party suppliers need to be contacted) bookings should be completed within 24 hours. This also applies to email bookings but excludes group air, rail and accommodation bookings.	above) and email bookings, itineraries to be confirmed to Traveller and/or booked within 2 hours, allowing 4 hours for long haul (6+ hours) and multi sector (4+ sector) itineraries. This excludes emergency bookings, where immediate confirmation is required.	85% of offline bookings		the Service Level Performance Measure.	
SL4	A) Response times and Complaints Management	A) Complaints management: The Supplier shall acknowledge all contact (including but not limited to emails/calls/fax/voice mail) regarding risks, issues, concerns, questions and complaints in relation to the Services within four (4) business hours of receipt and resolve them satisfactorily.	Minimum 99% of contact acknowledged within 4 business hours of receipt (automated acknowledgement emails do not count as a response). 1) Updates on how the Supplier is proactively working to seek a resolution shall be provided to the Buyer at intervals of 2 Working Days, until a satisfactory resolution has	90% of contact acknowledged within 4 hours of receipt	As per SL1	20 Service Credits for each and every 0.1% below the Service Level Performance	Lots 1,2,4

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	B) Ratio of complaints against bookings made	Number of upheld complaints against the Supplier performance should not exceed 0.3% of the total bookings made. Note: this does not include complaints against third party providers.	been agreed which is mutually acceptable to both Parties. 2) 97% of complaints and issues to be resolved within 3 Working Days unless referred to a third party supplier. 3) If a complaint/issue is referred to a third party supplier these are to be: a) resolved within 28 days or b) an update provided every 5 Working Days until a satisfactory conclusion is reached. Number of upheld complaints against the Supplier shall not exceed 0.3% of	80% of complaints and issues to be resolved within 3 working days unless referred to a third party supplier 60 days		nce Measure.	
						20 Service	

Call-Off Schedule 14 (Service Levels)

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			total bookings made aggregated across all transaction types.	2%		Credits for every 0.1% above the Service Level Performance Measure	
SL5	Price Match	All price match requests must be dealt with within 4 business hours as per the specification.	Supplier must report all successful price match requests. Supplier shall not exceed more than 5 successful price-match requests per Month across all Call-Off Contracts.	25	As per SL1	50 Service Credits per successful price match after the 10th successful price match.	All Lots

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SL6	Call Backs	In the event that the Supplier is required to call back a user, they must do so within 2 business hours. If they are unable to reach the user they must follow up with another form of communication i.e. email or text.	100% of callbacks within 2 business hours.	85%	As per SL1	50 Service Credits for each and every 0.1% below the Service Level Performance Measure.	All Lots
SL7	Visa/ Passports	Supplier shall alert each Traveller to any passport and visa requirements at the time of booking (offline). Supplier shall be responsible for the provision of all necessary forms and the processing of applications, which will be checked for accuracy and completeness upon receipt.	Zero Buyer complaints regarding Supplier failure to provide Visa or Passport information to a Traveller on purchase (offline only).	5	As per SL1	50 Service Credits per failure or credits to the value of the missed travel if Traveller is unable to travel due to	Lots 1,2

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						visa or passport requirements.	
SL8	Refunds	<p>Applicable to:</p> <ul style="list-style-type: none"> - Refunds for unused rail tickets (including unprinted tickets) and airline tickets which have been returned to the Supplier. - Refunds for uncollected rail tickets - Refunds for cancellations of prepaid hotel bookings 	<p>100% credited to Traveller's cost centre within 1 Month of date of intended travel and/or</p> <p>100% credited to Traveller's cost centre within 1 Month of ticket expiry date</p> <p>(This excludes when payment are dependable by 3rd parties)</p>	<p>90%</p> <p>90%</p>	As per SL1	50 Service Credits for every 0.1% below the Service Level Performance Measure	All Lots
SL9	Quality Control	Supplier to ensure accuracy of travel documentation and invoicing. Subject to audit, Supplier must meet a 99.9% accuracy rating.	<p>99.9% accuracy rating</p> <p>Buyer complaints or issues reported due to this should be reviewed Monthly.</p>	90%	As per SL1	10 Service Credits per inaccurate travel documentation and/or recording of	All Lots

Call-Off Ref:
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Framework Ref: RM6217
Project Version: v1.0
Model Version: v3.3

Call-Off Schedule 14 (Service Levels)

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		shared with Buyer in a timely manner.				the right to implement an improvement plan Call-Off Schedule 3 (Continuous Improvement) - based on the results.	
SL1 1	Lowest Fare Option	The lowest logical fare as per travel policy must always be offered in offline bookings whether accepted or not.	Zero complaints on non-compliance with the offline quotation policy to be followed by the Supplier and agreed during implementation.	5	Complaints report (frequency to be determined at implementation) The Buyer reserves the right to audit and spot check the offline booking solutions.	50 Service Credits per verified complaint	Lots 1, 2,3

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

Example:

- 98% Service Level Performance Measurement required for accurate and timely billing Service Level
- 97.5% actual performance achieved against the Service Level Performance Measurement in a Service Period
- 0.5% below Service Level Performance Measurement requirement
- Assuming 20 Service Credits for every 0.1% below Service Level Performance Measurement
- Service Credit of $0.5\% / 0.1\% = 5 \times 20 = \text{£}100$ for the Service Level Failure

Part B: Performance Monitoring

1. PERFORMANCE MONITORING AND PERFORMANCE REVIEW

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

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to the Buyer's Representative and any other recipients agreed at the relevant meeting.

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

2. Satisfaction Surveys

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

Call-Off Schedule 15 (Call-Off Contract Management)

1. DEFINITIONS

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

"Operational Board"	the board established in accordance with Paragraph 4.1 of this Schedule; and
"Project Manager"	the manager appointed in accordance with Paragraph 2.1 of this Schedule.

2. PROJECT MANAGEMENT

2.1 The Supplier and the Buyer shall each appoint a Project Manager for the purposes of this Contract through whom the provision of the Services and the Deliverables shall be managed day-to-day.

2.2 The Parties shall ensure that appropriate resource is made available on a regular basis such that the aims, objectives and specific provisions of this Contract can be fully realised.

2.3 Without prejudice to Paragraph 4 below, the Parties agree to operate the boards specified as set out in the Annex to this Schedule.

3. Role of the Supplier Contract Manager

3.1 The Supplier shall confirm the identity of the Supplier's Contract Manager within 5 Working Days of signing the Call-Off Contract. The Supplier's Contract Manager shall have a minimum of two years' industry experience in a similar role.

3.2 The Supplier shall ensure that the Supplier's Contract Manager shall be:

3.2.1 the primary point of contact to receive communication from the Buyer and will also be the person primarily responsible for providing information to the Buyer;

3.2.2 able to delegate his position to another person at the Supplier but must inform the Buyer before proceeding with the delegation and it will be delegated person's responsibility to fulfil the Contract Manager's responsibilities and obligations;

3.2.3 able to cancel any delegation and recommence the position himself; and

3.2.4 replaced only after the Buyer has received notification of the proposed change.

Call-Off Schedule 15 (Call-Off Contract Management)

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- 3.3 The Buyer may provide revised instructions to the Supplier's Contract Manager in regards to the Contract and it will be the Supplier's Contract Manager's responsibility to ensure the information is provided to the Supplier and the actions implemented.
- 3.4 Receipt of communication from the Supplier's Contract Manager by the Buyer does not absolve the Supplier from its responsibilities, obligations or liabilities under the Contract.
- 3.5 The Supplier shall ensure that the Supplier's Contract Manager shall promote, deliver and communicate transparency of pricing, savings and Commissions to the Buyer.
- 3.6 The relationship management provided by the Supplier shall be proportionate to the size and requirements of the Buyer.

4. ROLE OF THE OPERATIONAL BOARD

- 4.1 The Operational Board shall be established by the Buyer for the purposes of this Contract on which the Supplier and the Buyer shall be represented.
- 4.2 The Operational Board members, frequency and location of board meetings and planned start date by which the board shall be established are set out in the Order Form.
- 4.3 In the event that either Party wishes to replace any of its appointed board members, that Party shall notify the other in writing for approval by the other Party (such approval not to be unreasonably withheld or delayed). Each Buyer board member shall have at all times a counterpart Supplier board member of equivalent seniority and expertise.
- 4.4 Each Party shall ensure that its board members shall make all reasonable efforts to attend board meetings at which that board member's attendance is required. If any board member is not able to attend a board meeting, that person shall use all reasonable endeavours to ensure that a delegate attends the Operational Board meeting in his/her place (wherever possible) and that the delegate is properly briefed and prepared and that he/she is debriefed by such delegate after the board meeting.
- 4.5 The purpose of the Operational Board meetings will be to review the Supplier's performance under this Contract. The agenda for each meeting shall be set by the Buyer and communicated to the Supplier in advance of that meeting.

5. Contract Risk Management

- 5.1 Both Parties shall pro-actively manage risks attributed to them under the terms of this Call-Off Contract.
- 5.2 The Supplier shall develop, operate, maintain and amend, as agreed with the Buyer, processes for:
 - 5.2.1 the identification and management of risks;

Call-Off Schedule 15 (Call-Off Contract Management)

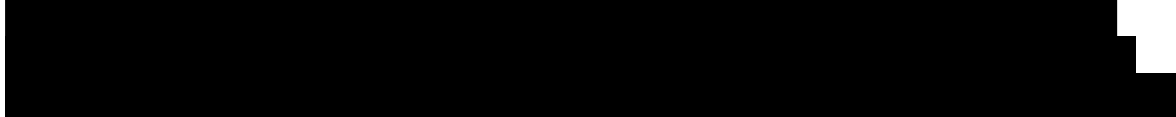
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- 5.2.2 the identification and management of issues; and
- 5.2.3 monitoring and controlling project plans.
- 5.3 The Supplier allows the Buyer to inspect at any time within working hours the accounts and records which the Supplier is required to keep.
- 5.4 The Supplier will maintain a risk register of the risks relating to the Call Off Contract which the Buyer's and the Supplier have identified.

Annex: Contract Boards

The Parties agree to operate the following boards at the locations and at the frequencies set out below:



Call-Off Schedule 16 (Benchmarking)

1. DEFINITIONS

1.1 In this Schedule, the following expressions shall have the following meanings:

"Benchmark Review"	a review of the Deliverables carried out in accordance with this Schedule to determine whether those Deliverables represent Good Value;
"Benchmarked Deliverables"	any Deliverables included within the scope of a Benchmark Review pursuant to this Schedule;
"Comparable Rates"	the Charges for Comparable Deliverables;
"Comparable Deliverables"	deliverables that are identical or materially similar to the Benchmarked Deliverables (including in terms of scope, specification, volume and quality of performance) provided that if no identical or materially similar Deliverables exist in the market, the Supplier shall propose an approach for developing a comparable Deliverables benchmark;
"Comparison Group"	a sample group of organisations providing Comparable Deliverables which consists of organisations which are either of similar size to the Supplier or which are similarly structured in terms of their business and their service offering so as to be fair comparators with the Supplier or which, are best practice organisations;
"Equivalent Data"	data derived from an analysis of the Comparable Rates and/or the Comparable Deliverables (as applicable) provided by the Comparison Group;
"Good Value"	that the Benchmarked Rates are within the Upper Quartile; and
"Upper Quartile"	in respect of Benchmarked Rates, that based on an analysis of Equivalent Data, the Benchmarked Rates, as compared to the range of prices for Comparable Deliverables, are within the top 25% in terms of best value for money for the recipients of Comparable Deliverables.

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2. When you should use this Schedule

2.1 The Supplier acknowledges that the Buyer wishes to ensure that the Deliverables, represent value for money to the taxpayer throughout the Contract Period.

2.2 This Schedule sets to ensure the Contracts represent value for money throughout and that the Buyer may terminate the Contract by issuing a Termination Notice to the Supplier if the Supplier refuses or fails to comply with its obligations as set out in Paragraph 3 of this Schedule.

2.3 Amounts payable under this Schedule shall not fall with the definition of a Cost.

3. Benchmarking

3.1 How benchmarking works

3.1.1 The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), the Buyer may give CCS the right to enforce the Buyer's rights under this Schedule.

3.1.2 The Buyer may, by written notice to the Supplier, require a Benchmark Review of any or all of the Deliverables.

3.1.3 The Buyer shall not be entitled to request a Benchmark Review during the first six (6) Month period from the Contract Commencement Date or at intervals of less than twelve (12) Months after any previous Benchmark Review.

3.1.4 The purpose of a Benchmark Review will be to establish whether the Benchmarked Deliverables are, individually and/or as a whole, Good Value.

3.1.5 The Deliverables that are to be the Benchmarked Deliverables will be identified by the Buyer in writing.

3.1.6 Upon its request for a Benchmark Review the Buyer shall nominate a benchmarker. The Supplier must approve the nomination within ten (10) Working Days unless the Supplier provides a reasonable explanation for rejecting the appointment. If the appointment is rejected then the Buyer may propose an alternative benchmarker. If the Parties cannot agree the appointment within twenty (20) days of the initial request for Benchmark review then a benchmarker shall be selected by the Chartered Institute of Financial Accountants.

3.1.7 The cost of a benchmarker shall be borne by the Buyer (provided that each Party shall bear its own internal costs of the Benchmark Review) except where the Benchmark Review demonstrates that the Benchmarked Service and/or the Benchmarked Deliverables are not Good Value, in which case the Parties shall share the cost of the benchmarker in such proportions as the Parties agree (acting reasonably). Invoices

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by the benchmarker shall be raised against the Supplier and the relevant portion shall be reimbursed by the Buyer.

3.2 Benchmarking Process

3.2.1 The benchmarker shall produce and send to the Buyer, for Approval, a draft plan for the Benchmark Review which must include:

- (a) a proposed cost and timetable for the Benchmark Review;
- (b) a description of the benchmarking methodology to be used which must demonstrate that the methodology to be used is capable of fulfilling the benchmarking purpose; and
- (c) a description of how the benchmarker will scope and identify the Comparison Group.

3.2.2 The benchmarker, acting reasonably, shall be entitled to use any model to determine the achievement of value for money and to carry out the benchmarking.

3.2.3 The Buyer must give notice in writing to the Supplier within ten (10) Working Days after receiving the draft plan, advising the benchmarker and the Supplier whether it Approves the draft plan, or, if it does not approve the draft plan, suggesting amendments to that plan (which must be reasonable). If amendments are suggested then the benchmarker must produce an amended draft plan and this Paragraph 3.2.3 shall apply to any amended draft plan.

3.2.4 Once both Parties have approved the draft plan then they will notify the benchmarker. No Party may unreasonably withhold or delay its Approval of the draft plan.

3.2.5 Once it has received the Approval of the draft plan, the benchmarker shall:

- (a) finalise the Comparison Group and collect data relating to Comparable Rates. The selection of the Comparable Rates (both in terms of number and identity) shall be a matter for the Supplier's professional judgment using:
 - (i) market intelligence;
 - (ii) the benchmarker's own data and experience;
 - (iii) relevant published information; and
 - (iv) pursuant to Paragraph 3.2.6 below, information from other suppliers or purchasers on Comparable Rates;
- (b) by applying the adjustment factors listed in Paragraph 3.2.7 and from an analysis of the Comparable Rates, derive the Equivalent Data;
- (c) using the Equivalent Data, calculate the Upper Quartile;

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- (d) determine whether or not each Benchmarked Rate is, and/or the Benchmarked Rates as a whole are, Good Value.

3.2.6 The Supplier shall use all reasonable endeavours and act in good faith to supply information required by the benchmarker in order to undertake the benchmarking. The Supplier agrees to use its reasonable endeavours to obtain information from other suppliers or purchasers on Comparable Rates.

3.2.7 In carrying out the benchmarking analysis the benchmarker may have regard to the following matters when performing a comparative assessment of the Benchmarked Rates and the Comparable Rates in order to derive Equivalent Data:

- (a) the contractual terms and business environment under which the Comparable Rates are being provided (including the scale and geographical spread of the customers);
- (b) exchange rates;
- (c) any other factors reasonably identified by the Supplier, which, if not taken into consideration, could unfairly cause the Supplier's pricing to appear non-competitive.

3.3 Benchmarking Report

3.3.1 For the purposes of this Schedule **"Benchmarking Report"** shall mean the report produced by the benchmarker following the Benchmark Review and as further described in this Schedule;

3.3.2 The benchmarker shall prepare a Benchmarking Report and deliver it to the Buyer, at the time specified in the plan Approved pursuant to Paragraph 3.2.3, setting out its findings. Those findings shall be required to:

- (a) include a finding as to whether or not a Benchmarked Service and/or whether the Benchmarked Deliverables as a whole are, Good Value;
- (b) if any of the Benchmarked Deliverables are, individually or as a whole, not Good Value, specify the changes that would be required to make that Benchmarked Service or the Benchmarked Deliverables as a whole Good Value; and
- (c) include sufficient detail and transparency so that the Party requesting the Benchmarking can interpret and understand how the Supplier has calculated whether or not the Benchmarked Deliverables are, individually or as a whole, Good Value.

3.3.3 The Parties agree that any changes required to this Contract identified in the Benchmarking Report shall be implemented at the direction of the Buyer in accordance with Clause 24 (Changing the contract).

Call-Off Schedule 18 (Background Checks)

1. When you should use this Schedule

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

2. Definitions

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

3. Relevant Convictions

- 3.1 The Supplier must ensure that no person who discloses that they have a Relevant Conviction, or a person who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Deliverables without Approval.
- 3.2 Notwithstanding Paragraph 3.1 for each member of Supplier Staff who, in providing the Deliverables, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the Buyer owes a special duty of care, the Supplier must (and shall procure that the relevant Sub-Contractor must):
 - (a) carry out a check with the records held by the Department for Education (DfE);
 - (b) conduct thorough questioning regarding any Relevant Convictions; and
 - (c) ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service (DBS),and the Supplier shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Deliverables any person who has a Relevant Conviction or an inappropriate record.

Annex 1 – Relevant Convictions

[REDACTED]

[REDACTED]

Call-Off Schedule 18 (Background Checks)

Call-Off Ref:

Crown Copyright 2018

CALL-OFF SCHEDULE 20 (CALL-OFF SPECIFICATION)

TRAVEL & VENUE SOLUTIONS

REFERENCE NUMBER

RM6217

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TRAVEL & VENUE SOLUTIONS CALL-OFF SCHEDULE 20 (CALL-OFF SPECIFICATION)

1. INTRODUCTION

- 1.1. 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.
- 1.2. For all Lots and/or Deliverables, the Supplier must help the Buyer comply with any specific applicable Standards of the Buyer.

Definitions

- 1.3. 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).

2. THE LOTS

- 2.1. The Services are divided into four Lots:
 - 2.1.1. Booking Solutions UK Points of Sale - Low touch;
 - 2.1.2. Booking Solutions UK & Overseas Points of Sale - High touch;
 - 2.1.3. Booking Solutions Specialist Needs; and
 - 2.1.4. Booking Solutions Venues & Events.
- 2.2. 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.
- 2.3. 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 its varied requirements in the Statement of Requirements in accordance with the Call-Off Procedure if required.

3. MANDATORY SERVICE REQUIREMENTS ALL LOTS

Booking Amendments, Exchanges, Cancellations and Refund Requirements

- 3.1. 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.
- 3.2. 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.

- 3.3. The Online Booking Solution shall provide email confirmation to the Booker and/or Traveller of any amendments and/or cancellations made online.
- 3.4. 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.
- 3.5. 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.
- 3.6. 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.
- 3.7. 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.
- 3.8. 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.
- 3.9. 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.
- 3.10. 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.
- 3.11. 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.
- 3.12. 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

- 3.13. 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:
 - 3.13.1. corporate payment cards, including virtual credit cards;
 - 3.13.2. invoice feeder files as a method of invoicing;
 - 3.13.3. billing to project and or cost centre codes;
 - 3.13.4. lodge cards / enhanced lodge card;
 - 3.13.5. consolidated invoice accounts, for example 10 or 30 days;
 - 3.13.6. individual and / or single bill back, for example not consolidated invoice; and

- 3.13.7. payment on departure by Traveller for accommodation and/or venue bookings.
- 3.14. The Supplier shall work with the Buyer to implement card payment processes as required at no additional cost to the Buyer.
- 3.15. The Supplier shall work with the Buyer to implement an integrated expenses process as required at no additional cost to the Buyer.
- 3.16. 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.
- 3.17. The Buyer reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
- 3.18. The Online Booking Solution shall provide the facility for the Booker to insert the three / four digit CVV security code.
- 3.19. 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.
- 3.20. 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.
- 3.21. 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.
- 3.22. 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.
- 3.23. 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.
- 3.24. 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.
- 3.25. 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.
- 3.26. 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.
- 3.27. 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.

- 3.28. 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.
- 3.29. 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

- 3.30. 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.
- 3.31. 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

- 3.32. 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.
- 3.33. The Supplier shall provide either:
- 3.33.1. 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
- 3.33.2. 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.
- 3.34. 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.
- 3.35. 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.
- 3.36. 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

- 3.37. 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:
- 3.37.1. 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;
- 3.37.2. an Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent; and
- 3.37.3. an information security management system as required by the Security Requirements.

Feedback Requirements

- 3.38. 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.
- 3.39. The Supplier shall provide, within the Online Booking Solution, a facility for the Buyer to register Complaints.

Call-Off Contract Access

- 3.40. 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.

- 3.41. 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

3.42. Provision of the Online Booking System

- 3.42.1. 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)).
- 3.42.2. 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.
- 3.42.3. 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

- 3.43. The Supplier warrants, represents and undertakes to the Buyer that:
- 3.43.1. 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 data 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;

- 3.43.2. 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
- 3.43.3. 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

- 3.44. 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.
- 3.45. 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.
- 3.46. 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.
- 3.47. 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

- 3.48. The Supplier will:
 - 3.48.1. provide unrestricted access to the Online Booking System to the Buyer and its nominated representatives throughout the Call-Off Contract Period;
 - 3.48.2. 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;
 - 3.48.3. 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;
 - 3.48.4. 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

- 3.48.5. 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.
- 3.49. 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

- 3.50. 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.
- 3.51. 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.
- 3.52. 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.
- 3.53. 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.

4. MANDATORY SERVICE REQUIREMENTS: LOTS 1-3

- 4.1. The Supplier shall meet the mandatory requirements listed below in paragraphs 4.2 to 4.113 of this Schedule.
- 4.2. The Buyer will confirm its requirements for the Services in the Statement of Requirements issued under the Call-Off Procedure.
- 4.3. The Supplier shall create a relevant generic email address which shall be used for all Buyers' queries.
- 4.4. 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.
- 4.5. The Buyer does not guarantee any exclusivity, quantity or value of work under the Call-Off Contract.
- 4.6. 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.

- 4.7. 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.
- 4.8. 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.
- 4.9. 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.
- 4.10. 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.
- 4.11. 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.
- 4.12. 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.
- 4.13. 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.
- 4.14. 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.
- 4.15. 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

- 4.16. 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.
- 4.17. 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.
- 4.18. 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>.
- 4.19. 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.
- 4.20. 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:
 - 4.20.1. they shall be provided by the Supplier without charge; and
 - 4.20.2. they shall occur outside the applicable Core Working Hours.
- 4.21. 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.
- 4.22. 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.
- 4.23. 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.
- 4.24. 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).
- 4.25. 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.

- 4.26. The Supplier Online Booking Solution and any other online system available to the Buyer shall comply with:
- 4.26.1. Government design principles, <https://www.gov.uk/guidance/government-design-principles>;
 - 4.26.2. Government design system, <https://design-system.service.gov.uk/>;
 - 4.26.3. Government standard design, <https://www.gov.uk/service-manual>; and
 - 4.26.4. The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.
- 4.27. 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):
- 4.27.1. allow bookings outside of the Buyer's departmental Travel/Expenses/Meeting Policy(s) subject to Buyer internal controls;
 - 4.27.2. ability to self-register Traveller profiles; create Traveller profiles; amend Traveller profiles;
 - 4.27.3. delete profiles, in accordance with the data security requirements; and
 - 4.27.4. add Buyer specific messages to their tailored booking portal where technology exists.
- 4.28. 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.
- 4.29. 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).
- 4.30. 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.
- 4.31. The Supplier will:
- 4.31.1. 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;
 - 4.31.2. return to the Buyer all Traveller profiles on the termination of the Contract or such earlier date as requested by the Buyer; and
 - 4.31.3. securely erase all Traveller profiles and any copies it holds on the termination of the Contract in accordance with the Security Policy.
- 4.32. 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.
- 4.33. 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.

- 4.34. 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.
- 4.35. 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.
- 4.36. 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.
- 4.37. 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.
- 4.38. 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.
- 4.39. 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.

- 4.40. 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.
- 4.41. 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).
- 4.42. 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).
- 4.43. 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.
- 4.44. Any API implementation shall conform to Her Majesty's Government best practice <https://www.gov.uk/guidance/gds-api-technical-and-data-standards>.
- 4.45. The search results shall provide information including, but not limited to, routes, accessibility restrictions, journey times, and CO2 emissions per booking.
- 4.46. 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.
- 4.47. 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:
- 4.47.1. not within the Buyer's Travel/Expenses/Meeting Policy limits; and/or
- 4.47.2. fares/rates that the Buyer (and/or CCS) has requested in writing to the Supplier to be removed from the Online Booking Solution.
- 4.48. 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.
- 4.49. 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.
- 4.50. 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.
- 4.51. 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.
- 4.52. 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.

- 4.53. 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.
- 4.54. 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

- 4.55. 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.
- 4.56. 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.
- 4.57. 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.
- 4.58. The Supplier shall provide a service for the facilitation and/or processing and submission of travel visas and passports, including:
- 4.58.1. a visa and or passport query(s) and or support service; and
 - 4.58.2. 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.
- 4.59. The Supplier shall provide the facility to book:
- 4.59.1. parking requirements at airports, railway stations and ferry ports;
 - 4.59.2. parking by an attendant; and
 - 4.59.3. an airport, railway station or ferry port "meet and greet" service.
- 4.60. The Supplier shall provide detailed booking information including, but not limited to, directions and contact details for each car park reservation.
- 4.61. The Supplier shall provide the facility for the Buyer to:
- 4.61.1. book tickets for all scheduled coach journeys for example on intercity coach journeys;
 - 4.61.2. bulk purchase bus tickets; and
 - 4.61.3. hire a coach with a driver.
- 4.62. 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

- 4.63. 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.
- 4.64. 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.
- 4.65. 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).
- 4.66. 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.
- 4.67. 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.
- 4.68. 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.
- 4.69. 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.
- 4.70. The Supplier shall provide the facility to set up profiles for Travellers with non-UK passports at no additional cost.

Bookings

- 4.71. 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.
- 4.72. 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.
- 4.73. 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.

- 4.74. 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).
- 4.75. 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.
- 4.76. 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

- 4.77. 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:
- 4.77.1. single, return and Multi-City Flights;
 - 4.77.2. upgrades and/or added value offers if allowed under the Buyer's Travel/Expenses/Meeting Policy;
 - 4.77.3. group purchase tickets (offline only);
 - 4.77.4. pre-booking of seat reservations and other ancillaries' services such as meals (subject to the carrier having the facility to display);
 - 4.77.5. special assistance for exceptional circumstances, for example escorted Travellers, unaccompanied minors or an accompanied Traveller service requirement for visually impaired Travellers (offline only);
 - 4.77.6. the ability to exclude certain routes or airlines when requested by the Buyer;
 - 4.77.7. excess baggage;
 - 4.77.8. baggage booking for low cost carriers; and
 - 4.77.9. charity fares and rates where the Buyer meets the airlines charitable criteria.
- 4.78. 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.
- 4.79. 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.
- 4.80. 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).

- 4.81. 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:
- 4.81.1. Global Distribution System (GDS) or NDC (New Distribution Capability) fares for scheduled airlines and low cost carriers (where provided by the LCC);
 - 4.81.2. web fares for all carriers (to be accessed via an API link where available at no extra cost to the Buyer); and
 - 4.81.3. non-flexible and flexible fare options.
- 4.82. 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.
- 4.83. 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.
- 4.84. 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:
- 4.84.1. unique booking reference code;
 - 4.84.2. ticket type (i.e. Economy/Premium Economy/Business/First) and cost;
 - 4.84.3. Booker and Traveller name (as shown on passport);
 - 4.84.4. journey details, including date, time of travel, carrier, flight number, terminal number and seat number where applicable;
 - 4.84.5. terms and conditions associated with the ticket booked and any restrictions;
 - 4.84.6. information on how to make cancellations, exchanges and amendments;
 - 4.84.7. information on accessibility arrangements, such as provision of ramp access at stations, where relevant or restrictions;
 - 4.84.8. the Supplier's contact telephone number during Core Working Hours and out of Core Working Hours if different;
 - 4.84.9. the Supplier's email address for contact during and out of Core Working Hours if different;
 - 4.84.10. check-in information (e.g. when check-in opens, recommended time to allow for check-in);
 - 4.84.11. baggage entitlement; and
 - 4.84.12. breakdown of costs (e.g. flight cost, taxes, cabin baggage, excess baggage).

Rail Travel

- 4.85. The Supplier shall present all available rail fares in price order (lowest to highest), including as a minimum:
- 4.85.1. advance purchase (singles and returns);
 - 4.85.2. flexible (single and returns);
 - 4.85.3. 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
 - 4.85.4. discounted fares for holders of any type of discounted rail cards.
- 4.86. 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.
- 4.87. 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:
- 4.87.1. self-print, phone application and/or bar codes, where available;
 - 4.87.2. Ticket On Departure (TOD) from a nominated train station (either from a ticket office or a machine);
 - 4.87.3. first or second class post;
 - 4.87.4. recorded or special delivery (signed-for delivery);
 - 4.87.5. courier delivery;
 - 4.87.6. in-house ticket printing facilities (where applicable); and
 - 4.87.7. E-Ticket and Smartcard or equivalent where support and/or technology exists.
- 4.88. 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:
- 4.88.1. unique booking reference code;
 - 4.88.2. unique reference code to enable tickets to be printed and or collected prior to departure;
 - 4.88.3. ticket type (i.e. Advance/Off-Peak) and cost;
 - 4.88.4. Booker and Traveller name;
 - 4.88.5. 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;
 - 4.88.6. terms and conditions associated with the ticket booked and any restrictions;
 - 4.88.7. information on how to make cancellations, exchanges and amendments;
 - 4.88.8. the Supplier's contact telephone number during Core Working Hours and out of Core Working Hours if different; and
 - 4.88.9. the Supplier's email address for contact during Core Working Hours and out of Core Working Hours if different.

- 4.89. 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.
- 4.90. 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.
- 4.91. 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.
- 4.92. 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.
- 4.93. 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.
- 4.94. 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.
- 4.95. 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.
- 4.96. 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.
- 4.97. 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

- 4.98. 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:
- 4.98.1. accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
 - 4.98.2. rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);
 - 4.98.3. accommodation facilities (e.g. gym, parking, restaurant);

- 4.98.4. accommodation location (e.g. distance from local transport / nearest station);
 - 4.98.5. disability access and any access restrictions;
 - 4.98.6. accommodation cancellation policy terms and conditions of the booking; and
 - 4.98.7. electric vehicle charging points and other environmentally sustainable options provided by the venue.
- 4.99. 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.
- 4.100. 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.
- 4.101. 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.
- 4.102. 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.
- 4.103. 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:
- 4.103.1. unique booking reference code;
 - 4.103.2. Booker email address;
 - 4.103.3. Traveller name;
 - 4.103.4. accommodation name and address including postcode;
 - 4.103.5. map view;
 - 4.103.6. date and duration of stay;
 - 4.103.7. breakdown of costs (e.g. room rate, taxes);
 - 4.103.8. amenities included / not included in the room rate (e.g. Wi-Fi, breakfast);
 - 4.103.9. payment method, for example payment on departure, bill back and or payment card;
 - 4.103.10. cancellation and amendments terms and conditions including the latest cancellation date and time to avoid all charges;
 - 4.103.11. information on how to make cancellations and amendments; and

- 4.103.12. the Supplier's contact telephone number during Core Working Hours and out of Core Working Hours telephone number (if different).
- 4.104. 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.
- 4.105. The Supplier shall ensure that there is an offline facility to service the Buyer requirements for group bookings.
- 4.106. 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.
- 4.107. 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.
- 4.108. 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)

- 4.109. The Supplier shall provide the facility for the Buyer to book all ferry ticket types for domestic and international scheduled services online and offline.
- 4.110. 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

- 4.111. 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.
- 4.112. 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.
- 4.113. 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).

5. LOT 1: BOOKING SOLUTIONS UK POINTS OF SALE - LOW TOUCH

- 5.1. The customer demographic for this Lot is to address the following requirements:
- 5.1.1. Buyer(s) with low to no additional requirements and high online adoption (above 90%), mostly domestic travel.
- 5.1.2. 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).

5.1.3. **Optional Services:** travel ancillary services.

Booking Solutions

- 5.2. 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.
- 5.3. 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:
- 5.3.1. making emergency offline bookings;
 - 5.3.2. facilitating cancellations and changes to bookings;
 - 5.3.3. assisting to repatriate Travellers in the event of a security incident or natural disaster; and
 - 5.3.4. rebooking Travellers whose travel has been cancelled by the travel supplier etc.
- 5.4. 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.

6. LOT 2: BOOKING SOLUTIONS UK & OVERSEAS POINTS OF SALE - HIGH TOUCH

- 6.1. The customer demographic for this Lot is to address the following requirements:
- 6.1.1. Buyer(s) with premium requirements above standard service requirements, online adoption under 90%. Considerable international volume.
 - 6.1.2. 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 & International); and
- supporting ancillary services (including but not limited to duty of care, risk alerts, mobile trip booking, Traveller tracking platform and parking).

6.1.3. **Optional Services:** the optional Services comprise:

- air/boat/helicopter chartering;
- crisis management services (including repatriation, emergency accommodation and MEDEVAC services);
- security and risk management services; and
- Implants.

Booking Solutions Optional Services

6.2. If requested by the Buyer, the Supplier shall provide the following services. Requirements to be set out or referred to in the Order Form:

- 6.2.1. air/ boat/helicopter chartering;
- 6.2.2. crisis management services (including repatriation, emergency accommodation and MEDEVAC);
- 6.2.3. Implants; and
- 6.2.4. security and risk management services.

6.3. During the lifetime of the Framework Contract it may be necessary for the Supplier to source and subcontract the provision of crisis management services and security and risk management services that include (but are not limited to):

- 6.3.1. country risk assessments;
- 6.3.2. cyber-security risk management and awareness training for Travellers;
- 6.3.3. mobile GPS tracking;
- 6.3.4. 2-way mobile safety messaging with travellers;
- 6.3.5. bespoke hotel / airline risk assessments;
- 6.3.6. 24-hour crisis response centre support;
- 6.3.7. MEDEVAC services;
- 6.3.8. close protection services;
- 6.3.9. ground security / asset protection; and
- 6.3.10. meetings & events / venue safety & security measures etc.

6.4. Where required under the Call-Off Contract, the Supplier is permitted to subcontract these services to a third party, passing the agreed price for such services with such third party back to the relevant department at the Buyer on a “pass through” basis without any profit mark-up, cost, administration charge or expense, provided that the price has been agreed between all parties in writing upfront.

6.5. Where pricing details for crisis management services and/or security and risk management Services are either:

6.5.1. not agreed and set out in the Call-Off Contract; or

6.5.2. are deemed by the Buyer to not represent value for money,

then the Buyer is not obliged to call off any crisis management services and/or security and risk management Services from the Supplier and may procure those services via another provider/procurement route if required.

Booking Solutions that include Overseas Points of Sale

6.6. Where specified in the Order Form, the Buyer may specify the Lot 2 service requirements set out in this paragraph 6 (Booking Solutions UK & overseas points of sale - high touch) will apply to points of sale located in certain countries other than the United Kingdom and those countries will be specified by the Buyer in the Order Form. Unless specified in the relevant Order Form the Lot 2 service requirements set out in this paragraph 6 (Booking Solutions UK & overseas points of sale - high touch) shall only apply to points of sale in the United Kingdom.

6.7. The Parties acknowledge and agree that certain amendments to the Call-Off Contract may be required in order to give effect to any requirement of the Buyer for the supply of the Deliverables in accordance with the Call-Off Contract in certain countries outside of the United Kingdom ("**Local Amendments**");

6.8. The Parties agree that any Local Amendments:

6.8.1. shall be recorded (on a country-by-country basis) substantially in the form set out at Annex 2 (Local Amendments) to this Schedule;

6.8.2. shall be strictly limited to changes which are strictly necessary to comply with the local laws of the relevant country that apply in respect of the supply and/or receipt of the Deliverables; and

6.8.3. subject always to Paragraph 6.8.2 immediately above (and any consequential changes to the scope and/or cost of supplying the Deliverables), will not amend the commercial aspects of the Call-Off Contract.

6.9. The Supplier shall notify the Buyer of all countries in which they have wholly owned, joint-venture, partner, or affiliate partner locations. The Supplier will update the Buyer of any changes to their global footprint during the Call-Off Contract Period.

6.10. The Supplier will promptly notify the Buyer during the Implementation Period of any Local Amendments required to the Call-Off Contract in accordance with Call-Off Schedule 13 (Implementation Plan and Testing) and will complete Annex 2 (Local Amendments) to this Schedule with the requested Local Amendments and provide it to the Buyer for its review and approval. The Parties will act reasonably and in good faith in relation to the agreement of the Local Amendments.

6.11. The Parties will each be responsible for their own costs and expenses arising out of or in connection with agreeing any required Local Amendments.

6.12. The Local Amendments shall not be effective unless and until Annex 2 - Local Amendments to this Schedule is agreed by the duly authorised representatives of the Parties.

6.13. If there is any conflict or inconsistency between the Call-Off Contract and the Local Amendments, the Local Amendments shall prevail to the extent they are consistent with Paragraphs 6.7 and 6.8 above.

- 6.14. 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 up to four fare/rate audits per year, one before Go Live if requested, to ensure the CCS Public Sector Negotiated Programme fares/rates are correctly loaded in all Online Booking Solutions and offline equivalent systems. The Supplier shall ensure that Foreign and Commonwealth Office marker hotels (approved on security grounds) are identified as such on the system.
- 6.15. 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 Core Working Hours in each country of operation. Calls to the Offline Booking Solution shall cost no more than an in country 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:
- 6.15.1. making emergency offline bookings;
 - 6.15.2. facilitating cancellations and changes to bookings;
 - 6.15.3. assisting to repatriate Travellers in the event of a security incident or natural disaster; and
 - 6.15.4. rebooking Travellers whose travel has been cancelled by the travel supplier etc.
- 6.16. The Supplier shall provide an Executive Service(s) to approved Bookers and Travellers nominated by the Buyer. Following the award of the Call-Off Contract the Buyer shall, in consultation with the Supplier, define the criteria for access to and identification of Bookers and Travellers permitted to use this Service.
- 6.17. The Online Booking Solution shall assist with travel planning and highlight times of the year when there may be a greater demand for the Services. Information shall be updated on a Monthly basis.
- 6.18. The Supplier, when requested shall:
- 6.18.1. research appropriate flight solutions on the agreed travel dates to and from the specified destination(s) within a timeframe to be provided by the Buyer;
 - 6.18.2. identify the cost, keeping within budget;
 - 6.18.3. provisionally book the most suitable flight(s);
 - 6.18.4. contact the Buyer with the flight option details. The Buyer will agree the chosen option direct with the delegate and advise the Supplier;
 - 6.18.5. book the chosen flight(s) using delegate(s) passport details as required;
 - 6.18.6. send booking confirmations, including flight details to the Buyer; and
 - 6.18.7. pay for flights booked and invoice the Buyer the relevant costs for each named delegate.

- 6.19. The Supplier shall provide a facility to capture any business bookings that are deemed to be taxable under the Buyer's own policy / guidance. Additional information requiring capture may also include:
- 6.19.1. Travellers on a posting term of less than 24 Months, for example detached duty tax relief;
 - 6.19.2. the type of posting term the Traveller is on;
 - 6.19.3. confirmation that the booking is in relation to the posting term; and
 - 6.19.4. Reason for Travel Codes (RFT).
- 6.20. The Supplier shall provide a separate report on bookings that are deemed to be taxable for both online and offline bookings.
- 6.21. The Buyer may where it requests, require a value for money air service (including private jets) to move personnel and or goods/cargo when commercial options are not available, or are unsuitable to the requirements, for example air transportation for UK hosted international conferences and emergency situations. The Supplier shall provide in respect of this service whole and part, fixed and rotary wing aircraft for point to point charter worldwide. In addition, the provision of fixed or rotary wing aircraft on an aircraft, crew, maintenance and insurance (ACMI) basis and the holding of a bank of flying hours on behalf of the Buyer is also required. The Supplier shall take overall responsibility for ensuring that all Subcontractors engaged for the provision of air chartering services under this Contract are compliant with the current and future legislation pertaining to all of the required air charter services. The Supplier shall provide the Buyer with CO2 emissions reporting for air charter journeys in such format and at such frequencies as required by the Buyer.
- 6.22. The Buyer may, where it requests, require a value for money boat charter to move personnel and or goods/cargo when commercial options are not available. The Supplier shall take overall responsibility for ensuring that all Subcontractors engaged for the provision of boat chartering services under this Contract are compliant with the current and future legislation pertaining to all of the required boat charter services. The Supplier shall provide the Buyer with CO2 emissions reporting for boat charter journeys in such format and at such frequencies as required by the Buyer.
- 6.23. The online booking process for requesting group accommodation or venue booking shall enable the Booker to submit an online booking request form detailing the particulars of the request. On receipt of a completed booking request form, the Supplier shall send the Booker an instantaneous email acknowledging receipt of the booking request form.
- 6.24. The Supplier shall provide the Buyer with an Online Booking System for venue find where venues make Inventory available online (including providing a mechanism for the Buyer to make amendments to and or cancel a booking).
- 6.25. Upon the Buyer's request, the Supplier will provide:
- 6.25.1. the option to have a "ticketing only" facility, where they research and hold their own flights, handing off to the Supplier for fulfilment;
 - 6.25.2. access to cost trend data mapping for their project planning. For example, the Buyer picks a time period and can then see how flight and accommodation costs are affected by local events;
 - 6.25.3. on-line travel requirements capture forms for complex offline bookings. Project managers need the facility to upload groups, project codes and other special requirements for mapping in the booking system;

Executive Services

- 6.26. The Supplier shall provide a dedicated offline team for Ministerial and Executive Services.
- 6.27. Supplier Staff handling these bookings shall have a minimum of SC level security clearance with costs to be borne by the Supplier.
- 6.28. The Buyer shall provide the Supplier with an updated report by the 15th of each Month for the duration of this Call-Off Contract, to confirm the names of all Bookers and Travellers who are permitted to use the Executive Service(s).
- 6.29. The Executive Service(s) shall include, but not be limited to, the following:
 - 6.29.1. provision of a team who shall deliver Executive Service(s) to the Bookers and Travellers. The Supplier team members shall have the appropriate skills and experience, as required by the Buyer;
 - 6.29.2. provision of personal consultation service to discuss complex itineraries, as required by both the booking personnel and the named Traveller;
 - 6.29.3. provision of a dedicated telephone number that allows the booking personnel to bypass the Offline Booking Solution(s) business as usual queue. The Supplier shall ensure that this dedicated telephone number, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code is available during Core Working Hours. The calls to this number will cost no more than calls to numbers beginning with 01, 02 or 03;
 - 6.29.4. provision of an out of Core Working Hours support for the booking personnel and the named Traveller by ensuring their out of Core Working Hours team are advised of any Executive Service(s) trips taking place during a particular period of time;
 - 6.29.5. provision of dedicated email access for the named booking personnel;
 - 6.29.6. ensuring frequent profile accuracy checks with named booking personnel and ensuring named Traveller entitlements are captured (for example, senior citizen railcards);
 - 6.29.7. the Supplier fulfilling last minute travel booking requirements, where there is availability, and sometimes within an hour prior to departure (subject to airline regulations);
 - 6.29.8. ensuring all accommodation, air, rail and Eurostar reservations are checked for accuracy and are inclusive of appropriate discount card details (excluding those that are for the collection of points for personal use) for the named Traveller; and
 - 6.29.9. the Supplier making personal checks with accommodation venue providers to ensure that bookings have been made and that all special requests for the named Traveller have been processed.

Contract Management

- 6.30. The Supplier will put in place a contract management structure across each region and in relation to each country where the Services are delivered. As a minimum, such structure will include:
 - 6.30.1. a local point of contact per country for the Buyer's personnel in-country;
 - 6.30.2. a regional point of contact per region for the Buyer's personnel to escalate any in-country issues; and

- 6.30.3. an overarching point of contact for the escalation of issues that cannot be resolved in-country or at a regional level.
- 6.31. The Supplier's Contract Manager shall have the accountability for the provision of the Services in each country where the Services are delivered and shall act as the overarching point of contact set out above.
- 6.32. The Supplier will provide up to date contact details (including email addresses and telephone numbers) for each point of contact to the Buyer and will promptly notify the Buyer of any changes to the nominated points of contact (or their contact details).
- 6.33. The Supplier will ensure that each point of contact is available during Core Working Hours or, if they are not available, they provide details for an alternative point of contact.
- 6.34. The Supplier's Contract Manager will provide the Buyer Authorised Representative and/or the Buyer's project manager, on request, with all the information requested in relation to the management of the Call-Off Contract and any issues, disputes and/or Complaints arising (including at country, regional and an overarching contract level).

Crisis Management Services

- 6.35. 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 the Call-Off 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.
- 6.36. The Supplier shall provide the Buyer (where it requests) access to crisis management services (including repatriation, emergency accommodation and MEDEVAC). This will also be applicable to individuals who have not booked their travel through the Call-Off Contract (e.g. the repatriation of British Nationals in an emergency).
- 6.37. The chartering of boats and flights as part of the Buyer's response to a crisis situation are to cover a number of eventualities. For example this could be a global requirement to return British Nationals back to the UK, at short notice, from anywhere in the world. For flights it will ideally be direct, but on occasion will be via a connection hub. Charter flights would be required when there are either no or limited commercial flights.
- 6.38. The Supplier will be responsible for working with airlines to source flights in accordance with the Buyer's detailed requirements.
- 6.39. The Supplier will have global coverage and require extensive knowledge of the air industry. This knowledge and relationships with representatives of the air industry around the world will be critical in allowing the Supplier to work with a number of stakeholders in the industry including ad hoc markets to liaise with local carriers when required.
- 6.40. Additional services can also be included at anytime, to be delivered when part of a travel project or programme or work, for example but not limited to, managed quarantine service (Red, Amber & Green Packages), Repatriations, Asylum Seekers Programme etc, where there is a requirement for a department and/or member of the public to book and pay for a test kit(s), to administer and/or complete loan/undertaking to repay processes to enable a booking to be made if/when

authorised in writing by the Government Department responsible for the project/programme of work.

- 6.41. CCS in partnership with the Buyer can add additional travel and venue services required by framework customers and their travellers at any time to support the response to any crisis situation or event e.g. global pandemics.

7. LOT 3: BOOKING SOLUTIONS SPECIALIST NEEDS

- 7.1. The customer demographic for this Lot is to address the following requirements from the Ministry of Defence (MOD):

7.1.1. Premium requirements above standard service requirements, online adoption under 90%. Considerable international volume.

7.1.2. The booking solutions to be delivered within this Lot 3 are:

- accommodation;
- air;
- ferry;
- Eurotunnel;
- ground transportation (including but not limited to international car hire, coach with driver, taxis);
- rail booking (UK, Europe & International) group accommodation;
- crisis management services (including repatriation, emergency accommodation and MEDEVAC services); and
- supporting ancillary services (including but not limited to duty of care, risk alerts, mobile trip booking, Traveller tracking platform and parking).

7.1.3. Additional services can also be included to be delivered when part of a travel project for example managed quarantine service (red, amber & green Packages) requiring the booking and paying for test kit, administering of loan/undertaking to repay processes to enable a booking to be made if/when authorised in writing by the Buyer responsible for the project/programme of work. CCS in partnership with the Buyer can add additional travel and venue services required by framework customers and their travellers at any time to support the response to any crisis situation or event e.g. global pandemic.

- 7.2. During the lifetime of the Framework Contract it may be necessary for the Supplier to source and subcontract the provision of crisis management services and security and risk management services that include (but are not limited to):

7.2.1. country risk assessments;

7.2.2. cyber-security risk management and awareness training for Travellers;

7.2.3. mobile GPS tracking;

7.2.4. 2-way mobile safety messaging with travellers;

7.2.5. bespoke hotel / airline risk assessments;

7.2.6. 24-hour crisis response centre support;

7.2.7. MEDEVAC services;

- 7.2.8. close protection services;
 - 7.2.9. ground security / asset protection; and
 - 7.2.10. meetings & events / venue safety & security measures etc.
- 7.3. Where required under the Call-Off Contract, the Supplier is permitted to subcontract these services to a third party, passing the agreed price for such services with such third party back to the relevant department at the Buyer on a “pass through” basis without any profit mark-up, cost, administration charge or expense, provided that the price has been agreed between all parties in writing upfront.
- 7.4. Where pricing details for crisis management services and/or security and risk management services are either:
- 7.4.1. not agreed and set out in the Call-Off Contract; or
 - 7.4.2. are deemed by the Buyer to not represent value for money,
- then the Buyer is not obliged to call off any crisis management services and/or security and risk management Services from the Supplier and may procure those services via another provider/procurement route if required.

Booking Solutions

- 7.5. The Supplier shall provide efficient booking solutions that deliver value for money for the Buyer’s relevant department, including the ability to book unusual and complex travel needs.
- 7.6. Such needs might include, but are not limited to facilitating routine and ad-hoc military manoeuvres such as military unit rotations and base moves around the globe. Travel requirements for such might include movement of hundreds of military and civilian personnel, their families, pets and equipment (such as band, medical equipment and luggage) The Supplier will be required to support these large booking requests which include all their travel requirements.
- 7.7. The nature of the Buyer’s business means personnel can be sent to locations all over the world with a day or less notice, therefore it is critical that the Supplier facilitates travel content from a variety of sources to provide cost effective fares to as many locations as possible around the globe and provides a responsive service to meet such booking needs.
- 7.8. Unique to the Buyer is the need to provide travel around the world to recruits who will not have a travel profile, and therefore no name or staff number on record.
- 7.9. The Supplier shall deliver an Offline Booking Solution that must be able to accommodate complex travel needs within 5 Working Days’ notice, or sooner where the Supplier is able.
- 7.10. The Buyer is made up of a number of Top Level Budget (“TLB”) business areas. Each TLB has its own unique requirements and policy interpretation with the Army and Defence science and training laboratory (“Dstl”) having significant differences to the rest of the MOD that are detailed in this requirements document.
- 7.11. The Buyer is under increasing pressure to reduce its high travel spend, and is continuously under scrutiny in the way it conducts travel, internally and externally due to the large user base, high percentage of executives, and affluent areas its personnel visits. Therefore, the Supplier shall be required to support the Buyer in Freedom of Information (“FOI”) requests, Parliamentary questions, and detailed Management Information (“MI”) reporting to track and analyse travel spend. The Supplier shall support the Buyer to ensure their users adhere to the travel policy in

place. The Supplier shall also be required to innovate throughout the Call-Off Period to reduce travel spend and improve the customer experience.

- 7.12. Due to the nature of the Buyer's business the Supplier shall be required to obtain security clearances for some of their staff, and work with the Buyer to ensure the protection of the user's data (including Bookers and Travellers) is secure. Special booking arrangements will need to be put in place to service areas of the Buyer that would be unusual in the commercial sector. Further information on the security clearance required and special booking arrangement is included in the Security Requirements.

Buyer IT system

- 7.13. Currently the Buyer primarily utilises Microsoft Internet Explorer 11, and Google Chrome version 88, as its internet browsers, however older browsers are still used in some areas of the Buyer business. The Supplier's booking portal shall be fully useable on the specified browsers in this paragraph, and if possible, be accessible on older versions as well.
- 7.14. Additionally, the Information and Communications Technology (ICT) elements of the service and systems shall throughout their life cycle, be proportionate to their functionality, data and operational maturity to ensure:
- 7.14.1. compliance with the latest UK National and Government ICT, security, information, legislation, regulations, good practice guides, standards and policies; and
 - 7.14.2. demonstration of compliance and conformance will be through the Buyer's Defence Assurance and Information Security (DAIS) accreditation process, as the Defence Authority for Information Security and Assurance. The Supplier will be required to work with DAIS and the Security Assurance Coordinator (SAC) to obtain accreditation.
- 7.15. The Supplier shall apply Industry Security Notice (ISN) 2017/01 requirements to every industry owned IT and communication system used to store, process or generate MOD information including those systems containing OFFICIAL and/or OFFICIAL-SENSITIVE information. ISN 2017/01 details Defence Assurance and Risk Tool (DART) registration, IT security accreditation processes, risk assessment and risk management requirements. The ISN is available at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/594320/DART_ISN_-_V2_3.pdf.
- 7.16. Dstl utilises a different operating system and accreditation process to the other business areas of the Buyer, therefore the successful Supplier shall be required to implement their booking tool on multiple IT systems and support multiple accreditation processes concurrently.

The requirement

- 7.17. The Online Booking System shall provide a facility for Bookers/Travellers to provide feedback on the quality of the booking system or service and third-party supplier performance and quality. The Supplier shall review this feedback as part of account management and to provide recommendations to remedy these and avoid issues occurring again.
- 7.18. The Supplier shall provide, within the Online Booking System, a facility for the Booker and/or the Traveller to register Complaints.

- 7.19. The Supplier shall ensure that third party travellers, such as families, recruits, and contractors, shall only be able to book travel via an authorised Booker and only via Offline Booking Solution methods.
- 7.20. The Supplier shall provide the ability to allow named Bookers to book on behalf of an entire department using a list of Traveller's names that the Supplier will use to provide the Bookers access to the listed Travellers profiles.
- 7.21. The Supplier shall provide the facility to customize the booking experience for each business area of the Buyer. The nature of the customisation of the Online Booking System will be agreed during implementation in accordance with Schedule 13 (Implementation Plan and Testing), but unique changes could include, limited hotel choices, differing policy thresholds, and unique fields for management information. The Supplier shall allow for further customisation of the Online Booking System, to satisfy any changes to any of the business unit's travel policy, during the course of the contract, up to four times a year, free of charge. The Supplier shall provide these customisations per business area under one booking tool where possible. Specific differences that may require the use of multiple tools are detailed below and the Supplier is to specify in their Framework Tender Response whether this can be provided under one tool or multiple:
- 7.21.1. **ARMY.** Remove the ability to search for a specific hotel. A three-mile radius limit on hotel search. Unique messaging and data capture on the portal compared to other TLB's. On hotel search results - show the lowest cost programme hotel (when available) at the top of the list and include all hotels up to (+15% of lowest rate) as green bookable hotels. Hotels in red will require entry of approver name authorisation in a reason field pop up. The ability for a specific team to book guest rail bookings online for recruits (where otherwise the tool disallows the facility to make guest bookings).
- 7.21.2. **BRITISH DEFENCE STAFF – UNITED STATES (BDS-US).** Search for all travel needs by US Zip Codes. View the price of bookings in USD. Retrieve reports for BDS-US's bookings only, and in USD.
- 7.21.3. **Dstl.** This TLB has a different travel policy, data and payment requirements which will require the use of a separate tool. Further details on Dstl requirements are provided at paragraph 7.50 (Dstl Only Requirements) below.
- 7.22. The Supplier shall provide an indication on their Online Booking Solution portal which hotels support lone Travellers. List of supported hotels to be supplied by the Supplier.
- 7.23. The Supplier shall provide location-based alerts to the Booker when the Booker completes a booking for accommodation or a flight, and any updates after the booking, up to and during the journey, to warn them of publicly available security concerns for that area.
- 7.24. The Supplier shall provide an interactive map as an alternative to the list view when the Booker wishes to select hotels.
- 7.25. The Supplier shall provide a separate phone number, that will not be published, allowing users of this number to be prioritised on the Supplier's telephony waitlist. This is for use by limited areas of the Buyer's business that require urgent bookings in all scenarios and its use will be controlled by the Buyer.
- 7.26. The Supplier shall remove all complete itineraries from the Booker's profile 24 hours after the trip is complete.

- 7.27. The Supplier shall not have the ability for the Traveller to enter air or hotel membership rewards on their Online Booking Solution.
- 7.28. The Supplier shall validate the UIN on all bookings, online and offline, and where possible, the staff or service number.
- 7.29. The Supplier shall make available on the Online Booking Solution portal, content from multiple sources such as, but not limited to, Global Distribution System (GDS's), Application Programming Interfaces and rates retrieved by booking sites and offer said rates ensuring that the lowest available fare in the market is always presented to the Booker/Traveller.

Desirable Requirements

- 7.30. The following requirements, although not mandatory to guarantee a successful bid, have been identified as desirable for the Buyer.
- 7.31. Online direct booking for ferry and Eurotunnel.
- 7.32. The Supplier's portal shall provide a map of the London underground tube system when users attempt to book a London underground train ticket. This is to inform the Traveller's decision on which underground zone they need to book.
- 7.33. The Supplier shall provide, as part of the offline service, a facility to amend the Traveller name whilst keeping the original booking for rail and hotel bookings.
- 7.34. The Supplier shall provide accurate carbon emission data for air, ferry, rail and Eurotunnel booking (taking into account vehicle efficiency) and make this data available during the booking process, online and offline, to allow the Traveller to make informed low carbon travel decisions.
- 7.35. The Supplier shall provide the ability to book rail season tickets online.

OFFLINE SERVICE ACCESS & CAPABILITY

- 7.36. The Supplier shall provide the facility to capture each overseas business booking for certain at-risk destinations in line with the Buyer's own policy/guidance. This requirement will be agreed with the Buyer as part of the Implementation Plan and for this requirement to be met by the Go Live stage, including but not limited to whether pre-ticketing approval will be required for certain 'at risk' destinations.
- 7.37. The Supplier shall, as part of the Offline Booking Solution service, be able to book travel for a customer's family for duty reasons, via an authorised Booker, such as, but not limited to, family moves, unaccompanied minors and Dangerously Ill Forwarding of Relatives ("DILFOR").
- 7.38. The Supplier shall provide the facility for users to book large, complex Group Bookings as part of the Offline Booking Solution service. Group Bookings can be in excess of 300+ travellers, requiring accommodation, rail and flight needs. Unique to this requirement the Supplier shall provide the option for coaches, to be booked offline for the Group Booking.
- 7.39. The Supplier shall provide the facility to make bookings for winter sports which can include but is not limited to, accommodation (including self-catering), rail, air, ferry, Eurotunnel, coach, ski equipment hire, ski slope and lift passes, meals and packed lunches. It is up to the Supplier how to facilitate this request, such as either through a third party package, locally managed, or a mix of the two. The Supplier shall provide three quotes upon each winter sports request for consideration by the Booker. The Supplier shall provide detailed costings and management information on such bookings including a full list of Travellers. The Supplier shall state in their Framework Tender Response how they propose to meet this requirement. For the

purposes of the bid the winter sports requirement will result in an indicative 20 bookings per year ranging from 10-200 passengers, however the Supplier is to expect a larger number of quote requests that do not result in a completed booking. Requests are to be expected between May and July. Possible locations include, but are not limited to, UK, France, Bulgaria and Austria.

AIR REQUIREMENTS

- 7.40. The Supplier shall manage, on the Buyer's behalf, the 'Partner Plus Redemption programme' with Star Alliance, holding the redemption funds gained from qualifying flights in the Supplier's account with the funds collected passed to the Buyer at the end of the financial year. Details of how this is to be managed is to be agreed during the implementation stage in accordance with Schedule 13 (Implementation Plan and Testing). Further information can be found on the below websites:
- 7.40.1. <https://www.partnerplusbenefit.com/>; and
- 7.40.2. <https://www.staralliance.com/en/member-airlines>.
- 7.41. The Supplier shall provide access and booking capabilities to Marine fares when utilization is allowed by the airline carrier for utilisation by, but not limited to, the Royal Fleet Auxiliary (RFA).
- 7.42. The Supplier shall provide access and booking capabilities to charity fares when utilization is allowed by the airline carrier. Further details on this shall be provided at Implementation stage in accordance with Schedule 13 (Implementation Plan and Testing).
- 7.43. The Supplier shall work with the Buyer and the airline carrier to implement specific procedures on behalf of the Buyer, if the airline carrier accept it, when the Buyer requirements don't follow under the airline carrier standard T&C's, (eg Air Group booking with BA, additional luggage cost to be prepaid by the Supplier and not by the Traveller).

RAIL REQUIREMENTS

- 7.44. The Supplier shall book rail travel for recruits who do not have a travel profile. This type of booking is often done in bulk (for 10 or more recruits) and occurs throughout the year to the region of 50,000 recruits or more. The Supplier shall identify the most cost-effective way of doing this, and will consider suitable saving initiatives around this requirement. The booking form (usually completed by a business area travel cell) will be agreed during the Implementation stage in accordance with Schedule 13 (Implementation Plan and Testing).

ACCOMMODATION REQUIREMENTS

- 7.45. The Supplier shall provide the ability to book non-GDS accommodation online, such as but not limited to, serviced apartments, chalets, condo's, cottages, country houses, gite's, guest houses, holiday homes, hostels, inns, lodges, motels, residences, resorts, and villas, however some private leasing suppliers are not to be used and will be detailed during implementation in accordance with Schedule 13 (Implementation Plan and Testing).
- 7.46. The Supplier shall provide the ability for the Booker to select, on the Online Booking Solution tool, the number of occupants that will be staying within the selected room when multiple occupancy is required.

FERRY REQUIREMENTS

- 7.47. The Supplier shall not make freight bookings for Ferry or Eurotunnel.

- 7.48. The Supplier shall provide the ability for Travellers to pay for their own additional services out of scope of approved travel bookings, such as adding trailers, and upgrade of cabins.

TICKET PRINTERS

- 7.49. There is a requirement for the Supplier to provide three (3) kiosks, and seven (7) desktop printers FOC (free of charge). The number of FOC printers must also include FOC installation, FOC service and repair, maintenance contracts and FOC training. Any ticket printer software updates required (not including Buyer's system software) shall be provided FOC.

DSTL ONLY REQUIREMENTS

- 7.50. Dstl, whilst part of the MOD, has a different travel policy, payment system, and travel requirements. The following requirements are specific to Dstl only. The Supplier shall be required to work with separate Dstl representatives during, and after, the implementation stage to ensure the following requirements are implemented:

- 7.50.1. The Supplier shall produce a crisis management report to be sent to a pre-defined email address as soon as possible after an event has occurred.
- 7.50.2. The crisis management process, which will be agreed at implementation stage in accordance with Schedule 13 (Implementation Plan and Testing), will include contacting the Travellers directly and reporting back to Dstl if this is unsuccessful.
- 7.50.3. The Supplier's named account manager shall attend monthly meetings with Dstl during the first 12 months from contract start, followed by quarterly thereafter. To be held virtually where possible but at Porton Down if not and when requested by the Dstl lead.
- 7.50.4. The Supplier's named account manager shall also attend ad hoc meetings with Dstl post implementation stage when requested by the Dstl travel manager.
- 7.50.5. The Supplier shall submit weekly consolidated invoicing with 30-day payment terms, and this shall be done by utilising a Simple Mail Transfer Protocol (SMTP) server link. Invoice is to be provided at line detail in excel format to be agreed during implementation in accordance with Schedule 13 (Implementation Plan and Testing).
- 7.50.6. For train journeys, the Supplier shall not make postal options available to the user.
- 7.50.7. The Supplier shall provide to Dstl only the ability to enter one of over 20,000 DSTL cost codes that the online booking tool must validate before a booking is placed. Supplier shall receive a daily file of updated cost codes and upload to their booking portal FOC.
- 7.50.8. The Supplier shall receive weekly uploads of Dstl's line management organisation data to facilitate line management approval on the booking tool.
- 7.50.9. The Supplier shall provide, and manage, a virtual card solution, using the Supplier's own credit card, for Dstl only. Payment will be made via weekly consolidated invoicing as detailed above. Reconciliation of the payments on this virtual card solution is to be FOC.

- 7.50.10. The Supplier shall provide the ability for Dstl to make vehicle hire bookings online and offline where the point of collection and return of the vehicle is outside the UK.
- 7.50.11. The Supplier shall for Dstl only, provide a service for the facilitation and/or processing and submission of travel visas and passports, including a visa and or passport query(s) and or support service.
- 7.50.12. To ensure Dstl's booking times are not adversely affected during peak periods for the rest of the MOD, the Supplier shall provide a separate phone number and email address for use by Dstl only. For reference in 2019-20 Dstl made 10,000 calls and sent 5,000 emails. The Supplier shall provide the Buyer with separate SLA reports in respect of Dstl on a monthly basis showing Dstl performance for telephone/email response and booking completion, separated from the rest of the MOD.

Army Only Requirements

- 7.51. The Supplier shall hold monthly meetings with the Army travel lead virtually to discuss saving opportunities and outstanding actions.
- 7.52. The Supplier shall engage with the Army during implementation to jointly develop a report that is compatible with their travel dashboard.

Account Management

- 7.53. The Supplier shall provide an account management and relationship management service which fully supports all of the requirements of the Framework Contract and any Call-Off Contract and the needs of the Buyer which fully supports all of the requirements as detailed within this Call-Off Specification and any Statement of Requirements issued in accordance with the Call-Off Procedure.
- 7.54. The Supplier shall provide the Buyer with a named account manager, within 5 Working Days of signing the Call-Off Contract. The nominated account manager shall have a minimum of two years business travel industry experience in a similar role and shall work closely with the nominated commercial agreement manager to deliver the Services.
- 7.55. The Supplier shall provide the Buyer with a written account management structure.
- 7.56. The Supplier's account manager shall hold regular meetings with the Buyer. Monthly meetings will be held with the Buyer's contract manager.
- 7.57. The Supplier's account manager shall promote, deliver and communicate transparency of pricing, and savings to the Buyer respectively.
- 7.58. The Supplier shall support the Buyer in providing frequent communications to the Buyer's user base about the Supplier's booking abilities. One such requirement is for production of a quarterly newsletter for distribution to all MOD Bookers, highlighting booking behaviours and ways to reduce travel spend and important updates regarding the travel service. Full details of what the newsletter shall include will be agreed during the implementation stage and the monthly performance meetings.
- 7.59. The Supplier shall, in an effort to reduce the Buyer's travel spend, provide audit programmes with the aim to alter high value bookings to more cost-effective options, when within the agreed criteria. The audit thresholds to target such bookings will be agreed at the implementation stage in accordance with Schedule 13 (Implementation Plan and Testing), as well as a savings target for the Supplier, and the savings generated from such activity is to be presented at each monthly review meeting. The method of audit is to be presented by the Supplier in their Framework

Tender Response bid, however such methods could include identifying high value flights that can be altered to a substantially cheaper flight but at a similar time and quality of service, or amending hotel bookings when lower rates have become available on the market, or issuing messaging to prompt Travellers that they can alter their ticket for a lower rate, post booking completion. As a minimum the Supplier shall provide a hotel and air auditing facility. The number of potential transactions that could result in a successful saving opportunity will vary depending on the parameters set up at implementation, however for the purposes of the Framework Tender Response bid the Supplier should assume a minimum of 5% of all travel bookings will have a successful saving opportunity, and bid accordingly. The Supplier shall only charge for this task where the saving results in an additional offline activity, made by the Supplier, in addition to any applicable amendment fees in Call-Off Schedule 5 (Pricing Details). The Supplier shall only charge for successful instances of a fare reduction, in line with the criteria set out and agreed during implementation. As an example, the Buyer currently utilises a TMC delivered hotel auditing model and a third-party air auditing model delivered by Fairfly. Where the auditing activity is delivered by a third party, the third party's pricing structure shall be used. Where the audit has been delivered by the Supplier's own travel tools, without any manual intervention required, the audit shall be FOC (less any applicable amendment fees).

- 7.60. The Supplier shall accept a monthly file of MOD staff leavers/joiners FOC to activate and deactivate user accounts ensuring its accuracy at all times. The upload format will be agreed during the implementation stage in accordance with Schedule 13 (Implementation Plan and Testing).

BUYER IMPLEMENTATION

- 7.61. The Supplier shall outline its proposed project implementation plan to clearly state how they plan to manage the transition of services and provide assurance that the Buyer's Go Live date is met. The proposed plan will form part of the Call Off Contract in Call Off Schedule 13 (Implementation Plan and Testing).
- 7.62. This project implementation plan shall include a range of named personnel charged with overseeing specific aspects of the agreed Implementation Plan encompassing the agreed Implementation Period, who hold the relevant expertise and knowledge to do so effectively (e.g. Personnel who have an expert knowledge of security considerations to oversee this aspect of implementation).
- 7.63. This project implementation plan shall also contain a comprehensive and realistic timescale, ensuring that all requirements outlined within this Call-Off Specification are in place and ready to 'go live' at the time of Call-Off Contract Start Date.
- 7.64. This project implementation plan will also contain a comprehensive and fully mapped risk register, highlighting and providing mitigations for any anticipated or potential risks to the Call-Off Contract or services provided as part of it.
- 7.65. This risk register will inform a business continuity plan which will also be required which will show how the Supplier intends to react swiftly and comprehensively in the event that the Services were to go down (at the point of implementation, or at any time within the Contract Period).
- 7.66. The Supplier shall carry out due diligence as part of the bid preparation process to ensure that implementation plans and costs take account of all potential dependencies and risks inclusive of those associated to system/process integration, installation, connectivity or other I.T. activity as required by the Buyer.
- 7.67. The Supplier shall ensure that implementation and Go Live requirements are detailed within Call Off Schedule 13 (Implementation Plan and Testing).

- 7.68. The Supplier will provide the Implementation Plan as part of their bid and will arrange a meeting with key personnel between themselves and the Buyer to agree and refine this within 30 Working Days of entering into the Call-Off Contract.

Reporting

- 7.69. The Supplier shall provide the ability for the Buyer to locate its personnel around the world on an intuitive interactive world map based on the booking data of its Travellers. Access to this facility is to be restricted to named users, each of which shall only be able to view data of their own TLB.
- 7.70. The Supplier shall reconcile any spend that does not contain a Unit Identification Number (“**UIN**”) and has been charged to the Buyer’s lodged cards FOC. The reconciliation objective is to either retrieve a refund from the market, by challenging the charge where an incorrect charge has occurred, or to find the correct booking information and UIN so that the correct business area can be billed. The lodge cards require on average 1500 lines to be reconciled each month and the Supplier will have 10 Working Days each month to complete the reconciliation activity and submit results to the Buyer. Any remaining unmatched transactions after the 10 Working Days are placed into an unreconciled control account by the Buyer. The Supplier shall continue to reconcile these unmatched transactions that have been placed into the control account for later submission to the Buyer.
- 7.71. The Supplier shall provide a Monthly update to the Buyer as to the progress of the unmatched UIN’s. This update shall contain all details reasonably requested by the Buyer and shall be provided to a person nominated by the Buyer (as may be updated by the Buyer from time to time).
- 7.72. The Supplier shall support the Buyer in fraud investigations, Freedom of Information requests (FOI) and Parliamentary questions by providing any reporting information requested within three (3) Working Days of the request.
- 7.73. The Supplier shall also help with the detection and investigation of any potential or suspected fraudulent activity, notifying the Buyer as soon as any fraudulent activity is suspected.
- 7.74. The Supplier shall supply all information for ad hoc queries on request, in the agreed format, within five (5) Working Days of request. Ad hoc queries are one off requests required to support the business. The Buyer typically raises ten such queries per month. Ad hoc queries can include but are limited to, UK domestic air over a certain period, travel history for a list of travellers, or number of bookings at requested hotel.
- 7.75. The Supplier shall submit enhanced travel data to Buyer’s lodge card provider daily to allow the provider to match lodge card transactions.
- 7.76. The Supplier shall submit additional files to Buyer’s lodge card provider for any data that is not part of the normal daily submission yet still requires to be matched by lodge card provider.
- 7.77. The Supplier shall populate the Resource Account Code (RAC) in travel data and submit to the lodge card provider as part of the daily upload which is to be determined by a combination of the Purpose of Travel (POT) code and Service Code that is captured at the time of booking. The combination to determine the RAC will be provided during transition.
- 7.78. The Supplier shall provide a report that details any rail, air, or accommodation bookings, paid for by the MOD lodged cards or the Supplier’s own payment system (i.e. not bookings where the traveller pays on departure), when a specific POT codes have been used. The file is to be submitted in a CSV format and the contents will be shared during transition.

- 7.79. The Supplier shall access the lodge card supplier's platform to obtain a file, to be agreed during implementation, that will aid the Supplier in performing data reconciliation within the month. The Supplier's nominated users of the platform will be required to use a verification card and pin entry system to access the platform.
- 7.80. The Supplier is to retrieve a monthly file from Defence Business Services (DBS) containing up to date UIN's. The Supplier shall validate UIN's captured at the booking stage with this file.
- 7.81. The Supplier shall submit a file following the end of the financial year to the Buyer detailing the VAT paid by the Buyer on all Booking and merchant fees. The report shall detail the VAT paid at each line level.
- 7.82. The Supplier shall submit a quarterly report to the Buyer detailing the booking fees charged to the Buyer in that quarter.
- 7.83. The Supplier shall provide a monthly report to the Buyer that details the full travel costs and travel data on one line per transaction, such as ticket fare, booking fee and merchant fee.
- 7.84. The Supplier shall provide a facility to capture any business bookings that are deemed to be taxable under the Buyer's own policy / guidance. Additional information requiring capture may also include:
- 7.84.1. Travellers on a posting term of less than 24 Months, for example detached duty tax relief;
 - 7.84.2. the type of posting term the Traveller is on;
 - 7.84.3. confirmation that the booking is in relation to the posting term; and
 - 7.84.4. Reason for Travel codes (RFT).
- 7.85. The Supplier shall provide a separate report on bookings that are deemed to be taxable for both online and offline bookings.
- 7.86. The Supplier shall provide the Buyer with an online reporting tool, allowing nominated users to produce their own tailored multi-dimensional reports using any and / or all the reporting fields as set out.
- 7.87. The Supplier shall complete and upload (to a secure portal) all supplementary/out of policy/missed saving reports, by no later than the 14th of each month, (the template for reports shall be detailed during the implementation stage) however the name and the frequency of the reports required are as follows:
- 7.87.1. First Class Air – Monthly;
 - 7.87.2. First Class Air less than 4 hours – Monthly;
 - 7.87.3. First Class Rail – Monthly;
 - 7.87.4. Rail Warrants – Quarterly;
 - 7.87.5. Out of Hours – Monthly;
 - 7.87.6. C02 Emissions Cabinet Office – Quarterly;
 - 7.87.7. C02 Emissions MOD – Quarterly;
 - 7.87.8. Hotel No Show/Non-Payer – Monthly;
 - 7.87.9. Hotel Over Cap Rate – Monthly; and
 - 7.87.10. 2* and 3* Reports – Quarterly.
- 7.88. When receiving monthly supplementary reports (which will hold information including, but not limited to, out of policy bookings, or bookings made against non-

lodged cards), the Buyer requires the information/data to be split out by each business area to allow the Buyer to disseminate them accordingly. Business areas shall also have access to their own reporting information and have the ability to run their own bespoke reports through the reporting tool. Access shall be locked down so that only nominated personnel are able to access information pertinent to their own area.

Complaints/Issue Management and Dispute Resolution

- 7.89. The Supplier shall adhere to the Complaints Procedure as per the Call-Off Contract.
- 7.90. The Supplier is required to adhere to the Dispute Resolution Procedure as set out in the Call-Off Contract.
- 7.91. If requested to do so by the Buyer, the Supplier shall develop a continuous service improvement plan.

Security Requirements

- 7.92. The data security classification for this Lot 3 is OFFICIAL SENSITIVE (Personal).
- 7.93. The Supplier shall comply with the Government Security Classification on .gov.uk. The version current at the time of this procurement, Government Security Classification 2018 may be found here:
 - 7.93.1. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/715778/May-2018_Government-Security-Classifications-2.pdf.
- 7.94. The Supplier shall read, understand and respond to the Buyer in accordance with Call-Off Schedule 9B (MOD Security) in respect of the security requirements for the Services.
- 7.95. The Supplier shall provide, when requested by the Buyer, the architectural design of the Supplier's booking system software and hardware construction.
- 7.96. The Supplier shall comply with the requirements of the Defence Cyber Protection Partnership throughout the contract term and Call-Off Schedule 17 (MOD Additional and Data Processing Terms) meeting the current risk level requirements of MODERATE. The risk assessment is reviewed annually, and the Supplier shall comply with the revised risk assessment, and security requirements that fall out of that risk assessment, should it change during the life of the contract.
- 7.97. The Supplier shall ensure that information held by the Supplier shall be protected regardless of location as detailed in Call-Off Schedule 9B (MOD Security).
- 7.98. The Supplier shall obtain approval from the Buyer's Data Controller/Information Risk Owner(s) through the Security Working Group for any off-shored data in accordance with Call-Off Schedule 9B (MOD Security).
- 7.99. The Supplier shall provide evidence that the infrastructure devices storing any bulk Buyer data shall not be directly accessible from a device hosted on the internet. In addition, the devices storing bulk data shall be located in the UK only, including any supporting or backup devices.
- 7.100. The Supplier must ensure that personnel have the appropriate level of national security vetting clearance and have been vetted in accordance with Schedule 9B (MOD Security). Under the Call-Off Contract the Supplier shall obtain, and maintain for the life of the Call-Off Contract, the security vetting clearances below:

- 7.100.1. employees who hold sensitive roles under the Call-Off Contract, namely having access to the Buyer's bulk data, shall hold Security Check (SC) level clearance; and
- 7.100.2. all remaining employees working for the Supplier under the Call-Off Contract, but do not have access to the Buyer's bulk data, shall be Counter Terrorist Check (CTC) cleared.
- 7.101. The Supplier must ensure that its employees, personnel and sub-suppliers have the appropriate level of security clearance. Security clearance costs are to be borne by the Supplier.
- 7.102. The Supplier must accommodate the Buyer's audit in relation to assurance governance and compliance during implementation and throughout the duration of the Call-Off Contract. This will include but is not limited to physical security, Personnel security and documentary security (policies, procedures, international standards and legislative requirements) in accordance with the requirements of Call-Off Schedule 9B (MOD Security).
- 7.103. The Supplier must report promptly any security incidents or breaches directly to the Buyer. The Buyer will decide the reporting chain of any security incidents or breaches.
- 7.104. If required, the Supplier shall ensure that all documents or correspondence relating to the Services must have the Government Security Classification (GSC) applied whether in hard or soft copy format.
- 7.105. The Online Booking Solution tool shall be compliant with PCI DSS for the handling of card payments.
- 7.106. The Supplier shall not process contract data via anti-virus software developed by any of the following nations; Belarus, China, Egypt, Iran, Libya, North Korea, Russia, Syria, Ukraine or Vietnam. Should this occur during the term of the Call-Off Contract the Supplier is to notify the Buyer (MOD) immediately after the Supplier has been made aware of the incident happening.

Payment

- 7.107. The Buyer utilises lodged cards, which the Supplier will charge directly for travel and booking charges, for all modes of travel, except accommodation the process for which is detailed below. The Supplier shall provide a billback service for DILFOR only.
- 7.108. For accommodation the Supplier shall utilise the Buyer lodged single use virtual card set up with Conferma where the Buyer has allowed its use and where the accommodation provider will accept it. All other accommodation payments are to be paid on departure by the Traveller. The Supplier shall submit data to Conferma following a booking to allow the enhanced data to be viewable on the Conferma SNAP portal. For accommodation bookings where the Conferma virtual card is not used, the Supplier shall use its own corporate card to guarantee the booking and be responsible for any reconciliation that is required on that card FOC.
- 7.109. The Supplier shall provide a billback service for DILFOR, and accommodation where the guarantee card was charged, only.
- 7.110. As per the requirement in paragraph 7.50 (Dstl Only Requirements) Dstl have different payment requirements that the Supplier shall comply with.

8. LOT 4: BOOKING SOLUTIONS VENUES & EVENTS

Accommodation and Venue Find

- 8.1. The Supplier shall provide the Buyer with a facility to tailor search options in the Online Booking Solution including, but not limited to, price, distance from specified location or office / train station / airport, postcode, radius, or specific accommodation name and or hotel group, to provide the most efficient search results using a quick list, or equivalent.
- 8.2. The Supplier shall provide the Buyer with an Online Booking System for venue find where venues make Inventory available online (including providing a mechanism for the Buyer to make amendments to and or cancel a booking).
- 8.3. The Supplier shall provide an Online Booking Solution with sufficient functionality to display all rates whether Commissionable or Non-Commissionable, in accordance with the accommodation providers' default position on Commissions, and also including but not limited to, last minute offers and advance booking promotions, Supplier owned rates, HM Government, CCS Public Sector Negotiated Programme rates without exception or limitations.
- 8.4. The results of the search shall provide maps and display the distance from the point of search selected by the Booker. The Supplier shall ensure the provision of services relating to assurance over aspects of organisational, operational and programme performance, benefitting from objective examination and assessment.
- 8.5. The Supplier shall provide the Buyer (where it requests) access to all accommodation sites and venues throughout the life of the Framework Contract, including but not limited to whole hotels/venues for exclusive use and regardless of whether commissionable or not. No Hotel/Venue is to be excluded unless written approval from Crown Commercial Service. Supporting ancillary services such as transport, PPE, test kits and food and beverages shall also be provided (where a Buyer requests it), particularly in response to a crisis i.e. Covid-19. This will also be applicable to individuals who have not booked their travel through the relevant Call-Off Contract but are requiring support from a Government Department for example British Nationals, Approved Foreign Nationals, rough sleepers, asylum seekers, unaccompanied minors, displaced residents etc.
- 8.6. Where Online Booking Solutions do not exist then the Supplier shall ensure that a robust Offline Booking Solution is provided e.g web booking request forms, dedicated email addresses and dedicated phone numbers.

Venue Find – Including Virtual/Digital & Hybrid Meetings

- 8.7. The Supplier shall provide a comprehensive and cost effective 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 Buyer and other nominated individuals. This includes the booking of venues for exclusive use and group accommodation.
- 8.8. The Supplier shall deliver the venue find services using the following three tier approach:
 - 8.8.1. **Tier 1:** The Shared Facilities Register, which shall be provided to the Supplier, shall always be the first consideration for fulfilling all venue finding requirements from the Buyer. If a suitable venue is identified, either by the Supplier or the Buyer directly, then the Supplier shall seek confirmation of suitability before booking the venue and sending a confirmation to the Booker via email. The Government Property Unit (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 Buyer. The Shared Facilities Register is not a comprehensive list of all meeting 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. Booking and usage of government space is at the discretion of the government entity that is responsible for that space and, unless indicated otherwise, it shall not be assumed that non-government bodies would be accommodated in these facilities.

- 8.8.2. **Tier 2:** In the event that the Buyer's requirement cannot be fulfilled from Tier 1 and there is an audit trail to confirm this, 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.; or
 - Voluntary and community sector providers of meeting space
- 8.8.3. **Tier 3:** In the event that the Buyer'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:
- Meeting venues;
 - Hotels; or
 - Conference and Meeting Centres.
- 8.9. Volume data is included in the Data Set. The Data Set outlines a historical split of bookings of which the higher proportion is currently serviced by Tier 3 venues.
- 8.10. The Supplier shall present the HM Government/CCS Preferred Venue Terms and Conditions to the venues with every enquiry, and encourage compliance. Where the venue will not comply, the Supplier shall advise the Booker and provide a copy of the venue's terms and conditions prior to the booking being confirmed in writing.
- 8.11. The Supplier shall work with the venue to manage all requirements including but not limited to food and beverage, audio-visual, internet, room set-up, timings, liaison with venue staff.
- 8.12. The Supplier shall highlight to the Buyer the most cost-effective choices when presenting available venue options. The Supplier shall provide the facility for the Buyer to select a 'Reason' (from a predetermined and pre-populated standard list of reason codes approved by the Buyer) where the most cost-effective option is not booked. When required by the Buyer, the Supplier shall provide the facility to refer to such bookings for pre-authorisation before the booking is confirmed. Details of such pre-authorisation shall 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).
- 8.13. The Supplier shall provide the facility to record pre-confirmation approval information (at a minimum, a field that captures a typed response by the Booker to indicate approval has been given) e.g. the name of the approver and date, in accordance with the Buyer's requirements.

- 8.14. The Supplier shall provide the Booker(s) with a minimum of three venue options and provide a quotation (that meets the stated Booker's requirements) detailing the following:
- 8.14.1. name and location of the venue, with directions;
 - 8.14.2. 24-hour meeting rate and / or day delegate meeting rate
 - 8.14.3. room hire rate with refreshments comparison, if applicable;
 - 8.14.4. best value for money / most cost-effective option;
 - 8.14.5. syndicate rooms requested and any additional cost;
 - 8.14.6. additional equipment requested and any additional cost and
 - 8.14.7. cancellation policy (particularly cut off dates for no charge cancellation); and
 - 8.14.8. detailed specification relevant to the Booker's requirement e.g. menus, room layout, additional equipment, dietary requirements, meeting arrangements to the venue e.g. car parking, locality to public transport etc.
- 8.15. The Supplier shall seek to achieve best value for money and present the same to the Buyer by considering day delegate meeting rate(s) against room hire and refreshments individual pricing.
- 8.16. 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: <https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services>. The Supplier shall communicate this requirement to the venue where catering is requested, and obtain and collate any verification evidence and pass the same to the Buyer on request.
- 8.17. When required by the Buyer, and allowed by the venue, the Supplier shall arrange refreshments/catering through a Third Party Provider on a standalone basis. The Supplier shall ensure that these refreshments/catering services are purchased in the most cost effective way.
- 8.18. The Supplier shall ensure that the Buyer can clearly notify the Supplier at the time of booking whether the attendee(s) are lone and/or vulnerable attendee(s) and/or have any special requirements, either by phone, email, enquiry form or the booking system.
- 8.19. The Supplier shall be able to exclude specific venues, as defined by the Buyer, to ensure they are not made available to book, either by phone, email, enquiry form or the booking system (when this becomes available).
- 8.20. The Buyer will require pricing (if not cost effective to package as a 24-hour rate) for single rooms, in accordance with the Buyer's Travel/Expenses/Meeting Policy. 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.
- 8.21. The Supplier shall be able to deal with complex requirements including, but not limited to, requirements of delegates with Protected Characteristics, secure parking, specific room requirements.
- 8.22. When required, the Supplier shall provide the Buyer 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 provided, prior to the start

of the meeting. 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.

- 8.23. When required by the Buyer, the Supplier may need to subcontract certain elements of the meeting where additional expertise may be needed. If this is the case, the Buyer will have final approval on the sub-contractor's proposed costs.
- 8.24. If required by the Buyer, the Supplier shall provide an onsite single point of contact to the Buyer for venue liaison purposes.
- 8.25. When required by the Buyer the Supplier shall arrange for transportation from a Third Party Provider to and from the venue, display stands, equipment and or other materials for the meeting. 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 Buyer. The Supplier shall ensure that sufficient insurance cover is in place to cover any risk to the materials transported.
- 8.26. If required by the Buyer, 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. The specific needs of delegates with Protected Characteristics 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.
- 8.27. If required by the Buyer, the Supplier shall provide the Buyer 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.
- 8.28. If required by the Buyer, the Supplier shall provide the Buyer 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.
- 8.29. If required by the Buyer, 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 Buyer and where necessary with third parties to coordinate the pack. The delegate pack must be approved by the Buyer's meeting organiser before being issued to delegates.
- 8.30. If required by the Buyer, the Supplier shall provide the Buyer, where it has been indicated that a meeting will include attendees designated as VIPs or executives, with appropriate arrangements, which may include increased security arrangements. The exact arrangements shall be agreed between the Supplier and the Booker.
- 8.31. The Supplier shall ensure that Bookers receive a confirmation(s) by email or fax once a booking has been confirmed to include, but not be limited to:
 - 8.31.1. unique meeting ID number;
 - 8.31.2. confirmation number and or reference number;
 - 8.31.3. Booker email address;
 - 8.31.4. Booker and or organiser name;
 - 8.31.5. venue name;
 - 8.31.6. venue address including postcode and map view;
 - 8.31.7. contact details for the venue and a named contact at the venue;

- 8.31.8. date of meeting and timings;
- 8.31.9. itemised pricing for example: room hire, day delegate rate, 24-hour delegate rate, food and beverages, AV equipment, local taxes, room rate. If any items are bundled into a packaged rate, the email or fax must state what is included within the packaged rate;
- 8.31.10. payment method, for example payment on departure, bill back and or payment card;
- 8.31.11. cancellation and amendments terms and conditions in accordance with the HM Government/ CCS Preferred Venue Terms and Conditions or the venue providers' own conditions including, but not limited to, the latest cancellation date and time to avoid all charges;
- 8.31.12. clear information on how to make cancellations and amendments;
- 8.31.13. the Supplier's out of hour's emergency telephone number;
- 8.31.14. staff number and or cost centre;
- 8.31.15. notification of whether any additional documentation i.e. tickets needed prior to the date of the meeting;
- 8.31.16. accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
- 8.31.17. rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);
- 8.31.18. accommodation facilities (e.g. gym, parking, restaurant);
- 8.31.19. accommodation location (e.g. distance from local transport / nearest station);
- 8.31.20. disability access and any access restrictions;
- 8.31.21. the venue's green credentials and/or sustainability credentials; and
- 8.31.22. planned venue renovations coinciding with the date of the meeting/event.
- 8.32. The Supplier shall ensure that all invoices shall contain the following information (the minimum standard is Level 3 Data), together with any other information required by the Buyer:
 - 8.32.1. purchase Order number;
 - 8.32.2. invoice number;
 - 8.32.3. venue name;
 - 8.32.4. Booker and/or organisation's name;
 - 8.32.5. title of meeting;
 - 8.32.6. date of meeting and duration;
 - 8.32.7. date of booking;
 - 8.32.8. location of meeting and or venue;
 - 8.32.9. number of attendees;
 - 8.32.10. whether free or paid government estate, voluntary and community sector, or commercial venue;
 - 8.32.11. total cost (inclusive and exclusive of local taxes);

- 8.32.12. cost breakdown by element (for more complex bookings outside the free government estate), (for example venue, catering, audio and or audio visual, delegate management);
 - 8.32.13. organiser cost centre code;
 - 8.32.14. unique meeting ID number (to remain the same throughout the life of the booking); and
 - 8.32.15. invoice date.
- 8.33. The Supplier shall cross check invoicing from each venue against each element of the original booking to ensure no overcharging has taken place by the venue, prior to submitting to the Buyer for payment. Prior to invoice payment the Supplier shall investigate any discrepancies with the Buyer and either:
- 8.33.1. obtain any relevant authorisation from the Buyer for approval of additional charges; or
 - 8.33.2. challenge any unauthorised additional charges with the venue and, where possible, ensure these are removed from the invoice.
- 8.34. When required by the Buyer, the Booker's staff number, service number, name, (UIN) and or email address shall be recorded for each booking and will be agreed with the Buyer during implementation.
- 8.35. The Supplier shall provide a comprehensive and cost effective booking service to provide for meetings, conferences, interviews and training courses that are required to be delivered virtually or digitally. The Supplier shall ensure digital meeting/event platforms are compliant with the Buyer's security, accessibility, digital requirements as detailed in Call-Off Schedule 9A (Security).

Annex 1: Supplementary definitions

“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: (a) (where applicable) the Implementation Plan; or (b) 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”	<p>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:</p> <ul style="list-style-type: none"> 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”	<p>means the security requirements set out or referred to in:</p> <ul style="list-style-type: none"> a) this Schedule (as applicable to the relevant Lot in question); b) Framework Schedule 9 (Cyber Essentials Scheme); c) Call-Off Schedule 9A (Security) or Call-Off Schedule 9B (MOD Security) (as applicable); and d) 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.

Joint Schedule 1 (Definitions)

- 1.1 In each Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Joint Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In each Contract, unless the context otherwise requires:
 - 1.3.1 the singular includes the plural and vice versa;
 - 1.3.2 reference to a gender includes the other gender and the neuter;
 - 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Central Government Body;
 - 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time;
 - 1.3.5 the words “**including**”, “**other**”, “**in particular**”, “**for example**” and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words “**without limitation**”;
 - 1.3.6 references to “**writing**” include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
 - 1.3.7 references to “**representations**” shall be construed as references to present facts, to “**warranties**” as references to present and future facts and to “**undertakings**” as references to obligations under the Contract;
 - 1.3.8 references to “**Clauses**” and “**Schedules**” are, unless otherwise provided, references to the clauses and schedules of the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;
 - 1.3.9 references to “**Paragraphs**” are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided;
 - 1.3.10 references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified;

Joint Schedule 1 (Definitions)

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- 1.3.11 the headings in each Contract are for ease of reference only and shall not affect the interpretation or construction of a Contract;
- 1.3.12 where the Buyer is a Central Government Body it shall be treated as contracting with the Crown as a whole;
- 1.3.13 any reference in a Contract which immediately before Exit Day was a reference to (as it has effect from time to time):
- (a) any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement (“**EU References**”) which is to form part of domestic law by application of section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after Exit Day as a reference to the EU References as they form part of domestic law by virtue of section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
 - (b) any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred; and
- 1.3.14 unless otherwise provided, references to “**Buyer**” shall be construed as including Exempt Buyers; and
- 1.3.15 unless otherwise provided, references to “**Call-Off Contract**” and “**Contract**” shall be construed as including Exempt Call-Off Contracts.
- 1.4 In each Contract, unless the context otherwise requires, the following words shall have the following meanings:

“ Achieve ”	in respect of a Test, to successfully pass such Test without any Test Issues and in respect of a Milestone, the issue by the Buyer of a written confirmation that the relevant Milestone has been passed in respect of that Milestone and “ Achieved ”, “ Achieving ” and “ Achievement ” shall be construed accordingly;
“ Additional Insurances ”	insurance requirements relating to a Call-Off Contract specified in the Order Form additional to those outlined in Joint Schedule 3 (Insurance Requirements);
“ Admin Fee ”	means the costs incurred by CCS in dealing with MI Failures calculated in accordance with the tariff of administration charges published by the CCS on: http://CCS.cabinetoffice.gov.uk/i-am-supplier/management-information/admin-fees ;
“ Affected Party ”	the Party seeking to claim relief in respect of a Force Majeure Event;
“ Affiliates ”	in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
“ Annex ”	extra information which supports a Schedule;
“ Approval ”	the prior written consent of the Buyer and “ Approve ” and “ Approved ” shall be construed accordingly;
“ Audit ”	the Relevant Authority’s right to:

	<ul style="list-style-type: none"> a) verify the accuracy of the Charges and any other amounts payable by a Buyer under a Call-Off Contract (including proposed or actual variations to them in accordance with the Contract); b) verify the costs of the Supplier (including the costs of all Subcontractors and any third party suppliers) in connection with the provision of the Services; c) verify the Open Book Data; d) verify the Supplier's and each Subcontractor's compliance with the Contract and applicable Law; e) identify or investigate actual or suspected breach of Clauses 27 to 33 and/or Joint Schedule 5 (Corporate Social Responsibility), impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Relevant Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations; f) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, any Guarantor, and/or any Subcontractors or their ability to provide the Deliverables; g) obtain such information as is necessary to fulfil the Relevant Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General; h) review any books of account and the internal contract management accounts kept by the Supplier in connection with each Contract; i) carry out the Relevant Authority's internal and statutory audits and to prepare, examine and/or certify the Relevant Authority's annual and interim reports and accounts; j) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Relevant Authority has used its resources; or k) verify the accuracy and completeness of any Management Information delivered or required by the Framework Contract;
"Auditor"	<ul style="list-style-type: none"> a) the Relevant Authority's internal and external auditors; b) the Relevant Authority's statutory or regulatory auditors; c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office; d) HM Treasury or the Cabinet Office; e) any party formally appointed by the Relevant Authority to carry out audit or similar review functions; and f) successors or assigns of any of the above;
"Authority"	CCS and each Buyer;
"Authority Cause"	any breach of the obligations of the Relevant Authority or any other default, act, omission, negligence or statement of the Relevant Authority, of its employees, servants, agents in connection with or in relation to the

	subject-matter of the Contract and in respect of which the Relevant Authority is liable to the Supplier;
“BACS”	the Bankers’ Automated Clearing Services, which is a scheme for the electronic processing of financial transactions within the United Kingdom;
“Beneficiary”	a Party having (or claiming to have) the benefit of an indemnity under this Contract;
“Booker”	an employee, agent or representative of the Buyer who wishes to make a booking via online or offline methods;
“Buyer”	the relevant public sector purchaser identified as such in the Order Form;
“Buyer Assets”	the Buyer’s infrastructure, data, software, materials, assets, equipment or other property owned by and/or licensed or leased to the Buyer and which is or may be used in connection with the provision of the Deliverables which remain the property of the Buyer throughout the term of the Contract;
“Buyer Authorised Representative”	the representative appointed by the Buyer from time to time in relation to the Call-Off Contract initially identified in the Order Form;
“Buyer Premises”	premises owned, controlled or occupied by the Buyer which are made available for use by the Supplier or its Subcontractors for the provision of the Deliverables (or any of them);
“Buyer Property”	the property, other than real property and IPR, including the Buyer System, any equipment issued or made available to the Supplier by the Buyer in connection with this Contract;
“Buyer System”	the Buyer’s computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Buyer or the Supplier in connection with this Contract which is owned by or licensed to the Buyer by a third party and which interfaces with the Supplier System or which is necessary for the Buyer to receive the Deliverables;
“Call-Off Contract”	the contract between the Buyer and the Supplier (entered into pursuant to the provisions of the Framework Contract), which consists of the terms set out and/or referred to in the Order Form;
“Call-Off Contract Period”	the Contract Period in respect of the Call-Off Contract;
“Call-Off Expiry Date”	the scheduled date of the end of a Call-Off Contract as stated in the Order Form;
“Call-Off Incorporated Terms”	the contractual terms applicable to the Call-Off Contract specified under the relevant heading in the Order Form;
“Call-Off Initial Period”	the Initial Period of a Call-Off Contract specified in the Order Form;
“Call-Off Optional Extension Period”	such period or periods beyond which the Call-Off Initial Period may be extended as specified in the Order Form;

“Call-Off Procedure”	the process for awarding a Call-Off Contract pursuant to Clause 2 (How the contract works) and Framework Schedule 7 (Call-Off Award Procedure);
“Call-Off Special Terms”	any additional terms and conditions specified in the Order Form incorporated into the applicable Call-Off Contract;
“Call-Off Start Date”	the date of start of a Call-Off Contract as stated in the Order Form;
“Call-Off Tender”	the tender submitted by the Supplier in response to the Buyer’s Statement of Requirements following a Further Competition Procedure and set out in Call-Off Schedule 4 (Call-Off Tender);
“CCS”	the Minister for the Cabinet Office as represented by Crown Commercial Service, which is an executive agency and operates as a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;
“CCS Authorised Representative”	the representative appointed by CCS from time to time in relation to the Framework Contract initially identified in the Framework Award Form;
“Central Government Body”	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: a) Government Department; b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c) Non-Ministerial Department; or d) Executive Agency;
“Change in Law”	any change in Law which impacts on the supply of the Deliverables and performance of the Contract which comes into force after the Start Date;
“Change of Control”	a change of Control;
“Charges”	the prices (exclusive of any applicable VAT), payable to the Supplier by the Buyer under the Call-Off Contract, as set out or referred to in the Order Form, for the full and proper performance by the Supplier of its obligations under the Call-Off Contract less any Deductions;
“Claim”	any claim which it appears that a Beneficiary is, or may become, entitled to indemnification under this Contract;
“Commercially Sensitive Information”	the Confidential Information listed in the Framework Award Form or Order Form (if any) comprising of commercially sensitive information relating to the Supplier, its IPR or its business or which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss;
“Comparable Supply”	the supply of Deliverables to another Buyer of the Supplier that are the same or similar to the Deliverables;
“Compliance Officer”	the person(s) appointed by the Supplier who is responsible for ensuring that the Supplier complies with its legal obligations;
“Confidential Information”	means any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, Know-How, personnel

	and suppliers of CCS, the Buyer or the Supplier, including IPRs, together with information derived from the above, and any other information clearly designated as being confidential (whether or not it is marked as “ confidential ”) or which ought reasonably to be considered to be confidential;
“Conflict of Interest”	a conflict between the financial or personal duties of the Supplier or the Supplier Staff and the duties owed to CCS or any Buyer under a Contract, in the reasonable opinion of the Buyer or CCS;
“Contract”	either the Framework Contract or the Call-Off Contract, as the context requires;
“Contract Period”	the term of either a Framework Contract or Call-Off Contract on and from the earlier of the: a) applicable Start Date; or b) the Effective Date, up to and including the applicable End Date;
“Contract Value”	the higher of the actual or expected total Charges paid or payable under a Contract where all obligations are met by the Supplier;
“Contract Year”	a consecutive period of twelve (12) Months commencing on the Start Date or each anniversary thereof;
“Control”	control in either of the senses defined in sections 450 and 1124 of the Corporation Tax Act 2010 and “ Controlled ” shall be construed accordingly;
“Controller”	has the meaning given to it in the UK GDPR;
“Core Terms”	CCS’ terms and conditions for common goods and services which govern how Suppliers must interact with CCS and Buyers under Framework Contracts and Call-Off Contracts;
“Costs”	the following costs (without double recovery) to the extent that they are reasonably and properly incurred by the Supplier in providing the Deliverables: a) the cost to the Supplier or the Key Subcontractor (as the context requires), calculated per Work Day, of engaging the Supplier Staff, including: b) base salary paid to the Supplier Staff; c) employer’s National Insurance contributions; d) pension contributions; e) car allowances; f) any other contractual employment benefits; g) staff training; h) work place accommodation; i) work place IT equipment and tools reasonably necessary to provide the Deliverables (but not including items included within limb (b) below); and j) reasonable recruitment costs, as agreed with the Buyer; k) costs incurred in respect of Supplier Assets which would be treated as capital costs according to generally accepted accounting principles within the UK, which shall include the cost to be charged in respect of Supplier Assets by the Supplier to the

	<p>Buyer or (to the extent that risk and title in any Supplier Asset is not held by the Supplier) any cost actually incurred by the Supplier in respect of those Supplier Assets;</p> <p>l) operational costs which are not included within (a) or (b) above, to the extent that such costs are necessary and properly incurred by the Supplier in the provision of the Deliverables; and</p> <p>m) Reimbursable Expenses to the extent these have been specified as allowable in the Order Form and are incurred in delivering any Deliverables;</p> <p>n) but excluding:</p> <p>o) Overhead;</p> <p>p) financing or similar costs;</p> <p>q) maintenance and support costs to the extent that these relate to maintenance and/or support Deliverables provided beyond the Call-Off Contract Period whether in relation to Supplier Assets or otherwise;</p> <p>r) taxation;</p> <p>s) fines and penalties;</p> <p>t) amounts payable under Call-Off Schedule 16 (Benchmarking) where such Schedule is used; and</p> <p>u) non-cash items (including depreciation, amortisation, impairments and movements in provisions);</p>
“Commercial off the shelf Software” or “COTS Software”	non-customised software where the IPR may be owned and licensed either by the Supplier or a third party depending on the context, and which is commercially available for purchase and subject to standard licence terms;
“CRTPA”	the Contracts (Rights of Third Parties) Act 1999;
“Data Protection Impact Assessment”	an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
“Data Protection Legislation”	<p>a) the UK GDPR as amended from time to time;</p> <p>b) the DPA 2018 to the extent that it relates to Processing of Personal Data and privacy; and</p> <p>c) all applicable Law about the Processing of Personal Data and privacy;</p>
“Data Protection Liability Cap”	the amount specified in the Framework Award Form;
“Data Protection Officer”	has the meaning given to it in the UK GDPR;
“Data Subject”	has the meaning given to it in the UK GDPR;
“Data Subject Access Request”	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;
“Deductions”	all Service Credits, Delay Payments (if applicable), or any other deduction which the Buyer is paid or is payable to the Buyer under a Call-Off Contract;

“Default”	any breach of the obligations of the Supplier (including abandonment of a Contract in breach of its terms) or any other default (including material default), act, omission, negligence or statement of the Supplier, of its Subcontractors or any Supplier Staff howsoever arising in connection with or in relation to the subject-matter of a Contract and in respect of which the Supplier is liable to the Relevant Authority;
“Default Management Charge”	has the meaning given to it in Paragraph 8.1.1 of Framework Schedule 5 (Management Charges and Information);
“Delay Payments”	the amounts (if any) payable by the Supplier to the Buyer in respect of a delay in respect of a Milestone as specified in the Implementation Plan;
“Deliverables”	Goods and/or Services that may be ordered under the Contract including the Documentation;
“Delivery”	delivery of the relevant Deliverable or Milestone in accordance with the terms of a Call-Off Contract as confirmed and accepted by the Buyer by confirmation in writing to the Supplier. “Deliver” and “Delivered” shall be construed accordingly;
“Disclosing Party”	the Party directly or indirectly providing Confidential Information to the other Party in accordance with Clause 15 (What you must keep confidential);
“Dispute”	any claim, dispute or difference (whether contractual or non-contractual) arising out of or in connection with the Contract or in connection with the negotiation, existence, legal validity, enforceability or termination of the Contract, whether the alleged liability shall arise under English law or under the law of some other country and regardless of whether a particular cause of action may successfully be brought in the English courts;
“Dispute Resolution Procedure”	the dispute resolution procedure set out in Clause 34 (Resolving disputes);
“Documentation”	descriptions of the Services and Service Levels, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) required to be supplied by the Supplier to the Buyer under a Contract as: <ul style="list-style-type: none"> a) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Buyer to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Deliverables; b) is required by the Supplier in order to provide the Deliverables; and/or c) has been or shall be generated for the purpose of providing the Deliverables;
“DOTAS”	the Disclosure of Tax Avoidance Schemes rules which require a promoter of Tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance contributions;

“DPA 2018”	the Data Protection Act 2018;
“Due Diligence Information”	any information supplied to the Supplier by or on behalf of the Authority prior to the Start Date;
“Effective Date”	the date on which the final Party has signed the Contract;
“EIR”	the Environmental Information Regulations 2004;
“Electronic Invoice”	an invoice which has been issued, transmitted and received in a structured electronic format which allows for its automatic and electronic processing and which complies with (a) the European standard and (b) any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870;
“Employment Regulations”	the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced or any other Regulations implementing the European Council Directive 77/187/EEC;
“End Date”	the earlier of: a) the Expiry Date (as extended by any Extension Period exercised by the Relevant Authority under Clause 10.1.2); or b) if a Contract is terminated before the date specified in (a) above, the date of termination of the Contract;
“Environmental Policy”	to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment, including any written environmental policy of the Buyer;
“Equality and Human Rights Commission”	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
“Estimated Year 1 Charges”	the anticipated total Charges payable by the Buyer in the first Contract Year specified in the Order Form;
“Estimated Yearly Charges”	means for the purposes of calculating each Party's annual liability under Clause 11.2: a) in the first Contract Year, the Estimated Year 1 Charges; or b) in any subsequent Contract Years, the Charges paid and/or payable in the previous Contract Year; or c) after the end of the Call-Off Contract, the Charges paid and/or payable in the last Contract Year during the Call-Off Contract Period;
“Exempt Buyer”	a public sector purchaser that is: a) eligible to use the Framework Contract; and b) is entering into an Exempt Call-Off Contract that is not subject to (as applicable) any of: i) the Regulations; ii) the Concession Contracts Regulations 2016 (SI 2016/273); iii) the Utilities Contracts Regulations 2016 (SI 2016/274); iv) the Defence and Security Public Contracts Regulations 2011 (SI 2011/1848); v) the Remedies Directive (2007/66/EC);

	<ul style="list-style-type: none"> vi) Directive 2014/23/EU of the European Parliament and Council; vii) Directive 2014/24/EU of the European Parliament and Council; viii) Directive 2014/25/EU of the European Parliament and Council; or ix) Directive 2009/81/EC of the European Parliament and Council;
“Exempt Call-Off Contract”	the contract between the Exempt Buyer and the Supplier for Deliverables which consists of the terms set out and referred to in the Order Form incorporating and, where necessary, amending, refining or adding to the terms of the Framework Contract;
“Exempt Procurement Amendments”	any amendments, refinements or additions to any of the terms of the Framework Contract made through the Exempt Call-Off Contract to reflect the specific needs of an Exempt Buyer to the extent permitted by and in accordance with any legal requirements applicable to that Exempt Buyer;
“Existing IPR”	any and all IPR that are owned by or licensed to either Party and which are or have been developed independently of the Contract (whether prior to the Start Date or otherwise);
“Exit Day”	shall have the meaning in the European Union (Withdrawal) Act 2018;
“Expiry Date”	the Framework Expiry Date or the Call-Off Expiry Date (as the context dictates);
“Extension Period”	the Framework Optional Extension Period or the Call-Off Optional Extension Period as the context dictates;
“FOIA”	the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
“Force Majeure Event”	<p>any event outside the reasonable control of either Party affecting its performance of its obligations under the Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control and which are not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party, including:</p> <ul style="list-style-type: none"> a) riots, civil commotion, war or armed conflict; b) acts of terrorism; c) acts of government, local government or regulatory bodies; d) fire, flood, storm or earthquake or other natural disaster, <p>but excluding any industrial dispute relating to the Supplier, the Supplier Staff or any other failure in the Supplier or the Subcontractor's supply chain;</p>
“Force Majeure Notice”	a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
“Framework Award Form”	the document outlining the Framework Incorporated Terms and crucial information required for the Framework Contract, to be executed by the Supplier and CCS;

“Framework Contract”	the framework agreement established between CCS and the Supplier in accordance with Regulation 33 by the Framework Award Form for the provision of the Deliverables to Buyers by the Supplier pursuant to the notice published on the Find a Tender Service;
“Framework Contract Period”	the period from the Framework Start Date until the End Date of the Framework Contract;
“Framework Expiry Date”	the scheduled date of the end of the Framework Contract as stated in the Framework Award Form;
“Framework Incorporated Terms”	the contractual terms applicable to the Framework Contract specified in the Framework Award Form;
“Framework Optional Extension Period”	such period or periods beyond which the Framework Contract Period may be extended as specified in the Framework Award Form;
“Framework Price(s)”	the price(s) applicable to the provision of the Deliverables set out in Framework Schedule 3 (Framework Prices);
“Framework Special Terms”	any additional terms and conditions specified in the Framework Award Form incorporated into the Framework Contract;
“Framework Start Date”	the date of start of the Framework Contract as stated in the Framework Award Form;
“Framework Tender Response”	the tender submitted by the Supplier to CCS and annexed to or referred to in Framework Schedule 2 (Framework Tender);
“Further Competition Procedure”	the further competition procedure described in Framework Schedule 7 (Call-Off Award Procedure);
“General Anti-Abuse Rule”	<ul style="list-style-type: none"> a) the legislation in Part 5 of the Finance Act 2013; and b) any future legislation introduced into Parliament to counteract Tax advantages arising from abusive arrangements to avoid National Insurance contributions;
“General Change in Law”	a Change in Law where the change is of a general legislative nature (including Tax or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
“Good Industry Practice”	standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector;
“Government”	the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and government departments and other bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
“Government Data”	<p>the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, including any of the Authority’s Confidential Information, and which:</p> <ul style="list-style-type: none"> a) are supplied to the Supplier by or on behalf of the Authority; or

	b) the Supplier is required to generate, process, store or transmit pursuant to a Contract;
“Guarantor”	the person (if any) who has entered into a guarantee in the form set out in Joint Schedule 8 (Guarantee) in relation to this Contract;
“Halifax Abuse Principle”	the principle explained in the CJEU Case C-255/02 Halifax and others;
“HMRC”	Her Majesty’s Revenue and Customs;
“ICT Environment”	the Buyer System and the Supplier System;
“ICT Policy”	the Buyer's policy in respect of information and communications technology, referred to in the Order Form, which is in force as at the Call-Off Start Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Variation Procedure;
“Impact Assessment”	an assessment of the impact of a Variation request by the Relevant Authority completed in good faith, including: <ul style="list-style-type: none"> a) details of the impact of the proposed Variation on the Deliverables and the Supplier's ability to meet its other obligations under the Contract; b) details of the cost of implementing the proposed Variation; c) details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Framework Prices/Charges (as applicable), any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party; d) a timetable for the implementation, together with any proposals for the testing of the Variation; and e) such other information as the Relevant Authority may reasonably request in (or in response to) the Variation request;
“Implant”	an employee of the Supplier based at the Buyer Premises;
“Implementation Plan”	the plan for provision of the Deliverables set out or referred to in Call-Off Schedule 13 (Implementation Plan and Testing) where that Schedule is used or otherwise as agreed between the Supplier and the Buyer;
“Indemnifier”	a Party from whom an indemnity is sought under this Contract;
“Independent Control”	where a Controller has provided Personal Data to another Party which is not a Processor or a Joint Controller because the recipient itself determines the purposes and means of Processing but does so separately from the Controller providing it with Personal Data and “Independent Controller” shall be construed accordingly;
“Indexation”	the adjustment of an amount or sum in accordance with Framework Schedule 3 (Framework Prices) and the relevant Order Form;
“Information”	has the meaning given under section 84 of the Freedom of Information Act 2000;
“Information Commissioner”	the UK’s independent authority which deals with ensuring information relating to rights in the public interest and data privacy for individuals is met, whilst promoting openness by public bodies;
“Initial Period”	the initial term of a Contract specified in the Framework Award Form or the Order Form, as the context requires;

“Insolvency Event”	<p>with respect to any person, means:</p> <ul style="list-style-type: none"> a) that person suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or: <ul style="list-style-type: none"> i) (being a company or a LLP) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986; or ii) (being a partnership) is deemed unable to pay its debts within the meaning of section 222 of the Insolvency Act 1986; b) that person commences negotiations with one or more of its creditors (using a voluntary arrangement, scheme of arrangement or otherwise) with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with one or more of its creditors or takes any step to obtain a moratorium pursuant to Section 1A and Schedule A1 of the Insolvency Act 1986 other than (in the case of a company, a LLP or a partnership) for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person; c) another person becomes entitled to appoint a receiver over the assets of that person or a receiver is appointed over the assets of that person; d) a creditor or encumbrancer of that person attaches or takes possession of, or a distress, execution or other such process is levied or enforced on or sued against, the whole or any part of that person’s assets and such attachment or process is not discharged within 14 days; e) that person suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business; f) where that person is a company, a LLP or a partnership: <ul style="list-style-type: none"> i) a petition is presented (which is not dismissed within 14 days of its service), a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that person other than for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person; ii) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is filed at court or given or if an administrator is appointed, over that person; iii) (being a company or a LLP) the holder of a qualifying floating charge over the assets of that person has become entitled to appoint or has appointed an administrative receiver; or iv) (being a partnership) the holder of an agricultural floating charge over the assets of that person has become entitled to appoint or has appointed an agricultural receiver; or g) any event occurs, or proceeding is taken, with respect to that person in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned above;
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“Intellectual Property Rights” or “IPR”	<ul style="list-style-type: none"> a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information; b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and c) all other rights having equivalent or similar effect in any country or jurisdiction;
“IPR Claim”	any claim of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any IPR, used to provide the Deliverables or otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Relevant Authority in the fulfilment of its obligations under a Contract;
“IR35”	the off-payroll rules requiring individuals who work through their company pay the same income tax and National Insurance contributions as an employee which can be found online at: https://www.gov.uk/guidance/ir35-find-out-if-it-applies ;
“Joint Controller Agreement”	the agreement (if any) entered into between the Relevant Authority and the Supplier substantially in the form set out in Annex 2 of Joint Schedule 11 (<i>Processing Data</i>);
“Joint Controllers”	where two or more Controllers jointly determine the purposes and means of Processing;
“Key Staff”	the individuals (if any) identified as such in the Order Form;
“Key Sub-Contract”	each Sub-Contract with a Key Subcontractor;
“Key Subcontractor”	<p>any Subcontractor:</p> <ul style="list-style-type: none"> a) which is relied upon to deliver any work package within the Deliverables in their entirety; and/or b) which, in the opinion of CCS or the Buyer performs (or would perform if appointed) a critical role in the provision of all or any part of the Deliverables; and/or c) with a Sub-Contract with a contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Charges forecast to be payable under the Call-Off Contract, <p>and the Supplier shall list all such Key Subcontractors in section 21 of the Framework Award Form and in the Key Subcontractor section in the Order Form;</p>
“Know-How”	all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Deliverables but excluding know-how already in the other Party’s possession before the applicable Start Date;
“Law”	any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of

	practice, judgment of a relevant court of law, or directives or requirements with which the relevant Party is bound to comply;
“Losses”	all losses, liabilities, damages, costs, expenses (including legal fees), disbursements, costs of investigation, litigation, settlement, judgment, interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty, misrepresentation or otherwise and “Loss” shall be interpreted accordingly;
“Lots”	the number of lots specified in, as applicable, Framework Schedule 1 (Specification) or Call-Off Schedule 20 (Call-Off Specification);
“Management Charge”	the sum specified in the Framework Award Form payable by the Supplier to CCS in accordance with Framework Schedule 5 (Management Charges and Information);
“Management Information” or “MI”	the management information specified in Framework Schedule 5 (Management Charges and Information);
“MI Default”	means when two (2) MI Reports are not provided in any rolling six (6) month period;
“MI Failure”	means when an MI report: <ul style="list-style-type: none"> a) contains any material errors or material omissions or a missing mandatory field; or b) is submitted using an incorrect MI reporting Template; or c) is not submitted by the reporting date (including where a declaration of no business should have been filed);
“MI Report”	means a report containing Management Information submitted to the Authority in accordance with Framework Schedule 5 (Management Charges and Information);
“MI Reporting Template”	means the form of report set out in the Annex to Framework Schedule 5 (Management Charges and Information) setting out the information the Supplier is required to supply to the Authority;
“Milestone”	an event or task described in the Implementation Plan;
“Milestone Date”	the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
“Month”	a calendar month and “Monthly” shall be interpreted accordingly;
“National Insurance”	contributions required by the Social Security Contributions and Benefits Act 1992 and made in accordance with the Social Security (Contributions) Regulations 2001 (SI 2001/1004);
“New IPR”	<ul style="list-style-type: none"> a) IPR in items created by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of a Contract and updates and amendments of these items including (but not limited to) database schema; and/or b) IPR in or arising as a result of the performance of the Supplier’s obligations under a Contract and all updates and amendments to the same; <p>but shall not include the Supplier’s Existing IPR;</p>
“Occasion of Tax Non-Compliance”	where:

	<p>b) any Tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of:</p> <p>i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any Tax rules or legislation in any jurisdiction that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;</p> <p>ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime in any jurisdiction; and/or</p> <p>c) any Tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 which gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for Tax related offences which is not spent at the Start Date or to a civil penalty for fraud or evasion;</p>
“Offline Booking Solution“	the Supplier’s offline solution for the delivery of the Services in accordance with Call-Off Schedule 20 (Call-Off Specification) or Framework Schedule 1 (Specification), as the context requires and the relevant Call-Off Contract;
“Online Booking Solution”	the Supplier’s offline solution for the delivery of the Services in accordance with Call-Off Schedule 20 (Call-Off Specification) or Framework Schedule 1 (Specification), as the context requires and the relevant Call-Off Contract;
“Open Book Data”	<p>complete and accurate financial and non-financial information which is sufficient to enable the Buyer to verify the Charges already paid or payable and Charges forecast to be paid during the remainder of the Call-Off Contract, including details and all assumptions relating to:</p> <p>a) the Supplier’s Costs broken down against each Service and/or Deliverable, including actual capital expenditure (including capital replacement costs) and the unit cost and total actual costs of all Deliverables;</p> <p>b) operating expenditure relating to the provision of the Deliverables including an analysis showing:</p> <p>i) the unit costs and quantity of consumables and bought-in Deliverables;</p> <p>ii) staff costs broken down into the number and grade/role of all Supplier Staff (free of any contingency) together with a list of agreed rates against each grade;</p> <p>iii) a list of Costs underpinning those rates for each grade, being the agreed rate less the Supplier Profit Margin; and</p> <p>iv) Reimbursable Expenses, if allowed under the Order Form;</p> <p>c) Overheads;</p> <p>d) all interest, expenses and any other third party financing costs incurred in relation to the provision of the Deliverables;</p> <p>e) the Supplier Profit achieved over the Framework Contract Period and on an annual basis;</p>

	<p>f) confirmation that all methods of Cost apportionment and Overhead allocation are consistent with and not more onerous than such methods applied generally by the Supplier;</p> <p>g) an explanation of the type and value of risk and contingencies associated with the provision of the Deliverables, including the amount of money attributed to each risk and/or contingency; and</p> <p>h) the actual Costs profile for each Service Period;</p>
“Order”	means an order for the provision of the Deliverables placed by a Buyer with the Supplier under a Contract;
“Order Form”	a completed Order Form Template (or equivalent information issued by the Buyer) used to create a Call-Off Contract;
“Order Form Template”	the applicable template in either Framework Schedule 6A (Order Form Template and Call-Off Schedules – Direct Award) or Framework Schedule 6B (Order Form Template and Call-Off Schedules – Further Competition);
“Other Contracting Authority”	any actual or potential Buyer under the Framework Contract;
“Overhead”	those amounts which are intended to recover a proportion of the Supplier’s or the Key Subcontractor’s (as the context requires) indirect corporate costs (including financing, marketing, advertising, research and development and insurance costs and any fines or penalties) but excluding allowable indirect costs apportioned to facilities and administration in the provision of Supplier Staff and accordingly included within limb (a) of the definition of “Costs”;
“Parliament”	takes its natural meaning as interpreted by Law;
“Party”	in the context of the Framework Contract, CCS or the Supplier, and in the in the context of a Call-Off Contract the Buyer or the Supplier. “Parties” shall mean both of them where the context permits;
“Performance Indicators” or “PIs”	the performance measurements and targets in respect of the Supplier’s performance of the Framework Contract set out in Framework Schedule 4 (Framework Management);
“Personal Data”	has the meaning given to it in the UK GDPR;
“Personal Data Breach”	has the meaning given to it in the UK GDPR;
“Personnel”	all directors, officers, employees, agents, consultants and suppliers of a Party and/or of any Subcontractor and/or Subprocessor engaged in the performance of its obligations under a Contract;
“Prescribed Person”	a legal adviser, an MP or an appropriate body which a whistle-blower may make a disclosure to as detailed in ‘Whistleblowing: list of prescribed people and bodies’, 24 November 2016, available online at: https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies--2/whistleblowing-list-of-prescribed-people-and-bodies ;
“Processing”	has the meaning given to it in the UK GDPR;
“Processor”	has the meaning given to it in the UK GDPR;

“Progress Meeting”	a meeting between the Buyer Authorised Representative and the Supplier Authorised Representative;
“Progress Meeting Frequency”	the frequency at which the Supplier shall conduct a Progress Meeting in accordance with Clause 6.1 as specified in the Order Form;
“Progress Report”	a report provided by the Supplier indicating the steps taken to achieve Milestones or Delivery dates;
“Progress Report Frequency”	the frequency at which the Supplier shall deliver Progress Reports in accordance with Clause 6.1 as specified in the Order Form;
“Prohibited Acts”	<ul style="list-style-type: none"> a) to directly or indirectly offer, promise or give any person working for or engaged by a Buyer or any other public body a financial or other advantage to: <ul style="list-style-type: none"> i) induce that person to perform improperly a relevant function or activity; or ii) reward that person for improper performance of a relevant function or activity; b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with each Contract; or c) committing any offence: <ul style="list-style-type: none"> i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act); or ii) under legislation or common law concerning fraudulent acts; or iii) defrauding, attempting to defraud or conspiring to defraud a Buyer or other public body; or d) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct had been carried out in the UK;
“Protective Measures”	appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it including those outlined in Framework Schedule 9 (Cyber Essentials Scheme), if applicable, in the case of the Framework Contract or Call-Off Schedule 9A (Security) or Call-Off 9B (MOD Security), if applicable, in the case of a Call-Off Contract;
“Recipient Party”	the Party which receives or obtains directly or indirectly Confidential Information;
“Rectification Plan”	<p>the Supplier’s plan (or revised plan) to rectify it’s breach using the template in Joint Schedule 10 (Rectification Plan) which shall include:</p> <ul style="list-style-type: none"> a) full details of the Default that has occurred, including a root cause analysis; b) the actual or anticipated effect of the Default; and c) the steps which the Supplier proposes to take to rectify the Default (if applicable) and to prevent such Default from recurring, including

	timescales for such steps and for the rectification of the Default (where applicable);
“Rectification Plan Process”	the process set out in Clause 10.3.1 to 10.3.4 (Rectification Plan Process);
“Regulations”	the Public Contracts Regulations 2015 and/or the Public Contracts (Scotland) Regulations 2015 (as the context requires);
“Reimbursable Expenses”	<p>the reasonable out of pocket travel and subsistence (for example, hotel and food) expenses, properly and necessarily incurred in the performance of the Services, calculated at the rates and in accordance with the Buyer's expenses policy current from time to time, but not including:</p> <ul style="list-style-type: none"> a) travel expenses incurred as a result of Supplier Staff travelling to and from their usual place of work, or to and from the premises at which the Services are principally to be performed, unless the Buyer otherwise agrees in advance in writing; and b) subsistence expenses incurred by Supplier Staff whilst performing the Services at their usual place of work, or to and from the premises at which the Services are principally to be performed;
“Relevant Authority”	the Authority which is party to the Contract to which a right or obligation is owed, as the context requires;
“Relevant Authority's Confidential Information”	<ul style="list-style-type: none"> a) all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, property rights, trade secrets, Know-How and IPR of the Relevant Authority (including all Relevant Authority Existing IPR and New IPR); b) any other information clearly designated as being confidential (whether or not it is marked “confidential”) or which ought reasonably be considered confidential which comes (or has come) to the Relevant Authority's attention or into the Relevant Authority's possession in connection with a Contract; and c) information derived from any of the above;
“Relevant Requirements”	all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State pursuant to section 9 of the Bribery Act 2010;
“Relevant Tax Authority”	HMRC, or, if applicable, the tax authority in the jurisdiction in which the Supplier is established;
“Reminder Notice”	a notice sent in accordance with Clause 10.5 given by the Supplier to the Buyer providing notification that payment has not been received on time;
“Replacement Deliverables”	any deliverables which are substantially similar to any of the Deliverables and which the Buyer receives in substitution for any of the Deliverables following the Call-Off Expiry Date, whether those goods are provided by the Buyer internally and/or by any third party;
“Replacement Subcontractor”	a Subcontractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any Subcontractor of any such Subcontractor);
“Replacement Supplier”	any third party provider of Replacement Deliverables appointed by or at the direction of the Buyer from time to time or where the Buyer is providing Replacement Deliverables for its own account, shall also include the Buyer;

“Request For Information”	a request for information or an apparent request relating to a Contract for the provision of the Deliverables or an apparent request for such information under the FOIA or the EIRs;
“Required Insurances”	the insurances required by Joint Schedule 3 (Insurance Requirements) or any Additional Insurances specified in the Order Form;
“Security Management Plan”	the Supplier's security management plan prepared pursuant to Call-Off Schedule 9A (Security) or the Call-Off Schedule 9B (MOD Security) (if applicable);
“Security Policy”	the Buyer's security policy, referred to in the Order Form, in force as at the Call-Off Start Date (a copy of which has been supplied to the Supplier), as updated from time to time and notified to the Supplier;
“Self Audit Certificate”	means the certificate in the form as set out in Framework Schedule 8 (Self Audit Certificate);
“Serious Fraud Office”	the UK Government body named as such as may be renamed or replaced by an equivalent body from time to time;
“Service Credits”	any service credits specified in the Annex to Part A of Call-Off Schedule 14 (Service Levels) being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels;
“Service Levels”	any service levels applicable to the provision of the Deliverables under the Call-Off Contract which are specified in the Annex to Part A of Call-Off Schedule 14 (Service Levels);
“Service Period”	has the meaning given to it in the Order Form;
“Services”	services made available by the Supplier as specified in Framework Schedule 1 (Specification) and in relation to a Call-Off Contract as specified in the Order Form;
“Service Transfer”	any transfer of the Deliverables (or any part of the Deliverables), for whatever reason, from the Supplier or any Subcontractor to a Replacement Supplier or a Replacement Subcontractor;
“Service Transfer Date”	the date of a Service Transfer;
“Sites”	any premises (including the Buyer Premises, the Supplier's premises or third party premises) from, to or at which: a) the Deliverables are (or are to be) provided; or b) the Supplier manages, organises or otherwise directs the provision or the use of the Deliverables;
“SME”	an enterprise falling within the category of micro, small and medium sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium enterprises;
“Special Terms”	any additional Clauses set out in the Framework Award Form or Order Form which shall form part of the respective Contract;
“Specific Change in Law”	a Change in Law that relates specifically to the business of the Buyer and which would not affect a Comparable Supply where the effect of that Specific Change in Law on the Deliverables is not reasonably foreseeable at the Start Date;

“Specification”	the specification set out in Framework Schedule 1 (Specification) and in relation to a Call-Off Contract, Call-Off Schedule 20 (Call-Off Specification);
“Standards”	any: a) standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardisation or other reputable or equivalent bodies (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Supplier would reasonably and ordinarily be expected to comply with; b) standards detailed in the specification in Schedule 1 (Specification); c) standards detailed by the Buyer in the Order Form or agreed between the Parties from time to time; d) relevant Government codes of practice and guidance applicable from time to time;
“Start Date”	in the case of the Framework Contract, the date specified on the Framework Award Form, and in the case of a Call-Off Contract, the date specified in the Order Form;
“Statement of Requirements”	a statement issued by the Buyer detailing its requirements in respect of Deliverables issued in accordance with the Call-Off Procedure;
“Storage Media”	the part of any device that is capable of storing and retrieving data;
“Sub-Contract”	any contract or agreement (or proposed contract or agreement), other than a Call-Off Contract or the Framework Contract, pursuant to which a third party: a) provides the Deliverables (or any part of them); b) provides facilities or services necessary for the provision of the Deliverables (or any part of them); and/or c) is responsible for the management, direction or control of the provision of the Deliverables (or any part of them);
“Subcontractor”	any person other than the Supplier, who is a party to a Sub-Contract and the servants or agents of that person;
“Subprocessor”	any third Party appointed to process Personal Data on behalf of that Processor related to a Contract;
“Super User”	a user confirmed by the Buyer in writing with special privileges needed to administer and maintain the system in accordance with the Contract;
“Supplier”	the person, firm or company identified in the Framework Award Form;
“Supplier System”	the information and communications technology system used by the Supplier in supplying the Deliverables, including the COTS Software, the Supplier Equipment, configuration and management utilities, calibration and testing tools and related cabling (but excluding the Buyer System);
“Supplier Assets”	all assets and rights used by the Supplier to provide the Deliverables in accordance with the Call-Off Contract but excluding the Buyer Assets;

“Supplier Authorised Representative”	the representative appointed by the Supplier named in the Framework Award Form, or later defined in a Call-Off Contract;
“Supplier's Confidential Information”	<ul style="list-style-type: none"> a) any information, however it is conveyed, that relates to the business, affairs, developments, IPR of the Supplier (including the Supplier Existing IPR) trade secrets, Know-How, and/or personnel of the Supplier; b) any other information clearly designated as being confidential (whether or not it is marked as “confidential”) or which ought reasonably to be considered to be confidential and which comes (or has come) to the Supplier's attention or into the Supplier's possession in connection with a Contract; c) information derived from any of (a) and (b) above;
“Supplier's Contract Manager”	the person identified in the Order Form appointed by the Supplier to oversee the operation of the Call-Off Contract and any alternative person whom the Supplier intends to appoint to the role, provided that the Supplier informs the Buyer prior to the appointment;
“Supplier Equipment”	the Supplier's hardware, computer and telecoms devices, equipment, plant, materials and such other items supplied and used by the Supplier (but not hired, leased or loaned from the Buyer) in the performance of its obligations under this Call-Off Contract;
“Supplier Marketing Contact”	shall be the person identified in the Framework Award Form;
“Supplier Non-Performance”	<p>where the Supplier has failed to:</p> <ul style="list-style-type: none"> a) Achieve a Milestone by its Milestone Date; b) provide the Goods and/or Services in accordance with the Service Levels; and/or c) comply with an obligation under a Contract;
“Supplier Profit”	in relation to a period, the difference between the total Charges (in nominal cash flow terms but excluding any Deductions and total Costs (in nominal cash flow terms) in respect of a Call-Off Contract for the relevant period;
“Supplier Profit Margin”	in relation to a period or a Milestone (as the context requires), the Supplier Profit for the relevant period or in relation to the relevant Milestone divided by the total Charges over the same period or in relation to the relevant Milestone and expressed as a percentage;
“Supplier Staff”	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Subcontractor engaged in the performance of the Supplier's obligations under a Contract;
“Supporting Documentation”	sufficient information in writing to enable the Buyer to reasonably assess whether the Charges, Reimbursable Expenses and other sums due from the Buyer under the Call-Off Contract detailed in the information are properly payable;
“Tax”	<ul style="list-style-type: none"> a) all forms of taxation whether direct or indirect; b) National Insurance contributions in the United Kingdom and similar contributions or obligations in any other jurisdiction; c) all statutory, governmental, state, federal, provincial, local government or municipal charges, duties, imports, contributions.

	levies or liabilities (other than in return for goods or services supplied or performed or to be performed) and withholdings; and d) any penalty, fine, surcharge, interest, charges or costs relating to any of the above, in each case wherever chargeable and whether of the United Kingdom and any other jurisdiction;
“Termination Notice”	a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate a Contract on a specified date and setting out the grounds for termination;
“Test Issue”	any variance or non-conformity of the Deliverables from their requirements as set out in a Call-Off Contract;
“Test Plan”	a plan: a) for the Testing of the Deliverables; and b) setting out other agreed criteria related to the Achievement of Milestones;
“Tests”	any tests required to be carried out pursuant to a Call-Off Contract as set out in the Test Plan or elsewhere in a Call-Off Contract and “Tested” and “Testing” shall be construed accordingly;
“Third Party IPR”	Intellectual Property Rights owned by a third party which is or will be used by the Supplier for the purpose of providing the Deliverables;
“Transferring Supplier Employees”	those employees of the Supplier and/or the Supplier’s Subcontractors to whom the Employment Regulations will apply on the Service Transfer Date;
“Transparency Information”	the Transparency Reports and the content of a Contract, including any changes to this Contract agreed from time to time, except for: a) any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Relevant Authority; and b) Commercially Sensitive Information;
“Transparency Reports”	the information relating to the Deliverables and performance of the Contracts which the Supplier is required to provide to the Buyer in accordance with the reporting requirements in Call-Off Schedule 1 (Transparency Reports);
“Traveller”	a) an employee, agent or representative of the Buyer; and/or b) a pre-authorised guest (including members of the public and dependants), who is or will be, named on the booking as the person travelling and/or using the Services;
“UK GDPR”	the retained EU law version of the General Data Protection Regulation (Regulation (EU) 2016/679);
“Variation”	any change to a Contract;
“Variation Form”	the form set out in Joint Schedule 2 (Variation Form);
“Variation Procedure”	the procedure set out in Clause 24 (Changing the contract);

Joint Schedule 1 (Definitions)

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“VAT”	value added tax in accordance with the provisions of the Value Added Tax Act 1994;
“VCSE”	a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;
“Worker”	any one of the Supplier Staff which the Buyer, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) (https://www.gov.uk/government/publications/procurement-policy-note-0815-tax-arrangements-of-appointees) applies in respect of the Deliverables;
“Working Day”	any day other than a Saturday or Sunday or public holiday in England and Wales unless specified otherwise by the Parties in the Order Form;
“Work Day”	7.5 Work Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day; and
“Work Hours”	the hours spent by the Supplier Staff properly working on the provision of the Deliverables including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks.

Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

Contract Details		
This variation is between:	[delete] as applicable: CCS / Buyer] (" CCS " " the Buyer ") And [insert] name of Supplier] (" the Supplier ")	
Contract name:	[insert] name of contract to be changed] (" the Contract ")	
Contract reference number:	[insert] contract reference number]	
Details of Proposed Variation		
Variation initiated by:	[delete] as applicable: CCS/Buyer/Supplier]	
Variation number:	[insert] variation number]	
Date variation is raised:	[insert] date]	
Proposed variation		
Reason for the variation:	[insert] reason]	
An Impact Assessment shall be provided within:	[insert] number] days	
Impact of Variation		
Likely impact of the proposed variation:	[Supplier to insert] assessment of impact]	
Outcome of Variation		
Contract variation:	This Contract detailed above is varied as follows: <ul style="list-style-type: none">[CCS/Buyer to insert] original Clauses or Paragraphs to be varied and the changed clause]	
Financial variation:	Original Contract Value:	£ [insert] amount]
	Additional cost due to variation:	£ [insert] amount]
	New Contract value:	£ [insert] amount]

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by **[delete]** as applicable: CCS / Buyer]
2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the **[delete]** as applicable: CCS / Buyer]

Signature

Date

Name (in Capitals)

Address

Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Date

Name (in Capitals)

Address

Joint Schedule 3 (Insurance Requirements)

1. The insurance you need to have

- 1.1 The Supplier shall take out and maintain, or procure the taking out and maintenance of the insurances as set out in the Annex to this Schedule, any additional insurances required under a Call-Off Contract (specified in the applicable Order Form) ("**Additional Insurances**") and any other insurances as may be required by applicable Law (together the "**Insurances**"). The Supplier shall ensure that each of the Insurances is effective no later than:
 - 1.1.1 the Framework Start Date in respect of those Insurances set out in the Annex to this Schedule and those required by applicable Law; and
 - 1.1.2 the Call-Off Contract Effective Date in respect of the Additional Insurances.
- 1.2 The Insurances shall be:
 - 1.2.1 maintained in accordance with Good Industry Practice;
 - 1.2.2 (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time;
 - 1.2.3 taken out and maintained with insurers of good financial standing and good repute in the international insurance market; and
 - 1.2.4 maintained for at least six (6) years after the End Date.
- 1.3 The Supplier shall ensure that the public and products liability policy contain an indemnity to principals clause under which the Relevant Authority shall be indemnified in respect of claims made against the Relevant Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Deliverables and for which the Supplier is legally liable.

2. How to manage the insurance

- 2.1 Without limiting the other provisions of this Contract, the Supplier shall:
 - 2.1.1 take or procure the taking of all reasonable risk management and risk control measures in relation to Deliverables as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers;
 - 2.1.2 promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and
 - 2.1.3 hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance slips and other evidence of placing cover representing any of the Insurances to which it is a party.

3. What happens if you aren't insured

- 3.1 The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.
- 3.2 Where the Supplier has failed to purchase or maintain any of the Insurances in full force and effect, the Relevant Authority may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Insurances and recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.

4. Evidence of insurance you must provide

- 4.1 The Supplier shall upon the Start Date and within 15 Working Days after the renewal of each of the Insurances, provide evidence, in a form satisfactory to the Relevant Authority, that the Insurances are in force and effect and meet in full the requirements of this Schedule.

5. Making sure you are insured to the required amount

- 5.1 The Supplier shall ensure that any Insurances which are stated to have a minimum limit "in the aggregate" are maintained at all times for the minimum limit of indemnity specified in this Contract and if any claims are made which do not relate to this Contract then the Supplier shall notify the Relevant Authority and provide details of its proposed solution for maintaining the minimum limit of indemnity.

6. Cancelled Insurance

- 6.1 The Supplier shall notify the Relevant Authority in writing at least five (5) Working Days prior to the cancellation, suspension, termination or non-renewal of any of the Insurances.
- 6.2 The Supplier shall ensure that nothing is done which would entitle the relevant insurer to cancel, rescind or suspend any insurance or cover, or to treat any insurance, cover or claim as voided in whole or part. The Supplier shall use all reasonable endeavours to notify the Relevant Authority (subject to third party confidentiality obligations) as soon as practicable when it becomes aware of any relevant fact, circumstance or matter which has caused, or is reasonably likely to provide grounds to, the relevant insurer to give notice to cancel, rescind, suspend or void any insurance, or any cover or claim under any insurance in whole or in part.

7. Insurance claims

- 7.1 The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Deliverables, or each Contract for which it may be entitled to claim under any of the Insurances. In the event that the Relevant Authority receives a claim relating to or arising out of a Contract or the Deliverables, the Supplier shall co-operate with the Relevant Authority and assist it in dealing with such claims including without limitation providing information and documentation in a timely manner.

Joint Schedule 3 (Insurance Requirements)

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- 7.2 Except where the Relevant Authority is the claimant party, the Supplier shall give the Relevant Authority notice within twenty (20) Working Days after any insurance claim in excess of 10% of the sum required to be insured pursuant to Paragraph 5.1 relating to or arising out of the provision of the Deliverables or this Contract on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Relevant Authority) full details of the incident giving rise to the claim.
- 7.3 Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.
- 7.4 Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Supplier shall be liable for such excess or deductible. The Supplier shall not be entitled to recover from the Relevant Authority any sum paid by way of excess or deductible under the Insurances whether under the terms of this Contract or otherwise.

ANNEX: REQUIRED INSURANCES

1. The Supplier shall hold the following standard insurance cover from the Framework Start Date in accordance with this Schedule:

[REDACTED]

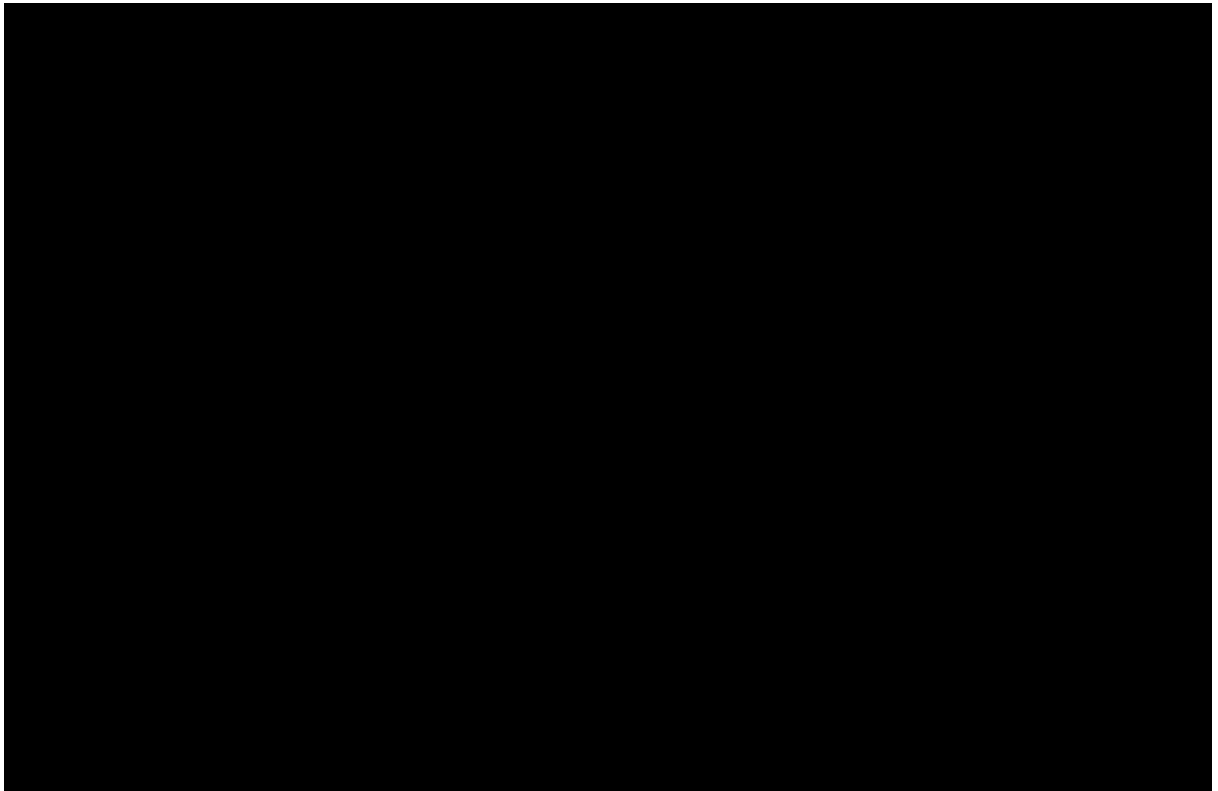
[REDACTED]

[REDACTED]

[REDACTED]

Joint Schedule 4 (Commercially Sensitive Information)

- 1.1 In this Schedule the Parties have sought to identify the Supplier's Confidential Information that is genuinely commercially sensitive and the disclosure of which would be the subject of an exemption under the FOIA and the EIRs.
- 1.2 Where possible, the Parties have sought to identify when any relevant Information will cease to fall into the category of Information to which this Schedule applies in the table below and in the Order Form (which shall be deemed incorporated into the table below).
- 1.3 Without prejudice to the Relevant Authority's obligation to disclose Information in accordance with FOIA or Clause 16 (When you can share information), the Relevant Authority will, in its sole discretion, acting reasonably, seek to apply the relevant exemption set out in the FOIA to the following Information:



Call-Off Schedule 7 (Key Supplier Staff)
Call-Off Ref:
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Joint Schedule 5 (Corporate Social Responsibility)

1. What we expect from our Suppliers

- 1.1 In September 2017 (updated in 2019), HM Government published a Supplier Code of Conduct setting out the standards and behaviours expected of suppliers who work with government. (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779660/20190220-Supplier_Code_of_Conduct.pdf)
- 1.2 CCS expects its suppliers and subcontractors to meet the standards set out in that Code. In addition, CCS expects its suppliers and subcontractors to comply with the standards set out in this Schedule.
- 1.3 The Supplier acknowledges that the Buyer may have additional requirements in relation to corporate social responsibility. The Buyer expects that the Supplier and its Subcontractors will comply with such corporate social responsibility requirements as the Buyer may notify to the Supplier from time to time.

2. Equality and Accessibility

- 2.1 In addition to legal obligations, the Supplier shall support CCS and the Buyer in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under each Contract in a way that seeks to:
 - 2.1.1 eliminate discrimination, harassment or victimisation of any kind; and
 - 2.1.2 advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

3. Modern Slavery, Child Labour and Inhumane Treatment

"Modern Slavery Helpline" means the mechanism for reporting suspicion, seeking help or advice and information on the subject of modern slavery available online at <https://www.modernslaveryhelpline.org/report> or by telephone on 08000 121 700.

- 3.1 The Supplier:
 - 3.1.1 shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
 - 3.1.2 shall not require any Supplier Staff or Subcontractor Staff to lodge deposits or identify papers with the Employer and shall be free to leave their employer after reasonable notice;
 - 3.1.3 warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.
 - 3.1.4 warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any

allegation of slavery or human trafficking offenses anywhere around the world.

- 3.1.5 shall make reasonable enquires to ensure that its officers, employees and Subcontractors have not been convicted of slavery or human trafficking offenses anywhere around the world.
- 3.1.6 shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its Subcontractors anti-slavery and human trafficking provisions;
- 3.1.7 shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- 3.1.8 shall prepare and deliver to CCS, an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business with its annual certification of compliance with Paragraph 3;
- 3.1.9 shall not use, nor allow its employees or Subcontractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
- 3.1.10 shall not use or allow child or slave labour to be used by its Subcontractors;
- 3.1.11 shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to CCS, the Buyer and Modern Slavery Helpline.

4. Income Security

4.1 The Supplier shall:

- 4.1.1 ensure that that all wages and benefits paid for a standard working week meet, at a minimum, national legal standards in the country of employment;
- 4.1.2 ensure that all Supplier Staff are provided with written and understandable Information about their employment conditions in respect of wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid;
- 4.1.3 not make deductions from wages:
 - (a) as a disciplinary measure
 - (b) except where permitted by law; or
 - (c) without expressed permission of the worker concerned;
- 4.1.4 record all disciplinary measures taken against Supplier Staff; and

- 4.1.5 ensure that Supplier Staff are engaged under a recognised employment relationship established through national law and practice.

5. Working Hours

5.1 The Supplier shall:

- 5.1.1 ensure that the working hours of Supplier Staff comply with national laws, and any collective agreements;
- 5.1.2 that the working hours of Supplier Staff, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week unless the individual has agreed in writing;
- 5.1.3 ensure that use of overtime used responsibly, taking into account:
 - (a) the extent;
 - (b) frequency; and
 - (c) hours worked;

by individuals and by the Supplier Staff as a whole;

5.2 The total hours worked in any seven day period shall not exceed 60 hours, except where covered by Paragraph 5.3 below.

5.3 Working hours may exceed 60 hours in any seven day period only in exceptional circumstances where all of the following are met:

- 5.3.1 this is allowed by national law;
- 5.3.2 this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;
appropriate safeguards are taken to protect the workers' health and safety; and
- 5.3.3 the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.

5.4 All Supplier Staff shall be provided with at least one (1) day off in every seven (7) day period or, where allowed by national law, two (2) days off in every fourteen (14) day period.

6. Sustainability

6.1 The supplier shall meet the applicable Government Buying Standards applicable to Deliverables which can be found online at:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

Joint Schedule 7 (Financial Difficulties)

1. Definitions

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

"Credit Rating Threshold"	the minimum credit rating level for the Monitored Company as set out in Annex 2 and
"Financial Distress Event"	<p>the occurrence or one or more of the following events:</p> <ul style="list-style-type: none">a) the credit rating of the Monitored Company dropping below the applicable Credit Rating Threshold;b) the Monitored Company issuing a profits warning to a stock exchange or making any other public announcement about a material deterioration in its financial position or prospects;c) there being a public investigation into improper financial accounting and reporting, suspected fraud or any other impropriety of the Monitored Party;d) Monitored Company committing a material breach of covenant to its lenders;e) a Key Subcontractor (where applicable) notifying CCS that the Supplier has not satisfied any sums properly due under a specified invoice and not subject to a genuine dispute; orf) any of the following:<ul style="list-style-type: none">i) commencement of any litigation against the Monitored Company with respect to financial indebtedness or obligations under a contract;ii) non-payment by the Monitored Company of any financial indebtedness;iii) any financial indebtedness of the Monitored Company becoming due as a result of an event of default; or

- iv) the cancellation or suspension of any financial indebtedness in respect of the Monitored Company

in each case which CCS reasonably believes (or would be likely reasonably to believe) could directly impact on the continued performance of any Contract and delivery of the Deliverables in accordance with any Call-Off Contract;

"Financial Distress Service Continuity Plan"

a plan setting out how the Supplier will ensure the continued performance and delivery of the Deliverables in accordance with [each Call-Off] Contract in the event that a Financial Distress Event occurs;

"Monitored Company"

The Supplier; and

"Rating Agencies"

the rating agencies listed in Annex 1.

2. When this Schedule applies

2.1 The Parties shall comply with the provisions of this Schedule in relation to the assessment of the financial standing of the Monitored Companies and the consequences of a change to that financial standing.

2.2 The terms of this Schedule shall survive:

2.2.1 under the Framework Contract until the later of (a) the termination or expiry of the Framework Contract or (b) the latest date of termination or expiry of any call-off contract entered into under the Framework Contract (which might be after the date of termination or expiry of the Framework Contract); and

2.2.2 under the Call-Off Contract until the termination or expiry of the Call-Off Contract.

3. What happens when your credit rating changes

3.1 The Supplier warrants and represents to CCS that as at the Start Date the long term credit ratings issued for the Monitored Companies by each of the Rating Agencies are as set out in Annex 2.

3.2 The Supplier shall promptly (and in any event within five (5) Working Days) notify CCS in writing if there is any downgrade in the credit rating issued by any Rating Agency for a Monitored Company.

3.3 If there is any downgrade credit rating issued by any Rating Agency for the Monitored Company the Supplier shall ensure that the Monitored Company's auditors thereafter provide CCS within 10 Working Days of the end of each Contract Year and within 10 Working Days of written request by CCS (such requests not to exceed 4 in any Contract Year) with written calculations of the quick ratio for the Monitored Company as at the end of each Contract Year or

such other date as may be requested by CCS. For these purposes the "quick ratio" on any date means:

$$\frac{A + B + C}{D}$$

where:

- | | |
|---|--|
| A | is the value at the relevant date of all cash in hand and at the bank of the Monitored Company; |
| B | is the value of all marketable securities held by the Supplier the Monitored Company determined using closing prices on the Working Day preceding the relevant date; |
| C | is the value at the relevant date of all account receivables of the Monitored; and |
| D | is the value at the relevant date of the current liabilities of the Monitored Company. |

3.4 The Supplier shall:

- 3.4.1 regularly monitor the credit ratings of each Monitored Company with the Rating Agencies; and
- 3.4.2 promptly notify (or shall procure that its auditors promptly notify) CCS in writing following the occurrence of a Financial Distress Event or any fact, circumstance or matter which could cause a Financial Distress Event and in any event, ensure that such notification is made within 10 Working Days of the date on which the Supplier first becomes aware of the Financial Distress Event or the fact, circumstance or matter which could cause a Financial Distress Event.

3.5 For the purposes of determining whether a Financial Distress Event has occurred the credit rating of the Monitored Company shall be deemed to have dropped below the applicable Credit Rating Threshold if any of the Rating Agencies have rated the Monitored Company at or below the applicable Credit Rating Threshold.

4. What happens if there is a financial distress event

4.1 In the event of a Financial Distress Event then, immediately upon notification of the Financial Distress Event (or if CCS becomes aware of the Financial Distress Event without notification and brings the event to the attention of the Supplier), the Supplier shall have the obligations and CCS shall have the rights and remedies as set out in Paragraphs 4.3 to 4.6.

4.2 In the event that a Financial Distress Event arises due to a Key Subcontractor notifying CCS that the Supplier has not satisfied any sums properly due under a specified invoice and not subject to a genuine dispute then, CCS shall not exercise any of its rights or remedies under Paragraph 4.3 without first giving the Supplier ten (10) Working Days to:

- 4.2.1 rectify such late or non-payment; or
 - 4.2.2 demonstrate to CCS's reasonable satisfaction that there is a valid reason for late or non-payment.
- 4.3 The Supplier shall and shall procure that the other Monitored Companies shall:
 - 4.3.1 at the request of CCS meet CCS as soon as reasonably practicable (and in any event within three (3) Working Days of the initial notification (or awareness) of the Financial Distress Event) to review the effect of the Financial Distress Event on the continued performance of each Contract and delivery of the Deliverables in accordance each Call-Off Contract; and
 - 4.3.2 where CCS reasonably believes (taking into account the discussions and any representations made under Paragraph 4.3.1) that the Financial Distress Event could impact on the continued performance of each Contract and delivery of the Deliverables in accordance with each Call-Off Contract:
 - (a) submit to CCS for its Approval, a draft Financial Distress Service Continuity Plan as soon as reasonably practicable (and in any event, within ten (10) Working Days of the initial notification (or awareness) of the Financial Distress Event); and
 - (b) provide such financial information relating to the Monitored Company as CCS may reasonably require.
- 4.4 If CCS does not (acting reasonably) approve the draft Financial Distress Service Continuity Plan, it shall inform the Supplier of its reasons and the Supplier shall take those reasons into account in the preparation of a further draft Financial Distress Service Continuity Plan, which shall be resubmitted to CCS within five (5) Working Days of the rejection of the first or subsequent (as the case may be) drafts. This process shall be repeated until the Financial Distress Service Continuity Plan is Approved by CCS or referred to the Dispute Resolution Procedure.
- 4.5 If CCS considers that the draft Financial Distress Service Continuity Plan is insufficiently detailed to be properly evaluated, will take too long to complete or will not remedy the relevant Financial Distress Event, then it may either agree a further time period for the development and agreement of the Financial Distress Service Continuity Plan or escalate any issues with the draft Financial Distress Service Continuity Plan using the Dispute Resolution Procedure.
- 4.6 Following Approval of the Financial Distress Service Continuity Plan by CCS, the Supplier shall:
 - 4.6.1 on a regular basis (which shall not be less than Monthly), review the Financial Distress Service Continuity Plan and assess whether it remains adequate and up to date to ensure the continued performance each Contract and delivery of the Deliverables in accordance with each Call-Off Contract;

- 4.6.2 where the Financial Distress Service Continuity Plan is not adequate or up to date in accordance with Paragraph 4.6.1, submit an updated Financial Distress Service Continuity Plan to CCS for its Approval, and the provisions of Paragraphs 4.5 and 4.6 shall apply to the review and Approval process for the updated Financial Distress Service Continuity Plan; and
 - 4.6.3 comply with the Financial Distress Service Continuity Plan (including any updated Financial Distress Service Continuity Plan).
- 4.7 Where the Supplier reasonably believes that the relevant Financial Distress Event (or the circumstance or matter which has caused or otherwise led to it) no longer exists, it shall notify CCS and subject to the agreement of the Parties, the Supplier may be relieved of its obligations under Paragraph 4.6.
- 4.8 CCS shall be able to share any information it receives from the Buyer in accordance with this Paragraph with any Buyer who has entered into a Call-Off Contract with the Supplier.

5. When CCS or the Buyer can terminate for financial distress

- 5.1 CCS shall be entitled to terminate this Contract and Buyers shall be entitled to terminate their Call-Off Contracts for material Default if:
- 5.1.1 the Supplier fails to notify CCS of a Financial Distress Event in accordance with Paragraph 3.4;
 - 5.1.2 CCS and the Supplier fail to agree a Financial Distress Service Continuity Plan (or any updated Financial Distress Service Continuity Plan) in accordance with Paragraphs 4.3 to 4.5; and/or
 - 5.1.3 the Supplier fails to comply with the terms of the Financial Distress Service Continuity Plan (or any updated Financial Distress Service Continuity Plan) in accordance with Paragraph 4.6.3.
- 5.2 If the Contract is terminated in accordance with Paragraph 5.1, Clauses 10.6.1 and 10.6.2 of the Core Terms shall apply as if the Contract had been terminated under Clause 10.4.1.

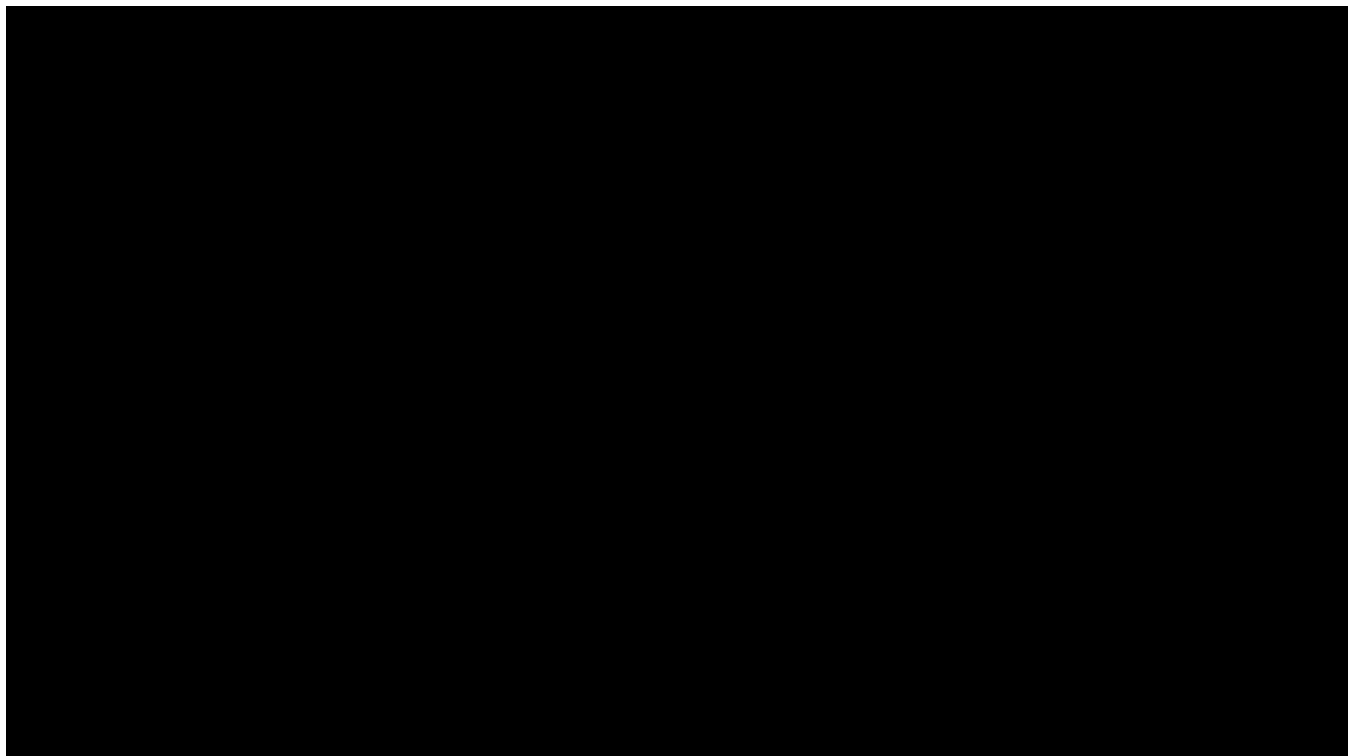
6. What happens If your credit rating is still good

- 6.1 Without prejudice to the Supplier's obligations and CCS' and the Buyer's rights and remedies under Paragraph 5, if, following the occurrence of a Financial Distress Event, the Rating Agencies review and report subsequently that the credit ratings do not drop below the relevant Credit Rating Threshold, then:
- 6.1.1 the Supplier shall be relieved automatically of its obligations under Paragraphs 4.3 to 4.6; and
 - 6.1.2 CCS shall not be entitled to require the Supplier to provide financial information in accordance with Paragraph 4.3.2(b).

ANNEX 1: RATING AGENCIES



ANNEX 2: CREDIT RATINGS & CREDIT RATING THRESHOLDS



Joint Schedule 9 (Minimum Standards of Reliability)

1. Standards

1.1 No Call-Off Contract with an anticipated contract value in excess of £20 million (excluding VAT) shall be awarded to the Supplier if it does not show that it meets the minimum standards of reliability as set out in the OJEU Notice (**“Minimum Standards of Reliability”**) at the time of the proposed award of that Call-Off Contract.

1.2 CCS shall assess the Supplier’s compliance with the Minimum Standards of Reliability:

1.2.1 upon the request of any Buyer; or

1.2.2 whenever it considers (in its absolute discretion) that it is appropriate to do so.

1.3 In the event that the Supplier does not demonstrate that it meets the Minimum Standards of Reliability in an assessment carried out pursuant to Paragraph 1.2, CCS shall so notify the Supplier (and any Buyer in writing) and the CCS reserves the right to terminate its Framework Contract for material Default under Clause 10.4 (When CCS or the Buyer can end this contract).

Joint Schedule 10 (Rectification Plan)

Request for [Revised] Rectification Plan			
Details of the Default:	[Guidance: Explain the Default, with clear schedule and clause references as appropriate]		
Deadline for receiving the [Revised] Rectification Plan:	[add] date (minimum 10 days from request)		
Signed by [CCS/Buyer] :		Date:	
Supplier [Revised] Rectification Plan			
Cause of the Default	[add] cause]		
Anticipated impact assessment:	[add] impact]		
Actual effect of Default:	[add] effect]		
Steps to be taken to rectification:	Steps	Timescale	
	1.	[date]	
	2.	[date]	
	3.	[date]	
	4.	[date]	
	[...]	[date]	
Timescale for complete Rectification of Default	[X] Working Days		
Steps taken to prevent recurrence of Default	Steps	Timescale	
	1.	[date]	
	2.	[date]	
	3.	[date]	
	4.	[date]	
	[...]	[date]	

Joint Schedule 10 (Rectification Plan)

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Signed by the Supplier:		Date:	
Review of Rectification Plan [CCS/Buyer]			
Outcome of review	[Plan Accepted] [Plan Rejected] [Revised Plan Requested]		
Reasons for Rejection (if applicable)	[add] reasons]		
Signed by [CCS/Buyer]		Date:	

Joint Schedule 11 (Processing Data)

Definitions

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

“Processor Personnel” all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Subprocessor engaged in the performance of its obligations under a Contract.

Status of the Controller

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

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

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

Where one Party is Controller and the other Party its Processor

3. Where a Party is a Processor, the only Processing that it is authorised to do is listed in Annex 1 (*Processing Personal Data*) by the Controller.
4. The Processor shall notify the Controller immediately if it considers that any of the Controller’s instructions infringe the Data Protection Legislation.
5. The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
 - (a) a systematic description of the envisaged Processing and the purpose of the Processing;
 - (b) an assessment of the necessity and proportionality of the Processing in relation to the Deliverables;

Joint Schedule 11 (Processing Data)

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- (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
6. The Processor shall, in relation to any Personal Data Processed in connection with its obligations under the Contract:
- (a) Process that Personal Data only in accordance with Annex 1 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall notify the Controller before Processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 14.3 of the Core Terms, which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Personal Data Breach;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - (c) ensure that :
 - (i) the Processor Personnel do not Process Personal Data except in accordance with the Contract (and in particular Annex 1 (*Processing Personal Data*));
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Processor's duties under this Joint Schedule 11, Clauses 14 (*Data protection*), 15 (*What you must keep confidential*) and 16 (*When you can share information*) of the Core Terms;
 - (B) are subject to appropriate confidentiality undertakings with the Processor or any Subprocessor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by the Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;
 - (d) not transfer Personal Data outside of the EU unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
 - (i) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with

Joint Schedule 11 (Processing Data)

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- UK GDPR Article 46 or LED Article 37) as determined by the Controller;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
 - (iv) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and
- (e) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
7. Subject to paragraph 8 of this Joint Schedule 11, the Processor shall notify the Controller immediately if in relation to it Processing Personal Data under or in connection with the Contract it:
- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
 - (b) receives a request to rectify, block or erase any Personal Data;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data Processed under the Contract;
 - (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - (f) becomes aware of a Personal Data Breach.
8. The Processor's obligation to notify under paragraph 7 of this Joint Schedule 11 shall include the provision of further information to the Controller, as details become available.
9. Taking into account the nature of the Processing, the Processor shall provide the Controller with assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under paragraph 7 of this Joint Schedule 11 (and insofar as possible within the timescales reasonably required by the Controller) including by immediately providing:
- (a) the Controller with full details and copies of the complaint, communication or request;

Joint Schedule 11 (Processing Data)

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

Joint Schedule 11 (Processing Data)

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16. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Relevant Authority may on not less than thirty (30) Working Days' notice to the Supplier amend the Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

Where the Parties are Joint Controllers of Personal Data

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

Independent Controllers of Personal Data

18. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under the Joint Control of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
19. Each Party shall Process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
20. Where a Party has provided Personal Data to the other Party in accordance with paragraph 18 of this Joint Schedule 11 above, the recipient of the Personal Data will provide all such relevant documents and information relating to its data protection policies and procedures as the other Party may reasonably require.
21. The Parties shall be responsible for their own compliance with Articles 13 and 14 UK GDPR in respect of the Processing of Personal Data for the purposes of the Contract.
22. The Parties shall only provide Personal Data to each other:
 - (a) to the extent necessary to perform their respective obligations under the Contract;
 - (b) in compliance with the Data Protection Legislation (including by ensuring all required data privacy information has been given to affected Data Subjects to meet the requirements of Articles 13 and 14 of the UK GDPR); and
 - (c) where it has recorded it in Annex 1 (*Processing Personal Data*).
23. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as Independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the UK GDPR, and the measures shall, at a minimum, comply with the

requirements of the Data Protection Legislation, including Article 32 of the UK GDPR.

24. A Party Processing Personal Data for the purposes of the Contract shall maintain a record of its Processing activities in accordance with Article 30 UK GDPR and shall make the record available to the other Party upon reasonable request.
25. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to the Contract (**“Request Recipient”**):
 - (a) the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or
 - (b) where the request or correspondence is directed to the other Party and/or relates to that other Party's Processing of the Personal Data, the Request Recipient will:
 - (i) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
 - (ii) provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request or correspondence in the timeframes specified by Data Protection Legislation.
26. Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to the Contract and shall:
 - (a) do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
 - (b) implement any measures necessary to restore the security of any compromised Personal Data;
 - (c) work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
 - (d) not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.

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27. Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under the Contract as specified in Annex 1 (*Processing Personal Data*).
28. Personal Data shall not be retained or processed for longer than is necessary to perform each Party's respective obligations under the Contract which is specified in Annex 1 (*Processing Personal Data*).
29. Notwithstanding the general application of paragraphs 2 to 16 of this Joint Schedule 11 to Personal Data, where the Supplier is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an Independent Controller of Personal Data in accordance with paragraphs 18 to 28 of this Joint Schedule 11.

Annex 1 – Call-Off Contract Processing Personal Data

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

[REDACTED]


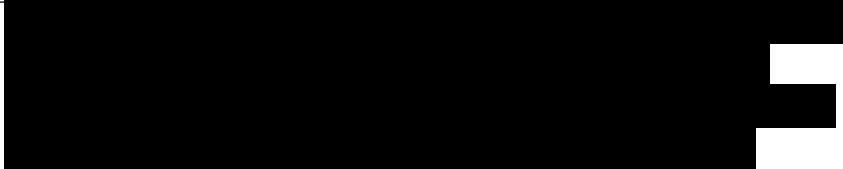
1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.

1.4 Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Buyer is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that The Buyer is the Controller and the Supplier is the Processor of the following Personal Data:</p> <p>Category of Data:</p> <ul style="list-style-type: none">• [REDACTED] <p>The Parties are Independent Controllers of Personal Data</p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none">• [REDACTED]

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Duration of the Processing	For the duration of the call off contract agreement as detailed in the call off order form.
Nature and purposes of the Processing	<p>The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means).</p> <p>The purpose of the processing will be for the Supplier to make travel booking arrangements for customers, and for the Supplier and the Buyer to produce reports and use the information therein to track service usage and dispute management.</p>
Type of Personal Data	
Categories of Data Subject	
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	<p>At the end of the contract period, the Supplier shall return the MI from the contract period to the Buyer.</p> <p>The Supplier agrees to erase Personal Data from any computers, storage devices and storage media that are to be retained as soon as practicable after it has ceased to be necessary for them to retain such Personal Data under applicable Data Protection Legislation and their privacy policy (save to the extent (and for the limited period) that such information needs to be retained by the Party for statutory compliance purposes or as otherwise required by the Contract), and taking all further actions as may be necessary to ensure its compliance with Data Protection Legislation and its privacy policy.</p>

