

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

### **1. PURPOSE**

- 1.1 The Department for Work and Pensions (DWP), hereafter referred to as the “Contracting Authority” uses Venue and Event solutions to facilitate and execute Government led corporate conferencing requirements (face to face or digitally) for departmental staff and associated external partners. Equally, this requirement is essential to offer and deliver essential services and provision to the Contracting Authority’s claimants, by utilising outsourced venues for events such as Job fairs and other employment focussed exhibitions.

### **2. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 The Contracting Authority is a major Government Department responsible for welfare, pensions, and child maintenance policy. As the UK’s biggest public service department, it administers the State Pension and a range of working age, disability, and ill health benefits to around 22 million customers including some of the most vulnerable in the society.
- 2.2 DWP is a ministerial department, supported by fifteen (15) agencies and public bodies. DWP provides services in several ways, for example through Jobcentre Plus, The Pension Service, the Child Maintenance Service and partner organisations.
- 2.3 For more information on the work and overall objectives of the Department, please follow the links to our gov.uk website and single Departmental Plan 2018-22:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about>.

- 2.4 Greening Government Commitments:

2.4.1 The Greening Government Commitments set out the actions UK Government Departments and their agencies will take to reduce their impacts on the environment.

2.4.2 Please refer to the link below for information about the Contracting Authority’s Greening Government Commitments:

<https://www.gov.uk/government/collections/greening-government-commitments>.

### **3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 The Contracting Authority’s existing Agreement for the provision of Booking Solutions Venues & Events is due to expire on 26/08/22.
- 3.2 The Contracting Authority aims to award a new Agreement by the end of May 2022, with, if required, time allowed for a sufficient implementation period to a different provider to ensure a smooth transition of services minimising any potential disruption to the Authority including the service users.
- 3.3 The pandemic accelerated the use of video conferencing, improvements in technologies and virtual advancements which has led to these channels becoming the new ‘normal.’ However, it is

clear some events would be improved if they were conducted face to face. As Covid restrictions ease it is the Authorities intention to utilise a mix of event types including:

3.3.1 Traditional face to face;

3.3.2 Online;

3.3.3 Hybrid.

3.4 The requirements for each event will be considered and the most appropriate delivery method will be selected. Factors which will also be considered by the Contracting Authority are:

3.4.1 Reducing the need for travel in line with the Authority's Greening Government Commitment; and

3.4.2 Utilising a solution which provide the Best Value for Money (VFM).

3.5 Public Services (Social Value) Act 2012.

3.6 The following relates to the 'Public Services (Social Value) Act 2012' and will be applied to secure wider social, economic, and environmental benefits from the Agreement.

3.7 The Contracting Authority has identified two key themes under the Social Value Model to be monitored and continually improved upon throughout the life and duration of the Contract.

3.7.1 [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf)

3.8 Theme 3: Fighting Climate Change – Effective stewardship of the environment:

3.9 The Government is developing policies to reduce its carbon footprint in all its departments regarding travel and legislation process, this includes:

3.9.1 Moving towards on-line training for staff;

3.9.2 Use of IT (i.e.) Teams/Zoom/WebEx to reduce staff travel;

3.9.3 All Government vehicles to be electric by 2030; and

3.9.4 Promotion of home/hybrid working to reduce staff travel.

3.10 Theme 5: Wellbeing – Improve Health and Wellbeing:

3.11 DWP has moved towards improving the culture of Wellbeing for its staff by:

3.11.1 Ensuring the correct equipment is provided both in the office and whilst working from home;

3.11.2 Engaging with Organisations including Pam Assist, Charity for Civil Servants, Mental Health First Aiders etc., to provide a range of support to our staff;

3.11.3 Promotion of Equal Opportunities and Diversity (i.e.) BAME in leadership and Women in Leadership etc; and

3.11.4 Monthly 1:2:1's with staff to discuss Welfare, including Mental Health, in addition to key performance objectives.

#### 4. DEFINITIONS

Expression or Acronym	Definition
BAME	Means; Black and Minority Ethnic.
CCS	Means; Crown Commercial Service.
DWP	Means; Department for Work and Pensions (the Contracting Authority).

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

FOI	Means; Freedom of Information.
GPU	Means; Government Property Unit.
ISQ	Means; Information Security Questionnaire.
P2P	Means; Purchase to Pay.

## 5. SCOPE OF REQUIREMENT

- 5.1 Provision of venue-finding allocation services at highly competitive rates with spend aggregated from across government. The Authority does not anticipate the need for overseas venues.
- 5.2 Includes venue-finding & event services for meetings, booking of group accommodation and supporting services including those required for delivering an event via a 100% digital/ virtual solution and hybrid event which requires a mix of face to face and virtual content delivery and delegates attending either on site and virtually.
- 5.3 To facilitate hybrid work at events, the Contracting Authority will require venues to have capability to use collaboration app's such as Microsoft Teams. The Authority in most cases will use its own devices to drive events however, on-site peripherals (cameras, speakers, monitors etc.) may be required.
- 5.4 Ensuring a good network signal is available at the venues. The Authority is unable to access Wi-Fi via a landing page on its own devices, therefore the Supplier must provide at least one venue within the search results that does not utilise a landing page to access Wi-Fi.
- 5.5 If a venue's Wi-Fi can only be accessed via a landing page, the Supplier must ensure that this is clearly labelled when the list of venues is shown to the Booker to ensure that the Booker is able to make a decision about whether they want to select the venue despite the landing page or select another venue that does not have one.
- 5.6 The Supplier must include Wi-Fi access without a landing page as a search criterion on their online booking page.
- 5.7 The following services are firmly excluded from the scope of the Agreement:
  - 5.7.1 Running Digital services during events without the appropriate security clearance from the Contracting Authority; and
  - 5.7.2 Provision of Travel and Hotel Booking services unless they are directly related to an event such as 24hour delegate rates. The authority has a separate agreement for Travel and Accommodation services. Any subsequent references to Accommodation in this document is a reference to Accommodation booking services and requirements that will be provided in the specific aforementioned circumstances.

## 6. THE REQUIREMENT

- 6.1 Accommodation and Venue Find. The Supplier shall provide the Contracting Authority 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.
- 6.2 The Supplier shall provide the Contracting Authority 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).
- 6.3 The Supplier shall provide a real-time Offline Service to Bookers which must include a Manned telephony Service as a minimum for Bookers, that will provide advice on bookings in real time for

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

all enquiries, including, but not limited to, making new bookings, technical issues with the Online Booking System, amendments/cancellations to bookings and refunds.

- 6.4 The real-time Offline Service should be available from Monday to Friday from 07:00 to 18:00 throughout the entire duration of the Contract. The real-time Offline Service must be provided by telephone and should be accessible from all UK landlines and mobile telephones, and calls should cost the Booker/Traveller no more than calls to numbers beginning with 01, 02 or 03.
- 6.5 The Offline Booking Service will offer the Authority all options as reflected in the Online Booking System. Suppliers must not restrict the options presented to Bookers in any way not approved in writing by the Authority 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.
- 6.6 The Supplier and the Authority shall agree the wording for any automated attendant model and/or interactive voice response telephone script, which may 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.
- 6.7 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 including but not limited to, last minute offers and advance booking promotions, Supplier owned rates and CCS Public Sector Negotiated Programme rates without exception or limitations.
- 6.8 The results of the search shall provide maps and display the distance from the point of search selected by the Booker. Provision of services relating to assurance over aspects of organisational, operational and programme performance, benefitting from objective examination and assessment.
- 6.9 Venue Find – Including Virtual/Digital & Hybrid Meetings. The Supplier shall provide the following Services for venue find:
  - 6.9.1 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.
  - 6.9.2 The Supplier shall deliver the venue find services using the following three tier approach:
    - 6.9.2.1 Tier 1: The Shared Facilities Register;
    - 6.9.2.2 Tier 2: If the Authorities 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;
    - 6.9.2.3 Tier 3: If the Authorities requirement cannot be fulfilled from Tier 1 or 2, and there is an audit trail to confirm this, then the third consideration shall be the paid commercial providers.
  - 6.9.3 The Supplier shall present the Crown Commercial Service (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

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

and provide a copy of the venue's terms and conditions prior to the booking being confirmed in writing.

- 6.9.4 The Supplier shall work with the venue to manage all requirements including a but not limited to food and beverage, audio-visual, internet, room set-up, timings, liaison with venue staff.
- 6.9.5 For Hybrid and Online Conferences and Events the Supplier will ensure venues can provide:
- 6.9.5.1 A publicly available Wi-Fi connection for user devices (phones/laptops);
  - 6.9.5.2 An ability to host a Microsoft Teams call from a DWP device utilising the in-room equipment;
  - 6.9.5.3 A cabled Internet connection with a consistent speed of over 8Mbps for upload/download;
  - 6.9.5.4 In-room equipment will include the following – *all sized appropriately for the space*:
    - (a) Monitors/Projection;
    - (b) Speakers/Microphones;
    - (c) High-Quality cameras/video capability
- 6.9.6 The Supplier shall highlight to the Booker the most cost-effective choices when presenting available venue options. The Supplier shall provide the facility for the Booker to select a Reason (from a predetermined and pre-populated standard list of reason codes approved by the Authority) where the most cost-effective option is not booked. When required by the Authority, the Supplier shall provide the facility to refer such bookings for pre-authorisation to the Operational Service Manager before the booking is confirmed. Details of such pre-authorisation shall be in accordance with the Authority's requirements and agreed with the Authority during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan).
- 6.9.7 The Supplier shall provide the facility to record pre-confirmation approval information by the Booker to indicate approval has been given e.g., the name of the approver and date, in accordance with the Contracting Authority's requirements.
- 6.9.8 The Supplier shall provide the Booker(s) with a minimum of [three] venue options and provide a quotation detailing the following:
- 6.9.8.1 Name and location of the venue, with directions;
  - 6.9.8.2 24-hour meeting rate and / or day delegate meeting rate;
  - 6.9.8.3 Room hire rate with refreshments comparison, if applicable;
  - 6.9.8.4 Best value for money / most cost-effective option;
  - 6.9.8.5 Syndicate rooms requested and any additional cost;
  - 6.9.8.6 Additional equipment requested and any additional cost;
  - 6.9.8.7 Cancellation policy (particularly cut off dates for no charge cancellation);
  - 6.9.8.8 Detailed specification relevant to the Booker's requirement e.g., menus, room layout, additional equipment, dietary requirements, meeting arrangements to

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

the venue e.g., car parking, electric charging points, locality to public transport etc.

- 6.9.9 The Supplier shall seek to achieve best value for money and present the same to the Contracting Authority by considering day delegate meeting rate(s) against room hire and refreshments individual pricing. Where the delegate rates are not the best option, then the rates presented must be in line with the Authority's Business Travel and Expenses Policy.
- 6.9.10 The Supplier will include in the search criteria an option to show venues that provide catering as part of their service offering, and will make clear to the booker in the search results which venues do and do not offer this service.
- 6.9.11 Where catering is booked it must be compliant with the Government Buying Standard for Food and Catering or equivalent, which includes but may not be limited to the hospitality framework. The Government Buying Standard for Food and Catering Services standards are included as part of this Bid Pack at Annex B – Government Buying Standards.
- 6.9.12 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 Contracting Authority and CCS on request.
- 6.9.13 When required by the Contracting Authority, 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.
- 6.9.14 The Supplier shall ensure that the Contracting Authority 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 specific requirements, either by phone, email, enquiry form or the booking system.
- 6.9.15 The Supplier shall ensure that the Booking process is aligned with the DWP Conference Booking Guidance – as shared by the Contracting Authority with the Supplier from time to time and ensure that Bookers are notified if additional approvals are required before confirming the booking when bookings are made on the online and offline service.
- 6.9.16 The Supplier shall be able to exclude specific venues, as defined by the Contracting Authority, to ensure they are not made available to book, either by phone, email, enquiry form or the booking system (when this becomes available).
- 6.9.17 The Authority will require pricing (if not cost effective to package as a 24-hour rate) for single rooms, in accordance with the Contracting Authority's Travel and Expenses Policy – Annex A.
- 6.9.18 The Supplier shall also make available all other Inventory, for example double rooms for sole occupancy, that accommodation for venues may have available at the time of booking the meeting.
- 6.9.19 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.
- 6.9.20 When required by the Contracting Authority, the Supplier shall provide the Booker 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

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

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

- 6.9.21 When required by the Contracting Authority, the Supplier may need to subcontract certain elements of the meeting where additional expertise may be needed. If this is the case, the Booker will have final approval on the sub-contractors proposed costs.
- 6.9.22 If required by the Contracting Authority, the Supplier shall provide an onsite single point of contact to the Booker for venue liaison purposes.
- 6.9.23 When required by the Contracting Authority 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 Booker. The Supplier shall ensure that sufficient insurance cover is in place to cover any risk to the materials transported.
- 6.9.24 If required by the Authority, the Supplier shall provide delegate management services which are compliant with the Authority's Data Handling Policy. Services required, but not restricted to:
  - 6.9.24.1 Registration – Pre-Registration, Onsite Registration, administration support, Allocation of Badges and Delegate packs;
  - 6.9.24.2 Provision of Information;
  - 6.9.24.3 Reception Management;
    - (a) Facilitating delegates around the meeting / event during the meeting;
    - (b) Assisting delegates with Protected Characteristics such as access to the registration service and recording of any specific requirements, including, but not limited to, access and dietary requirements.
  - 6.9.24.4 Secure access to the full list of all registered delegates attending the event at least 24 hours prior to the start of the event;
  - 6.9.24.5 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.
- 6.9.25 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:
  - 6.9.25.1 Unique meeting ID number;
  - 6.9.25.2 Confirmation number and or reference number;
  - 6.9.25.3 Booker staff number, cost centre and email address;
  - 6.9.25.4 Booker and or organiser name;
  - 6.9.25.5 Venue name;
  - 6.9.25.6 Venue address including postcode and map view;
  - 6.9.25.7 Contact details for the venue and a named contact at the venue;
  - 6.9.25.8 Date of meeting and timings;
  - 6.9.25.9 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

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

are bundled into a packaged rate, the email or fax must state what is included within the packaged rate;

6.9.25.10 Payment method, for example payment on departure, bill back and or payment card;

6.9.25.11 Cancellation and amendments terms and conditions in accordance with the CCS Preferred Venue Terms and Conditions or the venue providers' own



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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

conditions including, but not limited to, the latest cancellation date and time to avoid all charges;

6.9.25.12 Clear information on how to make cancellations and amendments;

6.9.25.13 The Supplier's out of hour's emergency telephone number;

6.9.25.14 Check-in details;

6.9.25.15 Notification of whether any additional documentation i.e., tickets needed prior to the date of the meeting;

6.9.25.16 Accommodation room descriptions / specifications / amenities (e.g., safe, hairdryer, bath, shower);

6.9.25.17 Rate inclusions / exclusions (e.g., breakfast, evening meal, local tax, Wi-Fi);

6.9.25.18 Accommodation facilities (e.g., gym, parking, electric Charging points, restaurant);

6.9.25.19 Accommodation location (e.g., distance from local transport / nearest station);

6.9.25.20 Disability access and any access restrictions.

6.9.26 The Supplier shall ensure that all invoices shall contain the following information:

6.9.26.1 Purchase Order number;

6.9.26.2 Invoice number;

6.9.26.3 Venue name;

6.9.26.4 Booker name, staff number, email address and cost centre;

6.9.26.5 Account code;

6.9.26.6 Title of Meeting;

6.9.26.7 Dates of meeting and duration;

6.9.26.8 Location of meeting and venue;

6.9.26.9 Number of attendees;

6.9.26.10 Whether free or paid government estate, voluntary and community sector, or commercial venue;

6.9.26.11 Total cost (inclusive and exclusive of local taxes);

6.9.26.12 Cost breakdown by element (for more complex bookings outside the free government estate), (for example venue, catering, audio and or audio visual, delegate management);

6.9.26.13 Organiser cost centre code;

6.9.26.14 Unique meeting ID number (to remain the same throughout the life of the booking);

6.9.26.15 Invoice date.

6.9.27 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 Contracting Authority for payment. Prior to invoice

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

payment the Supplier shall investigate any discrepancies with the Booker and either:

6.9.27.1 Obtain any relevant authorisation from the Contracting Authority for approval of additional charges; and

6.9.27.2 Challenge any unauthorised additional charges with the venue and, where possible, ensure these are removed from the invoice.

6.9.28 The Supplier shall adhere to the complaints procedure as defined in the Suppliers response to question 4.2.

6.9.29 The Feedback and Complaints received must be shared with the Authorities Operational Supplier Management Team at regular meetings to consider continuous improvement.

6.9.30 The Supplier must adhere to the Escalation Procedure as defined in the Suppliers response to question 4.2.

## 7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Agreed Final Version of Contract Documentation to be Signed by Supplier	48 Hours after Contract Award
2	Start-up Meeting to take place, Suppliers Account Manager and key stakeholders to attend	Within week 1 of Contract Award
3	Implementation Plan to be sent by Supplier including roles, responsibilities, and timescales.	Within 1 week of Contract Award
4	Implementation plan to be assessed and returned with comments by the Authority	Within 1 week of receiving the implementation plan.
5	Implementation plan to be agreed by Supplier and Authority.	Within 1 week of receiving comments.
6	KPIs to be discussed and updated	Within week 1 of Contract Award

## 8. MANAGEMENT INFORMATION/REPORTING

8.1 The table below outlines the Management Information/Reporting that shall be undertaken throughout the duration of the Contract.

8.2 Management Information and data reporting shall be provided to the Authority Free of Charge.

8.3 The Supplier shall provide timely, full, accurate and complete reports to the Authority which incorporates the data, in the format requested by the Authority.

Service	KPI	Compliance	Measured by	Managed by	Frequency
Supplier performance	Demonstrate implementation of	100%	Confirmation of receipt and	Supplier	Monthly

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

	capped delegate rates		time of receipt by the Authority (as evidenced within the Authority's email account).		
	Demonstrate implementation of capped group accommodation rates	100%	Confirmation of receipt and time of receipt by the Authority (as evidenced within the Authority's email account).	Supplier	Monthly
	Demonstrate implementation of Hospitality Framework in relation to non-compliant spend	100%	Confirmation of receipt and time of receipt by the Authority (as evidenced within the Authority's email account).	Supplier	Monthly
Quality of the services	Demonstrate price matching for venue hire and accommodation costs	100%	Price matching reports	Supplier	Monthly
	Demonstrate negotiation of prices for best VFM	100%		Supplier	Monthly
Support for the Customer and Authority	Phone calls to customer within 4 hours of receipt or into next working day	98%	Provision of detailed MI data requirement	Supplier	Monthly
	Ad-hoc meetings	100%	To be monitored as part of Supplier Performance	Supplier/ The Authority	Adhoc
Complaints handling	Resolution of customer service complaints within agreed time period for response and resolution	99.6%	To be provided by detailed MI requirement	Supplier	Monthly
	Resolution of venue complaints within agreed time period for response and resolution	99.6%	As provided	Supplier	As provided

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

MI Reporting	Provision of price matching reports	100%	Receipt of reports within 5 working days of end of financial period	Supplier	Monthly
	Provision of missed savings opportunities reports	100%	Receipt of reports within 5 working days of end of financial period	Supplier	Monthly
	Provision of achieved savings reports	100%	Receipt of reports within 5 working days of end of financial period	Supplier	Monthly
	Provision of Complaints Reports	100%	Receipt of reports within 5 working days of end of financial period	Supplier	Monthly
	Provision of Life Chances Reporting	100%	Receipt of reports within 5 working days of end of financial period	Supplier	As detailed in para 11.30
Invoices	Accurate & timely invoices	100%	Monthly	Supplier	Monthly
Provision of Management Information	<p>All MI to be delivered complete, accurate and on time as per agreed timescales.</p> <p>Spend by individual month and cumulative for the reporting year, for each category (i.e., in table format, with % spend split in graphical format.</p>	100%	Confirmation of receipt and time of receipt by the Authority as evidenced within the Authority's data system	Supplier	Monthly

Call-Off Schedule 20 (Call-Off Specification)

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

	Detailed MI reporting to be agreed and to include but not limited to.				
	Number and value of refunds and cancellations				
	Bookings made				
	Total Spend				
	Top Venues by spend				
	Top Venues used				
	Top Bookings by spend				
	Top Future Bookings by spend (confirmed & provisional)				
	YTD Spend by month				

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

<b>Online Booking System and mobile booking app availability</b>	Notwithstanding periods of scheduled non availability (see SN2), Online Booking System and mobile booking app (where appropriate) shall be available 100% of available minutes measured monthly on a quarterly basis	Online Booking System and mobile booking app shall be available 100% of available minutes  Online Booking System and mobile booking app availability is measured as 1440 minutes per day x number of days in reporting month.	Online Booking System shall be available 100% of available minutes  Online Booking System and mobile booking app availability is measured as 1440 minutes per day x number of days in reporting month.	Supplier	Monthly
		100%			

**9. VOLUMES**

- 9.1 There are no guarantees offered in terms of volume of work, frequency of work, or Contract spend.
- 9.2 The Contracting Authority has a continuing requirement to provide Venue Find, Meeting & Event Services, to all its Employees and some Ministers for the Department to continue to operate its day-to-day business and deliver its objectives.
- 9.3 Whilst COVID has impacted the volumes in the period March 2020-present, there remains an ongoing requirement for operational venue booking – particularly due to the ongoing outreach that is required from the department. The table below outlines the spend under our existing Enabling Agreement. Specifically, it highlights the pre-COVID spend from April 19-March 20.
- 9.4 The Authority estimates that projected volumes during the duration of the contract will be lower than the historic volumes included below, but cannot provide an indication of how much lower.
- 9.5 Venue Hire Volumes FY 2019/20 – **FOR INFORMATION ONLY – THERE ARE NO GUARANTEED VOLUMES IN THIS CONTRACT.**

Month	Volume
Apr-19	60
May-19	30
Jun-19	39
Jul-19	58
Aug-19	13
Sep-19	48
Oct-19	111

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

Nov-19	45
Dec-19	26
Jan-20	61
Feb-20	42
Mar-20	49
<b>Total:</b>	<b>533</b>

**10. CONTINUOUS IMPROVEMENT**

- 10.1 The Supplier should be able to demonstrate how they proactively seek out continuous improvement to the service levels, including suggested process changes and other improvements to reduce cost to the Contracting Authority.
- 10.2 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented and a formal change process agreed prior to any changes being implemented.

**11. SUSTAINABILITY**

- 11.1 The Government's twenty-five (25) Year Environment Plan sets out goals for improving the environment within a generation and details how it will work with communities and businesses to do this. To meet the goals and targets it has set, government has identified key six (6) areas in the plan through which it will focus action.
- 11.2 Reporting metrics are based around the reduction of three (3) of the target areas in the Greening Government Commitments: greenhouse gases, waste, and water. In addition, there are Reporting Metrics relating to protecting and improving the environment and creating green spaces.
- 11.3 The Supplier is expected to demonstrate a commitment to ensure the effective stewardship of the environment.
- 11.4 The Supplier must address all reporting requirements outlined in section 8 of this document.
- 11.5 The Supplier shall produce a Sustainable Development Policy Statement and Sustainable Development Plan within 6 (six) months of the Commencement Date and every Twelve (12) months thereafter.
- 11.6 The Sustainable Development Policy Statement and Sustainable Development Plan must be specific to the Agreement and include all Sub-contractors involved in delivery of the Agreement.

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

The Supplier must obtain the required information from Sub-contractors and then collate and submit as stated above.

11.7 In delivering the Agreement, the Supplier shall prepare a Sustainable Development Policy Statement giving, for each organisation involved in delivery of the Contract an overarching commitment to:

- 11.7.1 Dispose of Contract waste in a legal manner (i.e., waste is disposed of via a registered waste collector, the Waste Electrical and Electronic Equipment (WEEE) regulations are adhered to where relevant);
- 11.7.2 Reduce energy consumption;
- 11.7.3 Promote waste management including recycling;
- 11.7.4 Promote green transport;
- 11.7.5 Promote Corporate Social Responsibility (CSR);
- 11.7.6 The Sustainable Development Policy and that of continuous improvement which should be signed and dated by the Supplier's senior management.

11.8 In delivering the Agreement, the Supplier shall prepare and deliver a Sustainable Development Plan which should be used to turn the commitment shown in the Sustainable Development Policy into action and which as a minimum, detail how each organisation involved in delivery of the Contract will reduce their environmental footprint of the contract through:

- 11.8.1 Minimising the use of energy, water, and materials;
- 11.8.2 Minimising waste and increasing recycling levels;
- 11.8.3 Utilising recycled goods within operations;
- 11.8.4 Providing efficient low carbon delivery methods;
- 11.8.5 Promoting the use of green or public transport.

11.9 Modern Slavery:

11.10 The Supplier is expected to demonstrate a commitment to reduce vulnerability to modern slavery threats and make sure this is a consideration in the Contract supply chain for matters relating to the delivery of the Contract.

11.11 Suppliers who are who are within scope of the Legislation must ensure their Modern Slavery Statement is made available upon request of the Contracting Authority.

11.12 Suppliers can find further information here:

<https://www.gov.uk/government/collections/modern-slavery>

11.13 Equality, Diversity, and Inclusion:

11.14 The Supplier acknowledges that the Contracting Authority has a responsibility to support and promote wider social sustainability objectives for the benefit of society; and agrees to cooperate with the Contracting Authority to improve life chances for those most disadvantaged and furthest from the labour market.

11.15 The Contracting Authority requires the Supplier to provide a Diversity and Equality Delivery Plan six (6) Months after the Service Commencement, and annually thereafter. The Diversity and Equality Delivery Plan must be specific to the Agreement and include details of all Staff including



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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

but not limited to all Sub-contractors involved in the performance of the Suppliers obligations under the Agreement.

11.16 The Diversity and Equality Delivery Plan must include an overview of Contractor and any Sub-contractor's policies and procedures for preventing unlawful discrimination and promoting equality of opportunity in respect of:

- 11.16.1 Age;
- 11.16.2 Disability;
- 11.16.3 Gender reassignment;
- 11.16.4 Marriage and civil partnership;
- 11.16.5 Pregnancy and maternity;
- 11.16.6 Race;
- 11.16.7 Religion or belief;
- 11.16.8 Sex; and
- 11.16.9 Sexual orientation.

11.17 An overview of Contractor and any Sub-contractor's policies and procedures covering:

- 11.17.1 Harassment;
- 11.17.2 Bullying;
- 11.17.3 Victimisation;
- 11.17.4 Staff training and development;
- 11.17.5 Details of the way in which the above policies and procedures are, or will be (and by when), communicated to Staff;
- 11.17.6 Details of what general diversity and equality related training has been, or will be delivered (and by when), to Staff;
- 11.17.7 Details of what structure and resources are currently directed towards active promotion of diversity and equality within the Staff used in the performance of the Contractor's obligations under this Contract, or if not currently in place, what will be put in place and by when.

11.18 The Contracting Authority will consider and must agree the contents of Diversity and Equality Delivery Plan. Any issues will be raised with the Supplier by the Contract manager acting on behalf of the Contracting Authority. If an issue relates to a Sub-contractor, the Contractor must raise and resolve the issue with the Sub-contractor.

11.19 Life Chances:

11.20 The Supplier acknowledges that the Contracting Authority has a responsibility to support and promote wider social sustainability objectives for the benefit of society; and agrees to cooperate with the Contracting Authority to improve life chances for those most disadvantaged and furthest from the labour market.

11.21 The Supplier acknowledges that the Contracting Authority is supporting the Crown's Life Chances and Social Value agendas by aiming to promote opportunities for groups of persons which the Contracting Authority regards as meriting priority assistance including but not limited to

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

Apprentices, Disabled People, Young People, Older Workers, Ex-Offenders and Black and Minority Ethnic People.

11.22 Diversity and Equality, the Crown's social value agenda and the Authority's Priority Groups will be discussed jointly by the Contracting Authority and the Supplier as an on-going item at Contract review meetings.

11.23 The Supplier shall, and shall ensure that its sub-contractors, take the following action(s) in respect of DWP Priority Groups:

11.23.1 Apprenticeships.

11.24 Make available to potential members of Staff used in the performance of the Supplier's obligations information about the National Apprenticeship Service.

11.24.1 Disabled people.

11.25 Take steps to become a Disability Confident Employer.

11.26 Make appropriate use of Access to Work to support recruit and retain disabled workers.

11.27 Provide Employment Experience to Disabled People as members of staff used in the execution of the Supplier's obligations under the Contract, to develop their skills and experience and increase their employability.

11.28 Employment experience: provide employment experience to young people as members of staff used in the performance of the Supplier's obligations under the Contract to develop their skills and experience and increase their employability for:

11.28.1 Young People – Under 25;

11.28.2 Older Workers – Over 50;

11.28.3 Ex-Offenders;

11.28.4 Black and Minority Ethnic People.

11.29 Employee Vacancies: advertise all vacancies for staff via GOV.UK Find a Job, in addition to any other recruitment agencies with whom the Supplier advertises such vacancies and any other actions the Supplier takes to recruit Staff.

11.30 The Supplier shall provide the Life Chances Workforce Monitoring template duly completed in full in respect of all Staff (including but not limited to all Sub-contractors used in the performance of the Supplier's obligations under the Contract), Six (6) months after the Service Commencement date and annually thereafter.

11.31 The Supplier shall complete the Life Chances Workforce Monitoring template in line with the 'Life Chances through Procurement Guidance for DWP Contractors' and the Contract definitions found here:

<https://www.gov.uk/government/publications/life-chances-through-procurement-guidance-for-dwp-contractors>

## **12. QUALITY**

- 12.1 The Quality of the Suppliers services/solutions provided will be measured against the Authority's documented KPI's and SLA's. Refer to Section 15 Service Levels and Performance.

## **13. PRICE**

- 13.1 For all services and solutions offered, the Authority expects the supplier to demonstrate that the best VFM has been achieved. Refer to Section 15 Service Levels and Performance.
- 13.2 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

## **14. STAFF AND CUSTOMER SERVICE**

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.3 The Supplier shall ensure that staff understand the Contracting Authority's vision and objectives and will provide excellent customer service to the Contracting Authority throughout the duration of the Contract.
- 14.4 The Supplier will provide a designated contact as an Operational Contract Manager (OCM) to manage the day-to-day running of the Contract and performance monitoring activity.

## **15. SERVICE LEVELS AND PERFORMANCE**

The Contracting Authority will measure the quality of the Supplier's delivery in accordance with the Service Levels detailed within Call-Off Schedule 14 (Service Levels) Annex to Part A: Services Levels.

## **16. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

- 16.1 The Contracting Authority has legal and regulatory obligations to verify that the suppliers we work with have a reasonable standard of security in place to protect Authority data and assets. DWP is committed to the protection of its information, assets and personnel and expects the same level of commitment from its suppliers (and sub-contractors if applicable). In order to protect the Department appropriately, DWP have recently reviewed its Security Supplier Assurance process and requirements and have made the applicable changes in line with industry good practice.
- 16.2 These changes include but are not limited to:
- 16.2.1 Updated DWP 'Security Schedule' setting out DWP's security safeguards and requirements, to be found at <https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards> (the specific DWP security requirements applicable here in addition to those in Part A of Call-Off Schedule 9A are included there as call-off special terms);
  - 16.2.2 Inclusion of Information Security Questionnaires at evaluation stage, and subsequent Information Security Questionnaires carried out annually, as well as

completion of a security management plan as included in Part A of Call-Off Schedule 9A as call-off special terms;

- 16.2.3 Compliance with DWP's relevant security policies and standards found on [Gov.uk](https://www.gov.uk) at [https:// www.gov.uk/government](https://www.gov.uk/government) Compliance to industry good practice such as 'ISO27001' and certification to 'Cyber Essentials'.

## **17. PAYMENT AND INVOICING**

- 17.1 The Contracting Authority will provide all address and contact details for invoicing and related queries or escalations, during the implementation phase of the Contract.
- 17.2 The invoicing schedule will be agreed during the implementation phase of the Contract.
- 17.3 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.4 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.5 Suppliers must be prepared to use electronic purchase to pay (P2P) routes, including e-Invoicing. Suppliers must be prepared to work with DWP to set up and test all electronic P2P routes. This may involve creating technical ordering and invoice files, including working with our ERP system service Suppliers and systems.

## **18. CONTRACT MANAGEMENT**

- 18.1 The Contracting Authority – what you can expect from us:
- 18.2 The Contracting Authority will provide a designated contact as an Operational Service Manager (OSM) to manage the day-to-day running of the Contract and performance monitoring activity.
- 18.3 Attendance at Contract Review meetings shall be at the Supplier's own expense. Such meetings will usually be conducted virtually via an agreeable collaboration app.
- 18.4 The Contracting Authority will provide a definitive list of contacts for specific requirements of the Contract during the implementation period, e.g., Customer Compliance Reporting in the event of queries.
- 18.5 The Contracting Authority OSM will attend all Contractual and performance-based review meetings.
- 18.6 The Contracting Authority may invite key internal stakeholders to review meetings to support specific Contract and performance management-related activities, or continuous improvement projects.

## **19. LOCATION**

- 19.1 The Contract geographical area covers national provision for the Authority which includes England, Scotland, and Wales.

ANNEX A



Home > Working in DWP > Business Travel and Expenses > Annexes (inc Mileage rates) >  
Table of Business Travel and Expenses rates

# Table of Business Travel and Expenses rates

+ [SHARE](#)

Last updated Wednesday, 2 March, 2022 - 13:56

Effective date	01 September 2021
----------------	-------------------

## Mileage rates

Mode of travel		Rate per mile
Motor car	Higher Standard rate	£0.45
	Lower Standard rate	£0.25
Motor cycle		£0.24
Pedal cycle		£0.20
Passenger supplement		£0.02

Note – where you are not employed on DWP Terms and Conditions and are entitled to different mileage rates please see the [supporting guidance](#) on how to claim.

## PUS mileage rates

(effective 1st March 2022) You can use the previous rates for up to 1 month from the date the new rates apply.

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

12/04/2022, 13:40

Table of Business Travel and Expenses rates | DWP Intranet



1400cc or less	£0.13	£0.08	N/A
1401cc to 2000cc	£0.15	£0.10	N/A
1600cc or less	N/A	N/A	£0.11
1601cc to 2000cc	N/A	N/A	£0.13
Over 2000cc	£0.22	£0.15	£0.16

Please note - Hybrid cars are treated as either petrol or diesel cars for this purpose.

### Advisory Electricity Rate

The Advisory Electricity Rate for fully electric cars is 4 pence per mile.

Electricity is not a fuel for car fuel benefit purposes.

Previous rates can be found [Gov.UK - Advisory Fuel Rates](#)

## Subsistence rates

### Meal Subsistence

Meal type	Maximum amount	SOP expense type
Day meal	Actual cost up to £5.00 for each meal	Breakfast and / or Lunch Where you are eligible for and are claiming a 3rd Day Meal you should use Evening Meal
Evening Meal	Actual cost up to £15.00 per meal	Evening meal
Overnight meal	Actual cost up to £20.00 per meal	Overnight meal

Note – compliance checks are undertaken on claims for Meal Subsistence. Where you have claimed an incorrect amount you will be required to repay the additional cost.

### Friends and Relatives



Lodging Expenses

Accommodation type	Maximum amount
Nightly - Elsewhere	Actual cost up to £37 per night
Nightly – London	Actual cost up to £53 per night
Weekly – Elsewhere	Actual cost up to £185 per week
Weekly – London	Actual cost up to £265 per week

Overseas Expenses

Overseas incidental expenses	£7.00 flat rate per night
Overseas travel & subsistence	Actual cost up to the HMRC Worldwide subsistence rate for the location depending on length of time

Move of Home Expenses

Miscellaneous Relocation Expenses	Up to £5,336
-----------------------------------	--------------

Hotel limits

	Within London	Rest of country
Room limit per night	£130	£80

Rail ticket delivery charges

Delivery method	Charge
Office (On-site) Fast Ticket machine	Nil



Call-Off Schedule 20 (Call-Off Specification)

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

12/04/2022, 13:40

Table of Business Travel and Expenses rates | DWP Intranet



Special Delivery	£6.65
------------------	-------

Ticket amendment charges

Ticket type	Charge
Eurostar amendments	£30 per person per ticket
Rail tickets	£10

## ANNEX B



[Home](#) > [Sustainable procurement: the GBS for food and catering services](#)

[Department  
for Environment Food &  
Rural Affairs](#)

Guidance

# Government Buying Standard for food and catering services

Updated 18 August 2021

Contents

[Mandatory standards](#)

[Best practice standards](#)

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018



© Crown copyright 2021

This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](https://nationalarchives.gov.uk/doc/open-government-licence/version/3) or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at <https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services/government-buying-standard-for-food-and-catering-services>

Central government procurers directly or through their catering contractors are required to apply this Government Buying Standard (GBS). Others are encouraged to follow it. It includes a set of minimum mandatory standards for inclusion in tender specifications and contract performance conditions. It also includes some best practice standards which are recommended but not required.

The balanced scorecard is a supporting tool to use in order to procure food and catering services. It goes beyond production standards, resource efficiency and nutrition helping provide a comprehensive tool for setting technical specifications and evaluating bids. It includes award criteria to reward good practice, and to further stimulate investment and innovation.

## **Mandatory standards**

The following standards are mandatory.

### **A. Production, processing and distribution**

#### **1. Production standards**

All food served must be produced in a way that meets UK legislative standards for food production, or equivalent standards. Please refer to Annex for a list of relevant legislation.

If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body.

Procurers or catering contractors must ensure that food is verifiable as meeting these standards by either checking that farm inspection systems meet UK standards of inspection or their equivalent, or if not, that they are subject to an independent assurance system.

## **2. Traceability of fresh, chilled and frozen produce**

Catering contractors or food suppliers shall ensure the traceability of fresh, chilled and frozen produce in accordance with current UK legislation or equivalent.

## **3. Authenticity**

The catering contractor or supplier must have systems in place to enable it to check and ensure authenticity of products.

## **4. Origin of meat and dairy**

In line with the industry principles on country of origin information, food and catering service suppliers shall indicate the origin of the meat, meat products and dairy products either on the menu or accompanying literature. If this is not practicable, then at minimum the information must be available and be provided on request to the procuring authority or end consumer.

## **Animal welfare**

### **5. Animal welfare**

All food served must be produced in a way that meets UK legislative standards for [animal welfare \(https://www.gov.uk/animal-welfare\)](https://www.gov.uk/animal-welfare), or equivalent standards.

UK standards are generally similar to EU standards for food production. There are, however, differences in animal welfare standards for some aspects of pig meat and broiler chicken production. Broiler chicken, pork and pork products must be compliant with UK standards, as set out in the Welfare of Farmed Animals Regulations 2007 (as amended).

If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body. In such an eventuality,

EU standards shall be met at minimum.

## **6. Eggs**

All eggs, including fresh in-shell, liquid and powdered eggs, are sourced from systems that do not use conventional cages. If from a caged system, enriched cages must be used.

## **Environment**

### **7. Higher environmental production standards**

At least 10% of the total monetary value of primary commodity (that is, raw ingredient) food and drink procured shall be inspected and certified to:

i) publicly available Integrated Production (IP) or Integrated Farm Management (IFM) standards that require the systematic and integrated management, at farm level, of:

- natural habitats and
- biodiversity prevention
- and control of pollution
- energy, water and waste
- management of soils, landscape and watercourses
- and contain within their scope requirements that are consistent with the definition of Integrated Pest Management (IPM) contained in European Council Directive 2009/128/EC

or

ii) publicly available organic standards compliant with European Council Regulation 834/2007 on organic production and labelling of organic products.

Note: the 10% is of the total monetary value and can be made up of any combination of commodities allowing the procurer flexibility to find the best solutions for their circumstances.

## **8. Palm oil**

From the end of 2015 all palm oil (including palm kernel oil and products derived from palm oil) used for cooking and as an ingredient in food must be sustainably produced [\[footnote 1\]](#).

## **9. Fish**

All fish [\[footnote 2\]](#) are demonstrably sustainable with all wild caught fish meeting the Food and Agriculture Organisation Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society 'fish to eat', or equivalent).

No 'red list' or endangered species of farmed or wild fish shall be used (Marine Conservation Society 'fish to avoid').

## **Variety and seasonality**

### **10. Seasonal produce**

In respect of the use of fresh produce, menus shall be designed to reflect the natural growing or production period for the UK, and in-season produce shall be highlighted on menus.

## **B. Nutrition**

### **11. Reducing salt intake**

Vegetables and boiled starchy foods such as rice, pasta and potatoes, shall be cooked without salt.

Salt shall not be available on tables.

At least 75% of meat products, breads, soups, cooking sauces and ready meals procured by volume, and 75% of breakfast cereals and pre-packed sandwiches provided meet [current core salt targets](https://www.gov.uk/government/collections/sugar-reduction#salt-reduction-) (<https://www.gov.uk/government/collections/sugar-reduction#salt-reduction->) and any subsequent revisions [\[footnote 3\]](#) to this target

and all stock preparations shall be lower salt varieties (that is, below 0.6g/100mls reconstituted).

Note: The 75% applies individually to each food category described in the above specification, and not only to the combined provision / volume. The requirement relates to meeting maximum targets, or using an average target as a maximum where a maximum target is not set.

Government will extend the period of compliance by 2 years, allowing a total implementation period of 3 years for the salt standard.

## **12. Increasing fruit and vegetable consumption**

A portion of fruit shall be sold at a lower price than a portion of hot or cold dessert.

Half of desserts available should contain at least 50% of their weight as fruit – which may be fresh, canned in fruit juice, dried or frozen. This excludes whole fresh fruit as a dessert option. Whole fresh fruit can be a dessert option but should not be included as an option when calculating whether half of dessert options should contain at least 50% of their weight as fruit.

Main meals within a meal deal should include a starchy carbohydrate which is not prepared with fats or oils, and the meal deal options should include at least 1 portion of vegetables and 1 portion of fruit.

## **13. Meal deals**

Any foods and drinks within a meal deal must also meet the relevant GBSF standards for the healthier options, for instance healthier sandwiches. [\[footnote 4\]](#)

## **14. Reducing saturated fat**

Meat and meat products (procured by volume), biscuits, cakes and pastries (provided) be lower in saturated fat, where available.

At least 50% of hard yellow cheese procured by volume shall have a maximum total fat content of 25g/100g.



At least 75% of ready meals procured by volume shall contain less than 6g saturated fat per portion.

At least 75% of milk procured by volume is lower fat (semi-skimmed, 1% or skimmed milk).

At least 75% of oils and 75% of spreads procured by volume are based on unsaturated fats.

At least 50% of pre-packed sandwiches and other savoury pre-packed meals (wraps, salads, pasta salads) provided contain 400kcal (1680 kJ) or less per serving and do not exceed 5.0g saturated fat per 100g for an implementation period of eighteen months and will increase the standard to 75% thereafter with a further implementation period of 18 months.

### **15. Increasing fibre**

At least 50% of bread provided contains at least 3g fibre per 100g (that is, is a source of fibre), excluding pre-packed sandwiches.

At least 75% of pre-packed sandwiches provided contains bread with at least 3g fibre per 100g.

### **16. Reducing sugar Intake**

At least 75% of products provided that are included in the following categories covered by the sugar reduction programme to not exceed the following:

- ♦ biscuits
- ♦ -  
100kcal  
sakes  
- 220  
kcal
- ♦ morning goods
- ♦ - 220 kcal
- ♦ puddings - 220  
kcal yogurts -

120 kcals

- ♦ ice cream - 220 kcals

Note: The 75% applies individually to each product category described in the abovespecification, and not only to the combined provision.

### **17. Breakfast cereals**

At least 50% of breakfast cereals provided are higher in fibre (that is, at least 6g/100g) and shall not exceed 12.3g/100g total sugars (10g additional allowancefor dried fruit in cereal).

### **18. Fish**

If caterers serve lunch and an evening meal, fish is provided twice per week (2X 140g portion), one of which is oily. If caterers only serve lunch or an evening meal,oily fish (140g portion) is available at least once every three weeks.

### **19. Savoury snacks**

Savoury snacks are only provided in packet sizes of 35g or less.

Note: Savoury snacks include crisps and any product made from small pieces ofpotato, wheat, rice, corn or other base ingredient, which have been baked, extruded, cooked or processed in any way. Crisps are defined in this instance asproducts that comprise sliced whole, fried potato.

### **20. Confectionery**

At least 75% of confectionery and packet sweet snacks provided are in the smalleststandard single serve portion size available within the market and do not exceed 200 kcal (maximum) for chocolate and 125 kcal (maximum) for sugar confectionery.

### **21. Beverages**

No more than 10% beverages provided can be sugar sweetened beverages (SSB).

At least 90% of beverages provided must be low calorie/no

added sugarbeverages.

All SSB to be no more than 330ml pack size. Any SSB that are hot or cold milk-based drinks including milk substitute drinks such as soya, almond, hemp, oat, hazelnut or rice need to meet 300kcal cap.

Any meal deals should not include any SSB.

At least 75% fruit juice, vegetable juice and smoothies to be provided in singleserve packs.

For further guidance on how sugar sweetened beverages, low calorie and noadded sugar beverages are defined is available in the supporting documents.

## **C. Resource efficiency**

### **22. Water**

Tap water is visible and freely available and such provision is promoted. Pre-bottled water (mineral or spring) is not included in the hospitality menu.

### **23. Reducing landfill**

Where waste management is included in the contract, facilities shall be available to staff and customers for recycling cans, bottles, cardboard and plastics.

### **24. Food waste**

Food and catering supplier with off-site meal preparation operations shall provide evidence of a systematic approach to managing and minimising the impacts of waste throughout their direct operations, that is, those operations over which they have direct financial and/or operational control. This shall include evidence of a continual improvement cycle of objective setting, measurement, analysis, review and the implementation of improvements actions.

Catering service suppliers which will supply on-site catering services

shall:

- take steps to minimise food waste in their onsite operations by creating a foodwaste minimisation plan, describing what actions they will undertake
- review and revise the actions they are taking with suitable regularity so as to continue to reduce food waste wherever possible; and
- feed back to clients on progress and results with suitable regularity

The contracting authority shall check whether a separate food waste collection service can be provided. If the service can be provided, while achieving value for money, then it shall meet the best practice standard.

## **25. Energy management**

Energy management policy (off-site catering operations):

Catering service contractors with off-site preparation kitchen operations shall have in place an energy management policy appropriate to the nature and scale of their energy use and consumption. Their policy shall commit the organisation to the continual improvement of its energy performance.

Energy management policy (on-site catering operations):

On-site catering operations shall be run in accordance with the host building's overall energy management policy.

## **26. Catering equipment**

The minimum mandatory Government Buying Standards for catering equipment apply as well as the duty under Article 6 of the Energy Efficiency Directive.

Kitchen taps shall have flow rates of not less than 5l/min delivered through either automatic shut off, screw down/lever, or spray taps; and non-flow rate elements shall meet the Enhanced Capital Allowance Scheme (ECA) Water Technology List criteria.

## **27. Paper products**

The minimum mandatory Government Buying Standards for paper

products shall apply where relevant, for example kitchen paper, napkins and cardboard cups.

## **D. Social-economic**

### **28. Ethical trading**

At least 50% of tea and coffee is fairly traded

### **29. Inclusion of small to medium enterprises (SMEs)**

Provide opportunity for separate contracts for supply and distribution; and advertise all food-related tenders to SMEs.

### **30. Equality and diversity**

The catering contractor or food supplier shall have a written equality and diversity policy to help ensure it and its sub-contractors are compliant with employment law provisions in the UK Equality Act (2010). In addition, to ensure the procuring authority meets its public sector equality duty, the contractor or food supplier shall have a policy in place as to carrying out its business, such as in terms of awarding subcontracts or procuring goods, in a way that is fair, open and transparent.

## **Best practice standards**

The following standards are best practice.

### **A. Production, processing and distribution**

#### **31. Environmental production standards**

At least 40% of the total monetary value of primary commodity (that is, raw ingredient) food and drink procured shall be inspected and certified to:

publicly available Integrated Production standards or Integrated Farm Management standards, or

publicly available organic standards compliant with European Council Regulation(EC) No 834/2007 on organic production and labelling of organic products.

## **B. Nutrition**

### **32. Reducing salt intake**

At least 75% of all products (procured by volume / provided) that are covered by the [current salt targets](https://www.gov.uk/government/collections/sugar-reduction#salt-reduction) ([https://www.gov.uk/government/collections/sugar-reduction#salt-reduction-](https://www.gov.uk/government/collections/sugar-reduction#salt-reduction)), and any subsequent revisions to this target<sup>[footnote 3]</sup>, meet this target.

Note: The 75% applies individually to each food category described in the abovespecification, and not only to the combined provision / volume. The requirement relates to meeting maximum targets, or using an average target as a maximum where a maximum target is not set.

Government will extend the period of compliance by 2 years, allowing a totalimplementation period of 3 years for the salt standard.

### **33. Increasing fibre**

To ensure at least 50% of all bread provided contains at least 3g fibre per 100g(that is, is a source of fibre), as per the mandatory standard

and, in addition to the mandatory standard, at least 25% of all bread provided contains at least 6g per 100g (that is, high in fibre), excluding pre-packed sandwiches.

Additional voluntary best practice standard:

To ensure main meals containing beans and /or pulses as a main source of proteinare made available at least once a week.

### **34. Breakfast cereals**

To ensure at least 50% of all breakfast cereals provided contain at

least 6g per 100g of fibre (that is, high in fibre) and shall not exceed 12.3g/100g (10g additional allowance for dried fruit in cereal), as per the mandatory standard

and, in addition to the mandatory standard,

at least 25% of all breakfast cereals provided contain at least 6g per 100g (that is, high in fibre) and shall not exceed 5g/100g (10g additional allowance for dried fruit in cereal).

### **35. Snacks**

Savoury snacks are only available in packet sizes of 30g or less.

### **36. Confectionery**

All confectionery and packet sweet snacks provided are in the smallest standard single serve portion size available within the market and do not exceed 200 kcal(maximum) for chocolate and 125 kcal (maximum) for sugar confectionery.

### **37. Beverages**

All beverages (100%) provided must be low calorie/no added sugar beverages, that is, no SSBs are offered.

### **38. Menu cycle analysis**

Menu cycles are analysed to meet nutrient based standards relevant for the majority of customers using the catering provision.

### **39. Calorie and allergen labelling**

Best practice requirement menus (for food and beverages) to include calorie and allergen labelling where not stated in law. [\[footnote 5\]](#) [\[footnote 6\]](#)

## **C. Resource efficiency**

### **40. Environmental management systems**

The contractor must prove its technical and professional capability to perform the environmental aspects of the contract through: an environmental management system (EMS) for catering services (such as EMAS, ISO 14001 or equivalent).

#### **41. Packaging waste**

Packaging waste in delivering food for the catering service is minimised:

- i. tertiary and secondary packaging consists of at least 70% recycled cardboard; and
- ii. where other materials are used, the tertiary packaging must either be reusable or all materials contain some recycled content.

#### **42. Food waste**

The food waste minimisation plan includes actions and estimated quantifiable reductions.

The supplier ensures that appropriate training is given to staff to ensure best practice in terms of food waste minimisation.

Surplus food that is fit for consumption is distributed for consumption rather than sent for disposal as waste, for example gifted to charities / food banks.

#### **43. Energy efficiency**

The on-site catering operation is run in accordance with the Carbon Trust food preparation and sector guide (CTV035).

#### **44. Waste minimisation**

Food and drink to be consumed in restaurants and canteens must be served using cutlery, glassware, and crockery which are reusable and washable.

#### **45. Catering equipment**

The best practice Government Buying Standards for catering equipment apply where relevant:



- ♦ domestic dishwashers
- ♦ commercial cooking equipment, including ovens, fryers and
- ♦ steam cookers domestic fridge freezers

#### **46. Paper products**

Disposable paper products (for example, napkins, kitchen tissue, take-away food containers) meet the requirements of the EU Ecolabel, or equivalent.

## **D. Social-economic**

#### **47. Ethical trading**

All tea, coffee, cocoa and bananas are certified as fairly traded.

Where food is sourced from states that have not ratified the International Labour Organization Declaration on Fundamental Principles and Rights at Work (1998), or are not covered by the OECD Guidelines for Multinational Enterprise, the supplier of catering and food services shall carry out due diligence against ILO Declaration on Fundamental Principles and Rights at Work (1998).

Risk based audits have been conducted against social / ethical supply chain standards, for example SA8000 compliance, audit evidence for Ethical Trade Initiative (ETI) Base Code compliance, or equivalent.

Working with suppliers to improve conditions through pro-active, direct engagement programmes.

Dairy products meet the [Voluntary Code of Practice on Best Practice on Contractual Relationships](https://www.nfuonline.com/nfu-online/sectors/dairy/code-of-practice-booklet/) (<https://www.nfuonline.com/nfu-online/sectors/dairy/code-of-practice-booklet/>).

Measures are taken to ensure fair dealing with farmers through, for example, the guidance contained in the [Groceries Supply Code of Practice](https://www.gov.uk/government/publications/groceries-supply-code-of-practice/groceries-supply-code-of-practice) (<https://www.gov.uk/government/publications/groceries-supply-code-of-practice/groceries-supply-code-of-practice>).

#### **48. Inclusion of SMEs**

- i) Contracts are broken into “lots” to facilitate bids from small producers
- ii) Contract documents are simplified, with a degree of standardisation. Requirements are clearly stated, up front.
- iii) Contract lengths are geared to achieve the best combination of price and product.
- iv) Longer-term contracts are offered to provide stability.
- v) Tenders are widely advertised.
- vi) Potential bidders are advised on how to tender for contracts.
- vii) Projects to help small producers do business are undertaken.
- viii) Social enterprises are encouraged to compete for contracts.
- ix) Small producers and suppliers are made aware of sub-contractors/suppliers, so that they know who to do business with.
- x) Competition on quality rather than brand fair treatment of suppliers.
- xi) Suppliers of food and catering services provide fair and prompt payment terms for their supply chain, for example 30 days maximum.
- xii) Length of contracts and notice period are agreed fairly with suppliers.

---

1. Support and advice on procuring sustainable palm oil is available from <http://www.cpet.org.uk/> (<http://www.cpet.org.uk/>) (e-mail [cpet@efeca.com](mailto:cpet@efeca.com), telephone 01305 236 100).

2. Fish includes all fish including where it is an ingredient in a composite product.

3. See [PHE salt reduction: targets for 2024](https://www.gov.uk/government/publications/salt-reduction-targets-for-2024) (<https://www.gov.uk/government/publications/salt-reduction-targets-for-2024>)

4. This would be for all categories of ‘meal deals’ such as

‘breakfast meal deals’, ‘hot food meal deals’, ‘sandwich meal deals’, ‘hot drink and snacks, for example confectionary / savoury snack / items under the reducing sugar category’. Meal deals should not include sugar sweetened beverages. Healthier breakfast cereals should be included in the ‘breakfast meal deals’.

5. See [EU Food Information for Consumers Regulation 1169/2011](https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32011R1169) (<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32011R1169>)

6. See [UK’s Food Information Regulations 1855/2014](https://www.legislation.gov.uk/uksi/2014/1855/contents/made) (<https://www.legislation.gov.uk/uksi/2014/1855/contents/made>)

[↑ Back to top](#)



All content is available under the [Open Government Licence v3.0](#), except where otherwise stated  
[Crown copyright](#)



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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

No	Reference	Clarification Question	Response	Date Issued
1	4.1: Attachment 1 – About the procurement	From your timeline we note that contract award is expected on 17 <sup>th</sup> June and commencement of contract on 27 <sup>th</sup> June – please advise your expected date for implementation and service ‘go live’?	If DWP was appointing a new supplier to deliver this service, we would anticipate an implementation period of 8 -10 weeks from contract award, our current service is due to end on 31/08/22.	20/05/22
2	6.9.1: Attachment 3 – Statement of requirements	Please confirm volume and spend details for delegates with protected characteristics?	Unfortunately, we do not have this data available – but DWP would expect many of the larger conferences to cater for those with reasonable adjustment requirements.	20/05/22
3	8.5: Attachment 3 – Statement of requirements	Provision of life chances reporting – Please provide clarification regarding level of information required to support this requirement?	8.5 is in reference to the table underneath – stating that all the information in the table should be provided in full and as accurately as possible.	20/05/22
4	6.4: Attachment 3 – Statement of requirements	In the SOR you mention offline service to be available from 07:00 – 18:00 yet in Attachment 4 – Price Schedule (lines 12-17) you mention core hours to be 08:00 – 20:00. Please advise which is correct?	This is to reflect that while there is not a requirement to have a 24/7 support line for venue hire, there must be a phone line available between 07:00 and 18:00 to ensure that if staff arrive at a venue early to prepare and find something is wrong, there will be support and sufficient time available to help rectify this.	20/05/22
5	6.2: Attachment 3 – Statement of requirements	Can you please confirm the percentage of bookings currently managed via an online booking tool?	Unfortunately, that data is not available, but DWP assumes that over 90% of bookings will be made online.	20/05/22
6	3.3: Attachment 3 – Statement of requirements	Can you please advise the percentage mix of event types anticipated i.e hybrid, virtual, in person?	Our assumption is that over 90% of events will be in person.	20/05/22
7	Attachment 4 – Price Schedule	In order that we can gain a better understanding of your requirements, please provide detailed spend for Tier 1, 2 & 3 venues – this would enable both agencies taking part in this procurement have access to the same level of data and information.	% Difference in booking volumes and booking spend can be seen below:  <b>Tier 1</b> – 0% of booking volumes and 0% of spend	20/05/22

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018

			<b>Tier 2</b> – 65% of booking volumes and 45% of spend  <b>Tier 3</b> – 35% of booking volumes and 55% of spend	
8	Attachment 4 – Price Schedule	Please advise the volume and spend details for both online and offline bookings for tiers, 1,2 and 3?	As stated above we do not have a breakdown of bookings made online or offline, but our assumption is that over 90% of bookings were made using the online tool.	20/05/22

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

Call-Off Ref: CCYZ21A01

Crown Copyright 2018