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Call-Off Schedule 20 (Call-Off Specification)

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

CALL OFF REFERENCE NUMBER - CCYZ21A01

FRAMEWORK REFERENCE - RM6217 TRAVEL & VENUE SOLUTIONS

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1. PURPOSE

1.1 The Department for Work and Pensions (DWP, hereafter referred to as The Contracting Authority) uses Travel Management and Hotel Booking services to deliver departmental objectives by providing access to travel and accommodation aligned to departmental travel, sustainability and health and well-being policies.

1.2 Furthermore, these services will help to serve our 22 million customers including some of the most vulnerable in the society.

1.3 The services will be available to all DWP employees and certain Arms-length Bodies and Ministers.

1.4 The Contracting Authority is a major Government Department responsible for welfare, pensions, and child maintenance policy.

1.5 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 claimants and customers.

1.6 DWP is a ministerial department, supported by fifteen (15) agencies and public bodies.

1.7 DWP provides services in several ways, for example through Jobcentre Plus, The Pension Service, the Child Maintenance Service and partner organisations.

1.8 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

1.9 Greening Government Commitments:

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

1.9.2 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

2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

2.1 The Contracting Authority's existing Agreement for the provision of Travel management and Accommodation Booking Services is due to expire on 26/08/22.

2.2 The Contracting Authority aims to award the new Agreement in early June 2022, with time allowed for a sufficient implementation period to ensure a

smooth transition of services where required and reduced disruption to the customer.

2.3 After the pandemic, there has been limited need to travel given the restrictions placed on office working and the subsequent increased use of virtual working. However, now that the Contracting Authority intends to pursue a hybrid working model that will include office and home working, there is a necessity to have an efficient and robust travel and Accommodation booking service in place to accommodate this.

2.4 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.

2.5 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.

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

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

2.5.1.2 Moving towards on-line training for staff.

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

2.5.1.4 All Government vehicles to be electric by 2030.

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

2.5.2 Theme 5: Wellbeing – Improve Health and Wellbeing

2.5.2.1 DWP has moved towards improving the culture and wellbeing of our staff by:

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

2.5.2.3 Engaging with Organisations including Pam Assist, Charity for Civil Servants, Mental Health First Aiders 3tc.

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

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

3. DEFINITIONS

Expression or Acronym	Definition
Contracting Authority	Department for Work and Pensions
BAME	Black and Minority Ethnic
Booker	The individual booking transport or hotels through the service provided
CCS	Crown Commercial Service
Colleague	A member of staff within the Contracting Authority.
Customer	A member of staff within the Contracting Authority acting as the end user of the service being provided at any given time, e.g., the driver, an individual making a query or complaint
DWP	Department for Work and Pensions
FOI	Freedom of Information
GPU	Government Property Unit
ISQ	Information Security Questionnaire
IT	Information & Technology
P2P	Purchase to Pay
Traveller(s)	The individual(s) using the transport service or hotels that have been booked through the service.
VFM	Value for Money

4. SCOPE OF REQUIREMENT

4.1 The following services are in scope of this requirement:

4.1.1 Provision of Travel and Accommodation Booking services for requirements in the UK and overseas at highly competitive rates with spend aggregated from across government.

4.1.1.1 This must include an online booking portal to accommodate train, coach, accommodation, and flight bookings.
The online portal must be compatible with DWP IT infrastructure and must meet WCAG 2.1 accessibility standard

4.2 The Supplier will be responsible for

4.2.1 Offline Services to Bookers and Travellers must include a manned telephony service as a minimum requirement that will deal with enquiries in real time from Bookers and Travellers in Core and Out of Hour as necessary. Core Hours are

- Monday to Friday 8.00 until 20.00
- Saturday Morning 9.00am until 12.00 noon

4.2.2 There must be measures in place to track all calls including bookings, amendments, emergency requests and complaints made by DWP travellers through the Offline booking/telephone support service so that the Contracting Authority can track the Supplier's performance against the relevant KPIs.
This data must be distinguishable from calls made by any other organisation, and be included in the MI packs that are sent by the Supplier to the Contracting Authority on a monthly basis.

4.2.3 Provision of a secure, central portal to enable the Authorities, to self-access their Management Information and reports, an alternative secure communication method as specified by the Contracting Authority

4.2.4 Provision of online self-service cancellation and amendment processes for Bookers to update bookings and request refunds (including after travel date). Any related costs incurred by taking the actions will be available for the Booker to review before confirming any changes.

5. OVERVIEW OF REQUIREMENTS

5.1 RAIL REQUIREMENTS

5.1.1 The Supplier shall present all available fares in price order (lowest to highest) including:

5.1.1.1 Advanced purchase (singles and returns)

5.1.1.2 Flexible (single and returns)

5.1.1.3 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 ticket

5.1.1.4 Discounted fares for holder of any type of discounted rail cards

5.1.2 The Supplier will provide named Bookers and the Travel Administration Team, approved by the Contracting Authority, with the facility to book first class travel.

5.1.3 All other first class travel must be booked via named bookers or specific email addresses on the DWP Business Travel and Expenses team in accordance with DWP travel policy.

5.1.4 First Class travel is not permitted under DWP Policy and therefore is only available in specific circumstances.

5.1.5 The Supplier will provide set profiles/accounts to specific individuals that require the ability to book first class travel without proceeding through the DWP Business Travel and Expenses team due to specialist reasons or requirements that permit them to do so.

5.1.6 The Supplier will provide bookers with the option to select from a short list of the top 20 frequent travel routes to make the booking process more efficient.

5.1.7 The Supplier shall provide the facility for a default ticket fulfilment option and for the Booker will have the option to select an alternative ticket fulfilment before a booking has been confirmed, including as a minimum:

5.1.7.1 Self-print via email, with the option to send on to additional/alternative email addresses, as a default in addition to the option to collect via phone application and/or bar codes, where available via the Train Operating Company (TOC)

5.1.7.2 Ticket On Departure (TOD) from a nominated station (either from a ticket office or machine) will be the default ticket fulfilment option

5.1.7.3 In-house ticket printing facilities (where applicable)

5.1.7.4 Smartcard or equivalent where TOCs support and/or technology exists (apple/google wallet?)

5.1.7.5 Other fulfilment options can be used by exception by the Booker, only with approval from the DWP Business Travel and Expenses team, such as:

5.1.7.6 Second Class Postal delivery (First Class only exception if specifically requested)

5.1.7.7 Recorded or special delivery (signed-for delivery) (This shall only be provided if specifically requested by the Booker)

5.1.7.8 Courier delivery (if specifically requested by the Booker)

5.1.8 The Supplier shall ensure that Bookers and/or Travellers receive an instantaneous system generated email confirmation for all booking completed successfully by the Booker.

5.1.9 In addition, a confirmation e-ticket by email or phone app will be required, once a booking has been confirmed, including as a minimum:

5.1.9.1 Unique booking reference code

5.1.9.2 Unique reference code to enable tickets to be printed or collected prior to departure

5.1.9.3 Ticket type (i.e. Advanced/Off-Peak) and cost

5.1.9.4 Booker and Traveller name

5.1.9.5 Journey details including, but not limited to,TOC date, time of departure and arrival, departure station, arrival station, TOC and seat number (if a seat has been reserved) for all segments of the journey

5.1.9.6 Terms and conditions associated with the ticket booked and any restrictions

5.1.9.7 Information on how to make cancellations, exchanges and amendments

5.1.9.8 The Supplier's contact telephone number during Core Working Hours and out of core hours if different

5.1.9.9 The Supplier's email address for contact during Core and out of Core Working Hours if different

5.1.10 On all booking confirmations, and all associated correspondence, including information shared with 3rd party providers, the Supplier shall ensure that the Authorities department identity is not revealed under any circumstances unless instructed otherwise at Implementation and Go Live stage

5.1.11 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.

5.1.12 The Supplier shall provide the Booker(s)/Travellers with the ability to detail (where applicable) special requirements (i.e. Allergies/dietary needs) on the booking tool to enable ease of travel.

5.1.13 Where Travellers have a specific accessibility requirement the Supplier shall ensure that this is clearly communicated to the service provider (i.e. TOC) and any adaptations, such as, but not limited to, ramp provisions at stations or escorted access are confirmed in writing to the Booker and the Traveller as part of the confirmation.

5.1.14 If the adaptations delivered are not suitable or not provided at the time of travel, the Supplier shall offer alternate solutions at no additional cost to the Traveller.

5.1.15 Such events shall be captured in the complaints process by the Supplier when they become aware and the Supplier shall resolve with the service provider, updating the Contracting Authority each quarter.

5.1.16 The Supplier shall ensure that the search results displayed on the Online Booking System or communicated via the Offline Service provide a comparison of the lowest fares available for each TOC in a format that allows the Booker to make best value for money decisions.

5.1.17 The Supplier shall highlight to the Booker the most cost-effective choices when presenting available fare options.

5.1.18 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 Contracting Authority) where the most cost-effective option is not booked.

5.1.19 When required by the Booker, the Supplier shall provide the facility to refer such bookings for pre-authorisation before the booking is confirmed. details of such pre-authorisation shall be in accordance with the Booker during the implementation period

5.1.20 The Supplier shall provide a comparison with UK air costs and CO2 emissions for each booking where available and applicable.

5.1.21 The Supplier shall provide the facility for the Booker to make Transport for London and rail warrant bookings.

5.1.22 In addition, the Supplier shall provide a facility to book a rail ticket that includes underground travel.

5.1.23 The Supplier shall provide the facility to book underground travel on London Underground and the Liverpool and Newcastle Metro Services and Tram tickets in Manchester and Sheffield and other similar services in the UK where this network facility is available.

5.1.24 The Supplier shall provide the facility for the Booker to make Cross Channel Rail Services (Eurostar) bookings detailing all available fares and class of travel.

5.1.25 If required by the Contracting Authority, the Supplier shall provide the facility for the Bookers to purchase rail season tickets; the process for booking season tickets is to be designed so that money from the Contracting Authority to pay for season tickets does not touch the account of the Traveller.

5.1.26 The Supplier shall not negotiate or make available any rail fares specific to a Booker without the specific written approval of the Contracting Authority, even if acting upon request of the Booker.

5.1.27 The Supplier shall not negotiate any fares that undercut the CCS Public Sector Negotiated Programme fares and/or yield a higher earning potential for the Supplier, implying the fare to be for the use of an Contracting Authority or the use of any Public Sector customer.

5.1.28 For rail, the Supplier shall check whether tickets have been used and shall provide the Contracting Authority with a refund process automatically, this may include processing vouchers which have been issued to travellers affected by a delay.

5.2 TICKET PRINTERS

5.2.1 Booking System

5.2.1.1 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.

5.2.1.2 The Online Booking System shall allow the Bookers to tailor their default ticketing option for rail tickets, for example to an in-house printer, and allow the Booker to select alternative option(s) if required.

5.2.1.3 Where the Booker do not tailor their ticketing option the Online Booking System shall default to the lowest cost ticketing option, including Free of Charge (FOC) option(s) at the time of booking.

5.2.2 **Booking Confirmation**

5.2.2.1 The Online Booking System shall allow the Bookers) to receive booking confirmation instantaneously by email or by Mobile access.

5.2.3 **Printers**

5.2.3.1 If required by the Contracting Authority, the Supplier shall discuss ticket printer requirements with the Booker. The Supplier shall have the capability to deliver new and utilise existing ticket printers owned or used by the Contracting Authority and carry out any required reconfiguration to enable the existing printers to print tickets booked through the Supplier FOC. The Contracting Authority has access to a number of existing rail ticket printers (some supplied by the current incumbent supplier and some owned by OGD see below details of rail ticket printers, the Contracting Authority has access to.

5.2.3.2 Rail Ticket Printers that DWP have access to:

Location	**Owned and Maintained by;**
Caxton House – London	DWP Printers (owned by Existing Service Provider)
Peel House – Blackpool	DWP Printers (owned by Existing Service Provider)
Quarry House – Leeds	Owned by Department of Health

5.2.3.3 The Supplier will engage with the incumbent to organise the takeover of these printers as part of the transition and implementation plan. The Supplier will be responsible for maintaining and replenishing consumables for ticket machines used by the Contracting Authority

5.2.4 **Non-Mandatory Requirements**

5.2.4.1 The supplier shall complete attachment 4 – Pricing Schedule to provide information as requested related to the FOC printers to be provided under this Contract.

5.2.4.2 The number of FOC printers must also include FOC installation, FOC service and repair, maintenance contracts and FOC training.

5.2.4.3 Any ticket printer software updates required (not including the Contracting Authority's system software) shall be provided FOC.

5.2.4.4 The Supplier shall also provide stock of tickets that shall be used in the Ticket Printers.

5.2.4.5 The Contracting Authority reserve the right to run a further competition for the provision of ticket printers.

5.2.4.6 Any costs associated with printer relocations shall be met by the Supplier (this shall be a maximum of two relocations per year for DWP with the exception of ADSL lines, consumables and stand-alone computers costs, which shall be met by the Contracting Authority.)

5.2.4.7 The rail ticket printers, which are installed by the Supplier on behalf of the Contracting Authority, shall be fully compliant with all relevant standards and legislation.

5.2.4.8 Any new electrical or electronic equipment purchased new either wholly or partially to deliver the Service, including, where relevant, rail ticket printers, must meet the relevant energy efficiency standards set out in Annex III of the Energy Efficiency Directive (EED), which can be found at:

https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=celex:32012L0027

5.2.4.9 The Supplier shall advise details of ticket printer usage on a Monthly basis and provide a report to the Contracting Authority FOC.

5.3 ACCOMMODATION REQUIREMENTS

5.3.1 The Supplier shall provide a full range of accommodation choices in the United Kingdom and Overseas including, but not limited to, hotels, motels, bed and breakfast accommodation, serviced apartments, etc. where readily available in the industry, via both the Online Booking System and Offline Service(s).

5.3.2 With effect from the first Contracting Authority "Go Live" date , the Supplier shall make available, at all times, via Offline & Online 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 Booker to book.

5.3.3 The Supplier shall not negotiate or make available any accommodation rates specific to an Contracting Authority without the

specific written approval of the Contracting Authority, even if acting upon request of the Booker.

5.3.4 The Supplier shall not negotiate any accommodation rates that undercut the CCS Public Sector Negotiated Programme rates and/or yield a higher earning potential for the Supplier, implying the rate to be for the use of an Contracting Authority or the use of any Public Sector customer.

5.3.5 The accommodation search results generated should be compliant with DWP Policy Approved Rates and Standards (Annex A).

5.3.6 Bookers must not have the option to make a booking over the policy threshold without progressing through an agreed exception process managed by the Contracting Authority's Business Travel and Expenses Team.

5.3.7 The Supplier will ensure the booking process supports the Contracting Authority to deliver bookings which are within the Contracting Authority's policy.

5.3.8 The process must allow the Business Travel and Expenses team to book hotels for individuals which exceed the Contracting Authority's limits via the supplier by named individuals/e-mail addresses on an 'approver list' held by the supplier.

5.3.9 The supplier will provide DWP Administrators with the functionality to generate bookings which exceed the DWP policy threshold.

5.3.10 The Supplier will work with the Contracting Authority to implement and manage the process for bookings which are over the policy rates.

5.3.11 The Supplier shall ensure that the Online Booking System and Offline Service(s) for accommodation bookings shall clearly display and communicate (if Offline) full and complete details of the services listed below:

5.3.11.1 Accommodation room descriptions / specifications / amenities (e.g. desk, safe, hairdryer, bath, shower, iron)

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

5.3.11.3 Accommodation facilities (e.g. parking, electric charging points, restaurant)

5.3.11.4 Accommodation location (e.g. distance from local transport / nearest station) shown on a map

5.3.11.5 Disability access and any access restrictions

5.3.11.6 Accommodation cancellation policy terms and conditions of the booking

5.3.11.7 The accommodation rates must clearly detail whether they are inclusive or exclusive of any other amenities and other applicable local taxes, as well as where any DWP

specific discount rates apply. This information should also be articulated to the offline booker

5.3.11.8 Accommodation star ratings to be provided for booker/Traveller visibility.

5.3.12 The Supplier shall provide the Booker/Traveller with the ability to detail where applicable special requirements ie allergies/dietary needs on the booking tool to enable ease of access to accommodation.

5.3.13 The Supplier to indicate suitability of accommodation for single travellers

5.3.14 The Supplier shall ensure any correspondence sent from the Supplier to a Booker, Traveller or accommodation provider are transmitted successfully before the date of travel, where possible include facility for read receipt.

5.3.15 For the CCS Public Sector Negotiated Programme rates, the Online Booking System shall display by the use of an icon or the Supplier shall communicate (if booking Offline) whether (a) the property meets all of the preferred standards including the requirements of the Equality Act 2010 and other relevant legislation and regulations including health and safety Standards or (b) the property does not meet all of the preferred standards defined in Annex 2.

5.3.16 The Supplier shall notify in writing the 3rd party (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.

5.3.17 The Supplier shall ensure that accommodation providers make the booked accommodation available to Travellers who may be arriving late in the evening or at night and shall not reallocate the booked accommodation to any other customer.

5.3.18 The Supplier shall ensure that confirmations in writing clearly make this point to the accommodation provider.

5.3.19 If travellers 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.

5.3.20 The Supplier shall ensure alternative accommodation is arranged immediately by the accommodation provider and that no additional cost is passed onto the Booker or Contracting Authority.

5.3.21 The Supplier shall identify and make available to the Booker/Traveller specific properties e.g. properties in remote locations when requested by Contracting Authority.

5.3.22 The Supplier shall have the facility to exclude certain accommodation providers, as defined by the Contracting Authority, to ensure they are not visible to the online Booker, nor made available to book by the booking agent if offline.

5.3.23 Offline bookings need to be made direct to the accommodation. This shall be requested on an ad-hoc basis and must be dealt with immediately at no extra cost.

5.3.24 The booker will require pricing for single rooms if available.

5.3.25 The Supplier shall provide a service for booking advance purchase rooms and the Supplier must be able to book room allocations in accordance with the CCS Public Sector Negotiated Programme.

5.3.26 Within the Offline Service, the Traveller may need to know if there are height restrictions in hotel car parks, Electric charging points and 24 hour check-in.

5.3.27 The Supplier shall ensure that Bookers and/or Travellers receive an instantaneous confirmation by email, or phone app as agreed with the Authorities, once a booking has been confirmed, including as a minimum:

5.3.27.1 Unique Booking reference code

5.3.27.2 Booker email address

5.3.27.3 Traveller name

5.3.27.4 Accommodation name and address including postcode

5.3.27.5 Map view

5.3.27.6 Date and duration of stay

5.3.27.7 Breakdown of costs (e.g. room rate, taxes)

5.3.27.8 Amenities included / not included in the room rate (e.g. Desk, Wi-Fi, breakfast)

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

5.3.27.10 Cancellation and amendments terms and conditions including the latest cancellation date and time to avoid all charges

5.3.27.11 Information on how to make cancellations and amendments

5.3.27.12 The Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours telephone number (if different).

5.3.27.13 The Supplier’s email address for contact during core and out of Core Working Hours if different

5.3.28 On all booking confirmations, and all associated correspondence, including, but not limited to, information shared with 3rd party providers, the Supplier shall ensure that the Contracting Authority’s department identity is not revealed under any circumstances unless instructed otherwise at Implementation and Go Live stage.

5.3.29 When required by the Contracting Authority, for non-Global Distribution System (GDS) accommodation bookings the Contracting Authority and the Supplier will agree 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.

5.3.30 This may include but not limited to providing an emailed confirmation to the Traveller to be presented to the accommodation provider on arrival thus avoiding instances where travellers are requested to pay for accommodation.

5.3.31 In the event that the bill back is not adequately set up, the Supplier shall provide an alternative contingency process to ensure accommodation payment is provided, thus avoiding instances where travellers are requested to pay for accommodation.

5.3.32 The Supplier shall ensure that the traveller, at the point of check in, does not have to pay a deposit for either the room or for any sundry items: food, etc. unless this is a mandatory hotel policy, in which case the Booker must be made aware of this in advance.

5.3.33 Where Travellers have a specific accessibility requirement the Supplier shall ensure that this is clearly communicated to the service provider (i.e. TOC) and any adaptations, are confirmed in writing to the Booker and the Traveller as part of the confirmation.

5.3.34 If the adaptations delivered are not suitable or not provided at the time of arrival, the Supplier shall offer alternate solutions at no additional cost to the Traveller.

5.3.35 Such events shall be captured in the complaints process by the Supplier when they become aware and the Supplier shall resolve with the service provider, updating the Contracting Authority each quarter.

5.4 GROUP BOOKINGS ONLY – OFFLINE SERVICE

5.4.1 The Supplier shall ensure that there is an Offline facility to service the Contracting Authority's requirements for Group Bookings.

5.4.2 A "Group Booking" shall be a Booking made for 9 Travellers or more.

5.4.3 On all booking confirmations, and all associated correspondence, including information shared with 3rd party providers, the Supplier shall ensure that the Contracting Authority's department identity is not revealed under any circumstances unless instructed otherwise at Implementation and Go Live stage.

5.4.4 The Supplier shall have specialist points of contact for Group Bookings.

5.4.5 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.

5.4.6 The Contracting Authority has an ongoing Strategic Objective for Continuous saving targets/initiatives across various categories of spend.

5.4.7 The Contracting Authority will require on-going support from the supplier to ensure savings targets are met and to continuously identify savings opportunities to provide the Contracting Authority with better Value.

5.5 AIR REQUIREMENTS

5.5.1 The Supplier shall ensure that both the Offline Service and Online Booking System shall have the functionality or process to provide air bookings, domestic and international, for the services detailed below:

5.5.1.1 Single, return and Multi-Sector Flights

5.5.1.2 Upgrades and/or added value offers

5.5.1.3 Group purchase tickets (Offline only)

5.5.1.4 Pre-booking of seat reservations and other ancillary services such as meals (subject to the carrier having the facility to display)

5.5.1.5 Special assistance for exceptional circumstances, for example, but not limited to, escorted travellers, or an accompanied traveller service requirement for visually impaired travellers (offline only)

5.5.1.6 The ability to exclude certain routes or airlines when requested by the Contracting Authority

5.5.1.7 Excess baggage

5.5.1.8 Baggage booking for low cost carriers

5.5.2 The Supplier shall provide the Booker/Traveller with the ability to detail where applicable special requirements i.e. Allergies/dietary needs on the booking tool to enable ease of travel.

5.5.3 The Supplier shall ensure that all options for air travel offered are clearly displayed on the Online Booking System and/or explained to the Bookers via the Offline Service, prior to the booking.

5.5.4 This should include details of direct flights, or lower cost options with an overnight stay, or break in a journey and non-direct flight journey duration.

5.5.5 The Supplier shall ensure that the options provided to the Booker, through the Online Booking System or Offline Service, 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.

5.5.6 The Contracting Authority recognise that on Multi-Sector Flights, there may be an opportunity to use ticketing techniques to reduce the overall price for the Authorities.

5.5.7 The Supplier shall use their expertise to issue all Multi-Sector Flights in the most cost-effective way (considering the aggregate of both fee and fare).

5.5.8 The Supplier shall ensure that all air fares are loaded correctly in the Online Booking System and any other systems used by the Offline Service staff and that full fare options shall be presented, including as a minimum:

5.5.8.1 Global Distribution System (GDS) fares for Scheduled airlines and low cost carriers (where provided by the LCC)

5.5.8.2 Web fares for all carriers (to be accessed via an API link where available at no extra cost to the Contracting Authority).

5.5.8.3 Non-flexible and flexible fare options.

5.5.9 The Supplier shall provide a flexible search facility for fares on the Online Booking System.

5.5.10 Where readily available in the industry, the Online Booking System and/or process shall be able to exclude low cost carrier web fares which are either not flexible or flexible when requested by the Booker.

5.5.11 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.

5.5.12 The Supplier shall ensure that Bookers and/or Travellers receive an instantaneous system generated confirmation/e-ticket by email or phone app once a booking has been confirmed, including as a minimum:

5.5.12.1 Unique Booking reference code

5.5.12.2 Ticket type (i.e. Economy/Premium Economy/Business/First) and cost

5.5.12.3 Booker and Traveller name (as shown on passport)

5.5.12.4 Journey details, including date, time of travel, carrier, flight number, terminal number and seat number where applicable

5.5.12.5 Terms and conditions associated with the ticket booked and any restrictions

5.5.12.6 Information on how to make cancellations, exchanges and amendments

5.5.12.7 Information on accessibility arrangements, such as provision of ramp access at stations, where relevant or restrictions

5.5.12.8 The Supplier's contact telephone number during Core Working Hours and out of Core Working Hours if different.

5.5.12.9 The Supplier's email address for contact during and out of Core Working Hours if different

5.5.12.10 Check-in information (e.g. when check-in opens, recommended time to allow for check-in)

5.5.12.11 Baggage entitlement

5.5.12.12 Breakdown of costs (e.g. flight cost, taxes, cabin baggage, excess baggage)

5.5.13 On all booking confirmations, and all associated correspondence, including, but not limited to, information shared with 3rd party providers, the Supplier shall ensure that the Contracting Authority's department identity is not revealed under any circumstances unless instructed otherwise at Implementation and Go Live stage.

5.5.14 The Supplier shall not negotiate or make available any air fares specific to a Booker without the specific written approval of the Contracting Authority, if even if acting upon request of the Booker. The Supplier shall not negotiate any fares that undercut the CCS Public Sector Negotiated Programme fares and/or yield a higher earning potential for the Supplier, implying the fare to be for the use of a Booker or the use of any Public Sector customer.

5.5.15 The Supplier will provide named Bookers and the Travel Administration Team, approved by the Contracting Authority, with the facility to book first class travel. All other first/business class travel must be booked via named bookers or specific email addresses on the DWP Business Travel and Expenses team in accordance with DWP travel policy. First/Business Class travel is not permitted under DWP Policy and therefore is only available in specific circumstances.

5.6 EUROSTAR/FERRY REQUIREMENTS

5.6.1 The Supplier shall provide the facility for the Contracting Authority to book all ferry tickets types for domestic and international Scheduled services. The suppliers must provide details of on and off line booking options available.

5.7 OFFLINE SERVICE REQUIREMENTS

5.7.1 The Supplier shall provide a real-time Offline Service to Bookers which must include a Manned telephony Service as a minimum 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 System, amendments/cancellations to bookings, refunds and exchanges to tickets.

5.7.2 The real-time Offline Service should be available 24 hours a day, 7 days a week and every day of the year throughout the entire duration of the Contracting Authority's Enabling Agreements.

5.7.3 The real-time Offline Service must be provided by telephone and should be accessible from all UK landlines, mobile telephones and overseas, via a UK dialling code and calls should cost the Booker/Traveller no more than calls to numbers beginning with 01, 02 or 03.

5.7.4 The Supplier and the Contracting 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.

5.7.5 Answer machines and/or automated attendant model shall be kept to 1 level of the call tree.

5.7.6 The Supplier shall provide support to Travellers who may have specific requirements related to Protected Characteristics, outlined in the Traveller's profile or communicated during the booking process, to ensure that they are able to access the Service and that all associated travel and booking arrangements are met.

5.7.7 In particular, any requirements relating to disability are to be catered for in accordance with the Equality Act 2010.

5.7.8 The Supplier shall provide an Offline Service which offers the Contracting Authority all options as reflected in the Online Booking System.

5.7.9 Suppliers must not restrict the options presented to Bookers in any way not approved in writing by the Contracting 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.

5.7.10 The Supplier shall ensure there is a process to book journeys which require more than one mode of transport.

5.7.11 The Supplier shall provide advice on cost savings and other benefits available when meeting the Booker's needs.

5.7.12 These bookings shall attract a single booking fee.

5.7.13 The Supplier shall ensure a booking cannot be made via the Offline Service unless a full validated cost centre code or employee number or a full validated GL string or full validated Project Code or full validated WPS number is provided by the Booker as specified by the Contracting Authority unless the Contracting Authority states otherwise.

5.7.14 The cost centre code, employee number, GL string, Project Code or WPS number shall be validated against a list provided by the Contracting Authority at the Implementation and Go Live stage.

5.7.15 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 Contracting Authority.

5.7.16 Any requests over 12 may be subject to an additional charge which shall be specified in the Call off Contract.

5.7.17 The Online Booking System shall provide the facility for users to update cost centre codes, employee numbers, GL strings, project codes and WPS numbers on profiles on an ad hoc basis.

5.7.18 The Supplier shall advise the Booker, at the time of booking, of 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).

5.7.19 The Supplier shall provide Offline service support to Travellers who may be visually, auditory or mobility impaired, ensuring their travel arrangements, are catered for in accordance with the Equality Act 2010.

5.7.20 The Supplier shall arrange any supporting services required by Travellers with specific needs, the details of which will be provided at the time of booking, for example, assistance upon arrival at a venue, extended transfer times, wheelchair ramps at a station and assistance to board and alight from a train or aircraft in accordance with this paragraph.

5.7.21 The Supplier shall ensure that the information communicated to Bookers using the Offline Service(s) for travel within the United Kingdom, clearly explains whether the search result complies with the Traveller's requirements, as communicated to the Supplier by the Booker or stored in the Traveller's profile, and is compliant with the requirements of the Equality Act 2010 and other relevant legislation and regulations, including, but not limited to, Health and Safety Standards.

5.7.22 This information shall be provided by the Supplier's staff who are assigned to handle such bookings.

5.7.23 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 / or Bookers in order to minimise these charges.

5.7.24 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.

5.7.25 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.

5.7.26 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.

5.7.27 Only nominated individuals shall be able to carry out this action.

5.8 ADDITIONAL SERVICE REQUIREMENTS - FOR ONE OR MORE CUSTOMER

5.8.1 The Supplier shall, if requested by the delegated individuals within the Contracting Authority, offer the facility to book business travel for Third Party Travellers whose travel needs are associated with the business requirements of the Authorities.

5.8.2 The Supplier shall, if requested by the Authorities, provide a facility as part of the Online Booking System and/or Offline Service to contact third party suppliers to fulfil specific requirements for example, staff travelling with working dogs.

5.8.3 The Supplier shall, if requested by the Authorities, provide the facility to set up profiles for Travellers with non-UK passports at no additional cost.

5.8.4 The Supplier shall provide, where requested by the Contracting Authority, an Offline facility to service the Bookers requirements for “long stay” bookings. A “long stay booking” is a booking for Travellers staying more than 9 consecutive nights in the same accommodation.

5.8.5 The Supplier shall provide, if requested by the Contracting Authority, a dedicated offline team for Ministerial and VIP services.

5.8.6 For both Online and Offline Bookings, the Supplier shall, if requested by the Authorities’ Travel Policy, inform the Booker of all flight options where:

5.8.7 Flights comprise 3 or more sectors and / or

5.8.8 Individual flight tickets have a total cost of £4,000 or more.

5.8.9 The Supplier shall, if requested by the Contracting Authority, provide a facility to capture any business bookings that are deemed to be taxable under the Contracting Authority’s own policy / guidance. Additional information requiring capture may also include:

5.8.10 Travellers on a posting term of less than 24 Months, for example detached duty tax relief

5.8.11 The type of posting term the Traveller is on

5.8.12 Confirmation that the booking is in relation to the posting term.

5.8.13 Reason for Travel codes (RFT)

5.8.14 The Supplier shall provide a separate MI report on bookings that are deemed to be taxable for both online and offline bookings. Additional information requiring capture may also include:

5.8.14.1 Travellers on a posting term of less than 24 Months, for example detached duty tax relief

5.8.14.2 The type of posting term the Traveller is on

5.8.14.3 Confirmation that the booking is in relation to the posting term.

5.8.14.4 Reason for Travel codes (RFT)

5.8.15 The Supplier shall, if requested by the Contracting Authority, ensure that accommodation 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.

5.8.16 The Supplier shall, if requested by the Contracting Authority, provide the facility to capture each overseas business booking and advise a specific team within the Contracting Authority of the booking as soon as it is made in order for the Contracting Authority to undertake a pre-trip risk assessment under the Contracting Authority's own policy/guidance. This requirement will be agreed with Contracting Authority at Implementation and Go Live stage as to whether pre-ticketing approval will be required for certain 'at risk' destinations.

5.8.17 If requested by the Contracting Authority, 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.

5.8.18 If requested by the Contracting Authority, the Supplier shall make bookings for "long stay" accommodation; "long stay" bookings are booking for Travellers staying more than 9 consecutive nights in the same accommodation.

5.9 VISA, PASSPORT AND CURRENCY SERVICES – ADDITIONAL REQUIREMENTS – OFFLINE

5.9.1 The Supplier shall, if requested by the Contracting Authority), provide a service for the facilitation and/or processing and submission of travel visas and passports, including:

5.9.1.1 A visa and or passport query(s) and or support service (timelines to process requests shall be discussed at Implementation stage)

5.9.1.2 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 Contracting Authority.

5.9.1.3 The Supplier shall provide options for secure at home delivery or collection. The Contracting Authority shall discuss this need at implementation stage.

5.9.2 The Supplier shall, if requested by the Customer(s), provide a resource to assist with the full completion and management of the passport and visa application including diplomatic visas.

5.10 AIRPORT RAILWAY AND PORT PARKING – ADDITIONAL REQUIREMENTS OFFLINE

5.10.1 The Supplier shall, if requested by the Authorities, provide:

5.10.1.1 The facility to book parking requirements to include long term and short-term provision at airports, railway stations and ferry ports (where available).

5.10.1.2 Detailed booking information including, but not limited to, directions and contact details for each car park reservation

5.10.1.3 Parking by an attendant

5.10.2 An airport, railway station or ferry port “meet and greet” service.

5.11 OTHER REQUIREMENTS INCLUDING BUS/PUBLIC TRANSPORT, COACH TICKETS AND COACH HIRE WITH DRIVERS – OFFLINE/OYSTER AND TRANSPORT FOR LONDON TRAVEL CARDS

5.11.1 The Supplier shall, if requested by the Contracting Authority provide the facility for the Booker(s) to:

5.11.1.1 Book tickets for all Scheduled coach journeys for example on intercity coach journeys.

5.11.1.2 Bulk purchase bus tickets.

5.11.1.3 Hire a coach with a driver.

5.11.1.4 Range of coach sizes to be made available and to include 16 seater minibus up to a 48 seater coach and all in between.

5.11.1.5 Coaches to have facilities made available to the Authorities, these shall include but are not limited to, toilets and/or refreshment facilities, and transport luggage.

5.11.1.6 Coaches provided via the Supplier shall have to ability to travel both UK wide and overseas.

5.11.2 The Supplier shall take overall responsibility for ensuring that all third-party providers are compliant with the current and future legislation applicable to all Services, including, but not limited to, coach hire and driver services.

5.11.3 The Supplier shall, if requested by the Authorities, provide a facility for the provision of Oyster cards and the facility to 'top up' Oyster Cards by registering the card on the Supplier's web site or through a link to the Transport For London (TFL) Website to allow the 'top up' to be billed back to the Authorities.

5.12 FERRY BOOKINGS – ADDITIONAL REQUIREMENTS

5.12.1 The Supplier shall provide the facility for the Contracting Authority to book all ferry tickets types for domestic and international Scheduled services.

5.13 NON-MANDATORY REQUIREMENTS – FEEDBACK

5.13.1 The Online Booking System shall provide access to an air, rail and accommodation feedback facility. The feedback facility must request the user's email address as a minimum so as to identify the provider of the feedback.

5.13.2 The Online Booking System shall provide a facility for Traveller(s) 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 provide recommendations to remedy these and avoid issues occurring again.

5.13.3 The Supplier shall provide, within the Online Booking System a facility for the Bookers and Travellers to register complaints.

5.13.4 The Feedback and Complaints received must be shared with the Contracting Authority's Operational Supplier Management Team at regular meetings to consider continuous improvement.

5.14 CORE WORKING HOURS AND OUT OF HOURS

5.14.1 The Supplier shall ensure that the following Core Hours are adhered to:

5.14.1.1 08:00 - 20:00 GMT (or BST as appropriate) Monday to Friday

5.14.1.2 9.00 – 12.00 (or BST appropriate) Saturday including UK public holidays

5.14.2 The Supplier shall ensure that provision is in place to support Travellers with Out of Hours assistance for queries relating to existing bookings and urgent requirements for accommodation and travel services. Out of Hours shall fall outside of the Core Hours as defined in section 18,1.

5.15 COMPLAINTS/ISSUE MANAGEMENT AND ESCALATION

5.15.1 The Supplier shall adhere to the complaint's procedure as per the completed Framework agreement.

5.15.2 The Supplier is required to adhere to the Escalation Procedure as defined in the Commercial Agreement, Schedule 14, Paragraph 5.

6. KEY MILESTONES AND DELIVERABLES

6.1 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 Contracting Authority	Within 1 week of receiving the implementation plan.
5	Implementation plan to be agreed by Supplier and Contracting Authority.	Within 1 week of receiving comments.
6	KPIs to be discussed and updated	Within week 1 of Contract Award

6.2 **KPIs**

	Key Performance Indicator (KPI)	KPI Detail to	KPI Target	Measured by
1. Commercial Agreement	1.1 Contracting Authority Management Information (MI) and mandatory deliverables	All mandatory deliverables/requirements (including but not limited to MI) delivered complete, accurate and on time as per agreed timescales.	100% if submitted by the deadline, complete and accurate. 60% if submitted and/or resubmitted up to 2 days late, complete and accurate.	Confirmation of receipt and time of receipt by the Contracting Authority (as evidenced within the Contracting Authority's data warehouse (MISO) (or equivalent replacement

			0% if submitted and/or resubmitted 3 days (or more) late, complete and accurate.	system for MI) system and/or email account)
	1.2 On time delivery of ad hoc requests for information Andy reports	Ad hoc requests (including but not limited to ad-hoc reporting) to be delivered as per the mutually agreed timelines.	100% if submitted by the agreed deadline 0% if submitted late.	Confirmation of receipt and time of receipt by the Contracting Authority (as evidenced within the Contracting Authority's email account).
	1.3 Supplier Action Plan Deliverables	Supplier to deliver against the activities in the Supplier Action Plan to derive further cost savings over the Commercial Agreement Period via continuous improvement and innovation	100% of mutually agreed action plan activities to be delivered and achieved by agreed date.	Progress to be reviewed at Business Review Meetings. Overall performance to be measured at the end of the financial year.
	1.5 Business Review	As a minimum the following shall be reviewed at every business review meeting Quarterly or as per the mutually agreed timelines:	Minimum: (i) Performance against the KPI's and the SLA; (ii) Performance against the Supplier Action Plan; (iii) Review of Supplier fees charged to Contracting Authority and Customers (iv) Review of ancillary charges from Supplier to Contracting Authority and Customers (v) Review of Delivered and Declined Savings (vi) Review of Commercial Benefits Recommendation Reporting (vii) Review of Commissions report	To be delivered at scheduled business review meetings.
2. Implementation	2.1 Implementation timelines	Every Customer's implementation should be completed within three (3) months	Maximum three (3) months per Customer.	Completion to be confirmed in writing to Contracting Authority after every implementation

3. Customer	3.1 Services to be provided under Enabling Agreements to the satisfaction of the Customers	The Contracting Authority reserves the right to request that the Supplier runs a satisfaction survey across all Customers, either on a Customer level or traveller level.	Questions, timescales and minimum score to be decided by the Contracting Authority before commencement of survey.	Confirmation by the Contracting Authority of the Supplier's performance against Customer satisfaction surveys.
	3.2 Growth of Customers	Increase spend under management by implementing new Customers (Enabling Agreements).	Growth target to be mutually agreed as part of the Supplier Action Plan	The supplier to present the Contracting Authority with a record of all signed Enabling Agreements.
	3.3 Rate availability	Supplier to ensure that all rates and fares (without exceptions or limitations as per the specifications) are visible and bookable	All rates and fares (accommodation, rail, and air) need to be visible and bookable unless instructed otherwise by Contracting Authority or Customer.	Contracting Authority to do spot checks and highlight missing fares/rates to supplier. Supplier to advise in writing if something isn't visible/bookable and why.
	3.4 Training and support for specialist services	Supplier to ensure that all services must be available and accessible to all and appropriate specialist training and support delivered where required.	100% of appropriate training activities completed as required.	Confirmation to Contracting Authority of any activities and training delivered with Customers to present specialist services.
	All invoices to be paid within 30 calendar days of issue	100% if paid within 30 calendar days of issue	100% if paid within 30 calendar days of issue	Confirmation of receipt and time of receipt by the Client (as evidenced within the Client's CODA system)
	Supplier self-audit certificate to be issued to the Client in accordance with the Contract	100% if certificate confirmed. 0% if no certificate confirmed	Confirmation of receipt and time of receipt by the Client	
	Actions identified in an Audit Report to be delivered by the dates set out in the Audit Report	100% if no Supplier Action Plan is required. 100% if all actions since last audit have been delivered to plan. 66% if one or two actions are late. 33% if three or four actions are late. 0% if more than 4 actions are late	Confirmation by the Client of completion of the actions by the dates identified in the Audit Report	

7. MANAGEMENT INFORMATION/REPORTING

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

7.2 The Supplier shall provide a secure, central portal to enable the Contracting Authority, to self-access their Management Information, reports, invoices and payment requests or shall agree an alternative secure communication method as specified by the Contracting Authority at the Commencement Date of the Contract.

7.3 The portal shall offer the capability to customise reports and access raw data.

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

7.5 The Supplier shall ensure (where there has been no change to the original booking), the Management Information provided to the Contracting Authority can be matched to the relevant Supplier invoice.

7.6 The Supplier shall provide as a minimum the following specific reports based on the Authorities on and off -line bookings, queries , cancellations and complaints;

7.6.1 Delay and Repay Report

7.6.2 Refunds Report

7.6.3 Under £20 Transactions

7.6.4 Complaints Report

7.6.5 Price Match Report

7.6.6 Missed Savings opportunities

7.6.7 Security/ Policy Breaches

7.6.8 Air Travel- Bookings that are deemed to be taxable

7.6.9 Freedom of information reports

7.7 The Supplier shall provide the following reports on a monthly basis.

Monthly Report Management Information Requirements
Bookings that have been made outside of the Customer(s) Travel Policy.
Number of accommodation non arrivals (no shows) that has resulted in the accommodation venue applying charges.
Changes made throughout the booking lifecycle, Customer(s) to identify behavioural trends which occur between booking and travel.
“Missed savings”, including the value (£s) of missed savings

Record of calls made by DWP employees to the real time assistance telephone service.
Dashboard summarising the following information, in both a graphical and table format:
For all Travel Booking Services: • Spend by individual month and cumulative for the reporting year, for each category (i.e. rail, accommodation, air, and booking fees) detailing total spend, number of transactions and average ticket price/room rate in table format, with % spend split in graphical format. • Number and value of refunds and cancellations across air, rail and accommodation
For air: • Top 10 suppliers by spend and number of journeys including average fares • Top 10 routes by spend and number of journeys • Top 10 travellers by spend and number of journeys • Number and % of journeys under 300 miles • Domestic (UK), short haul and long haul flights, split by spend and volume • Reason for Journey
For rail: • Top 10 routes by spend and number of journeys including average fares • Top 10 travellers by spend and number of journeys • Top 10 journeys by TOC Reason for Journey • Out of policy bookings detailing number of bookings and spend split by the reason codes as defined in the Authorities Policy • % restricted and out of policy tickets for journeys over 50 miles • Total value and volume of missed savings opportunities • % spend by ticket type in graphical format • Number and % of bookings by despatch method • Number of first class bookings by individual • Number of Cancelled or amended bookings and cost implications • Number of unused tickets
For accommodation: • Top 10 locations by spend and number of room nights including average room rates

- Top 10 accommodation venues by spend and number of room nights
- Top 10 accommodation travellers by spend and number of room nights
- Top 10 accommodation by guest
- Top 10 accommodation by city
- Reason for Hotel booking
- Out of policy bookings detailing number of bookings and spend split by the reason codes defined in the Contracting Authority's Policy
- Cost incurred where the cost of cancellation or refunds, and fees incurred in administering the cancellation or refunds, outweighs the original transaction cost.

8. VOLUMES

8.1 The Contracting Authority does not provide indicative volume information.

9. CONTINUOUS IMPROVEMENT

9.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

9.2 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

9.3 Changes to the way in which the Services are to be delivered must be brought to the Contracting Authority's attention and agreed prior to any changes being implemented. The Supplier will have a robust Change Management Process in place to progress any required changes during the contract duration.

9.4 The Supplier should present new ways of working to the Contracting Authority during quarterly Contract review/KIT meetings. The Contracting Authority may request monthly KIT meetings. These meetings will be attended by the supplier FOC

9.5 Changes to the way in which the Services are to be delivered must be brought to the Contracting Authority's attention and agreed prior to any changes being implemented.

10. SUSTAINABILITY

10.1 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.

10.2 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.

10.3 The Supplier is expected to demonstrate a commitment to ensure the effective stewardship of the environment.

10.4 The Supplier must address all reporting requirements outlined in section 22 of this document

10.5 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.

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

10.7 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:

10.7.1 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).

10.7.2 reduce energy consumption.

10.7.3 promote waste management including recycling.

10.7.4 promote green transport.

10.7.5 promote Corporate Social Responsibility (CSR).

10.7.6 the Sustainable Development Policy and that of continuous improvement which should be signed and dated by the Supplier's senior management.

10.8 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 the environmental footprint of this contract through:

10.8.1 minimising the use of energy, water, and materials.

10.8.2 minimising waste and increasing recycling levels.

10.8.3 utilising recycled goods within operations.

10.8.4 providing efficient low carbon delivery methods.

10.8.5 promoting the use of green or public transport.

10.9 The online booking portal will include a prompt when travel is being booked, instructing the user that they must consider DWP's Business Travel Hierarchy

and agree this with their line manager. This is the order in which colleagues and line managers should consider travel avoidance and the different modes of travel in order to reduce CO2 emissions. The prompt will include the hierarchy itself, which is as follows:

10.9.1 Use Audio or Video Conference, including Media Suites, or Lync

10.9.2 Use Public Transport

10.9.3 Use Pool Car of PUS Vehicle if available

10.9.4 Use Temporary Vehicle Provision

10.9.5 Use Own Vehicle

10.9.6 Travel by Air in exceptional circumstances.

10.10 Modern Slavery

10.10.1 The Supplier is expected to demonstrate a commitment to reduce vulnerability to modern slavery threats and ensure that there is a consideration in the Contract supply chain for matters relating to the delivery of the Contract.

10.10.2 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.

10.10.3 Suppliers can find further information here:

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

10.11 Equality, Diversity, and Inclusion

10.11.1 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.

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

10.11.3 The Diversity and Equality Delivery Plan must include:

10.11.3.1 An overview of Contractor and any Sub-contractor's policies and procedures for preventing unlawful discrimination and promoting equality of opportunity in respect of:

(a) age.

(b) disability.

(c) gender reassignment.

(d) marriage and civil partnership.

(e) pregnancy and maternity.

(f) race.

(g) religion or belief.

(h) sex; and

(i) sexual orientation

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

(a) harassment

(b) bullying

(c) victimisation

(d) Staff training and development

(e) details of the way in which the above policies and procedures are, or will be (and by when), communicated to the Supplier's Staff.

(f) details of what general diversity and equality related training has been, or will be delivered (and by when), to Staff.

(g) 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.

10.11.3.3 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.

10.12 Life Chances

10.12.1 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.

10.12.2 The Supplier acknowledges that the Contracting Authority is supporting the Government'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 Apprentices, Disabled People, Young People, Older Workers, Ex-Offenders and Black and Minority Ethnic People.

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

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

10.12.4.1 Apprentices:

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

10.12.4.2 Disabled People:

(a) Take steps to become a Disability Confident Employer.

(b) Make appropriate use of Access to Work to support recruit and retain disabled workers.

(c) 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.

10.12.4.3 Employment experience:

(a) 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:

(i) Young People – Under 25

(ii) Older Workers – Over 50

(iii) Ex-Offenders

(iv) Black and Minority Ethnic People

10.12.5 Employee Vacancies:

10.12.5.1 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.

10.12.5.2 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.

10.12.5.3 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

11. QUALITY

11.1 The Quality of the Suppliers services/solutions provided will be measured against the Contracting Authority's documented KPI's and SLA's. **Refer to Section 14 Service Levels and Performance.**

12. PRICE

12.1 For all services and solutions offered, the Contracting Authority expects the supplier to demonstrate that the best VFM has been achieved. **Refer to Section 14 Service Levels and Performance.**

12.2 Prices are to be submitted via the e-Sourcing Suite Attachment – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

13. STAFF AND CUSTOMER SERVICE

13.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

13.2 The Supplier's Staff assigned to the Contract shall have the relevant Security Vetting, qualifications, and experience to deliver the Contract to the required standard.

13.3 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.

13.4 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.

13.5 Attendance at Contract Review Meetings shall be at the Supplier's own expense. Such meetings will usually be conducted virtually via an acceptable collaboration app such as Microsoft Teams.

14. 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 and Service Credits Table

14.1 Service credits will be applied in accordance with Call-Off Schedule 14 (Service Levels) Annex to Part A: Services Levels and Service Credits Table to incentivise delivery and/or compensate for poor Supplier performance.

14.2 The Service Credit calculations are one (1) Service Credit is equal to the sum of one £1 Pound Sterling as stated in Call Off Schedule 14 Para 2.3.

14.3 The Contracting Authority has the option to terminate the Contract early if Supplier Performance is below the SLAs agreed.

14.4 The Contract will be terminated under the Framework T&Cs

15. SECURITY AND CONFIDENTIALITY REQUIREMENTS

15.1 DWP has legal and regulatory obligations to verify that the suppliers we work with have a reasonable standard of security in place to protect Contracting Authority data and assets.

15.2 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.

15.3 These changes include but are not limited to:

15.4 Updated DWP 'Security Schedule' setting out DWP's security safeguards and requirements, to be 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).

15.5 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.

15.6 Compliance with **DWP's relevant security policies and standards found on Gov.uk at htpps:// www.govluk/goverment Compliance to industry good practice such as 'ISO27001' and certification to 'Cyber Essentials'.**

16. PAYMENT AND INVOICING

16.1 The Contracting Authority will provide all address and contact details for invoicing and related queries or escalations, during the implementation phase of the Contract.

16.2 All invoices to be paid within 30 calendar days of issue.

16.3 Payment can only be made following satisfactory delivery of pre-agreed services and solutions.

16.4 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associate costs.

16.5 Suppliers must be prepared to use electronic purchase to pay (P2P) routes, including Catalogue and 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.

17. CONTRACT MANAGEMENT

17.1 The Contracting Authority – what you can expect from us

17.1.1 The Contracting Authority will provide a designated contact as an Operational Support Manager (OSM) to manage the day-to-day running of the Contract and performance monitoring activity.

17.1.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.

17.1.3 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.

17.1.4 The Contracting Authority OCM will attend all Contractual and performance-based review meetings.

17.1.5 The Contracting Authority may invite key internal stakeholders to review meetings to support specific Contract and performance management-related activities, or continuous improvement projects.

18. LOCATION

18.1 The Contract geographical area covers national provisions for the Contracting Authority which comprises England Scotland and Wales.

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.

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

Special Delivery	£6.65

Ticket amendment charges

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

Ref	Industry Clarification Question	Response	Date Issued
1	We understand that we are required to confirm that our Organisation can provide all aspects of the requirement as set out in Attachment 3 – Statement of Requirements and these have been quoted for in our bid response - however there are some areas which are out of scope of the CCS Framework, for example the additional reporting listed with Section 7 - Management information/reporting sections 7.6 & 7.7. Please can you confirm that failure to be able to provide 100% of these requirements would result in our Organisation not being able to participate in this call-off competition?	That is correct we will not disqualify bidders that cannot provide 100% of these.	17/05/2022
2	Section 10. Sustainability notes 10.4 The Supplier must address all reporting requirements outlined in section 22 of this document - however there doesn't appear to be a section 22 - please can you clarify?	Please disregard this sub-bullet as the sustainability section was taken from standardised text.	17/05/2022
3	Please can you provide a full breakdown of travel spend by travel type, including the spilt of commissionable and non commissionable hotels?	See requested data breakdown below – 2019/20: • Rail – 62.8% • Hotel – 33.8% • Air – 2.4% • Ferry – 0.04% • Fees - 0.82% • Other – 0.14% We do not have the available data for commissionable vs non-commissionable hotels.	17/05/2022
4	Please can you provide the % of bookings currently made online, by travel type?	The figures are included in the pricing schedules that can be used to work out percentages if necessary.	17/05/2022
5	Please can you confirm if DWP has a dedicated offline team for Ministerial and VIP services currently and what is the full scope of requirements including the number of Ministerial and VIPs?	We do not have a dedicated team for Ministerial and VIP services.	17/05/2022

6	Please can you provide further information in regards to the DWP IT infrastructure requirements of the online portal?	As noted in the ITT it must be compatible with WCAG 2.1. - the details IT infrastructure requirements will be shared as a separate attachment tomorrow.	17/05/2022
7	Question 6.1 & 6.2, Theme 3: Fighting Climate Change & Theme 5: Wellbeing, Mentions "You may refer to the Social Value Model for guidance. You may refer to the Attachment 3 - Statement of Requirements: Section 3 – Background to Requirement Section 6 - The Requirement, Social Value."	Yes again there appears to have been a formatting issue here – you are correct that the background is in fact section 2, and please refer to section 10 for sustainability and social value.	17/05/2022
8	However these do not correlate to the correct sections; we believe that Section 2. Background to Requirement/Overview of Requirement includes some detail, however there doesn't appear to be a section The Requirement, Social Value.	Yes again there appears to have been a formatting issue here – you are correct that the background is in fact section 2, and please refer to section 10 for sustainability and social value.	17/05/2022
9	The referred Section 6 relates to Key Milestones and Deliverables. We believe the correct section may be 10. Sustainability, please can you confirm?	Yes that is correct – see above.	17/05/2022
10	In relation to the amended attachment 2 uploaded this afternoon, would you be kind enough to clarify that this document is in fact for Managed Travel Services and not Venue and Events bookings as the title on the first page of this document, along with the footer refers to venues and events?	Yes we can confirm that the amended attachment has the correct questions despite the incorrect formatting.	17/05/2022
11	As a result of the incorrect information being uploaded in Attachment 2 and in light of the delay to us being able to start work on our response to your procurement by 3.5 working days, I respectfully ask that the submission deadline be extended by the same period to enable us sufficient time to work on our response.	We apologise for the incorrect information being uploaded, however our timelines do not allow for an extension.	17/05/2022
12	Finally, would you be kind enough to advise when we can expect Lot 4 to be published?	The opportunity has now gone live.	17/05/2022
13	As a supplier being lucky enough to be awarded a place on both Lot 1 and Lot 4 - we notice a slight discrepancy in the number of pages allowed in response to both questions 6.1 and 6.2. - which we notice are the same on both lots.	See below	17/05/2022

14	In Lot 1, we are allowed 2 sides of A4 in response to 6.1 and 6.2, yet in Lot 4, we are allowed 3 pages of A4. We appreciate the importance of both subjects and respectfully request you increase the limit on Lot 1 to 3 pages to match that of Lot 4?	We are happy to increase the page limit for the social value questions for this Lot 1 tender response to 3 pages.	17/05/2022
15	Pricing Schedule Please can you provide a breakdown of : Cancellations per travel product Amendments per travel product exchanges per travel product	We do not have access to this data.	17/05/2022
16	Pricing Schedule Please provide a breakdown of out of hours call volumes	DWP doesn't have a dedicated contact number so this data is currently unavailable.	17/05/2022
17	Group Travel Group department is required to be open at 0800 – virtually all suppliers open at 0830 at the earliest what would the reason for opening earlier be?	The core hours were agreed by all DWP stakeholders to be from 08:00-20:00 to give those who want to make bookings before or after work sufficient time to do so.	17/05/2022
18	Group Travel There are no offline group volumes given within the pricing schedule. Please can this be provided?	Group bookings – including offline bookings are anticipated to be very low. We can't provide indicative volume but would expect it to be between 10 – 50 per year in total with most of those being online.	17/05/2022
19	Group Travel Are there any current route deals or hotel deals in place for groups?	No	17/05/2022
20	Group Travel SLAs for groups are different for transient business due to the off line nature and reliance on supplier responses, only SLAs for transient business appear to be listed or are they expected to be the same?	We don't have different SLAs for group travel vs individual travel.	17/05/2022
21	Group Travel What is the volume of non commissionable hotel group bookings?	Apologies – this data is not available.	17/05/2022
22	Group Travel Is there a requirement to take over any group bookings already made?	We expect a lead out period with current incumbent, to close off some pending bookings, to be covered on implementation	17/05/2022

23	Attachment 2 In section 14 of the speciation SL4 states core hour calls to be answered within 30 seconds. SL4a states real time calls within core hours to be answered within 60 seconds. Please can you explain what the difference is?	The difference between the two is that SL4 is referring to a telephone line for bookings to be made whereas SL4A refers to a call for real time assistance with existing bookings or other queries. Apologies for the confusion – DWP expects all phone calls made during core hours to be answered within 30 seconds – for SL4 and SL4 A.	17/05/2022
24	Attachment 2 4.5 - How many sides of A4 allowed for this response?	4 Sides of A4 please.	17/05/2022
25	Attachment 3 Please confirm what % of each travel type is booked on the CCS negotiated rates?	Where possible DWP bookings should be made using the CCS negotiated rates , data on volumes is not available.	17/05/2022
26	Attachment 3. Link to Greening government - Page not found Please provide working link.	Link to Greening Government Commitments - Greening Government Commitments 2021 to 2025 - GOV.UK (www.gov.uk)	17/05/2022
27	5.1.4 This clause appears to transfer the obligation of the Service provider to provide Accessibility aids and ramps onto the Supplier (i.e. Clarity as Booking agent) at the point of failure. "To offer alternate solutions at no additional cost to the traveller". Clarification is needed on what the authority means by "offer alternate solutions". The liability to meet the terms of the equalities act would rest with the Service provider (i.e. it is for the rail company and the station staff to provide the ramp and deal with any failure to do so). We would obviously seek to assist the traveller in any practical way we can but wouldn't want to be responsible for an alternate taxi fare for A to B because the rail company were short staffed and there was no one at the station to provide the ramp? Clarification Q Please confirm that by "To offer alternate solutions at no additional cost to the traveller" the scope of this requirement is to assist the Traveller in finding and booking immediate Transport solution booking. Liability for the	To be clear on what is meant by “offer alternative solutions at no additional cost to the traveller” - DWP wants to ensure that the traveller would not have to pay for any alternative arrangements on the day themselves and that alternative solutions would be provided through the booking process as normal. We would also expect the details of this incident to be recorded and shared with DWP as soon as possible so we can be informed of the additional cost incurred and commence the complaints process if necessary. However, if there is an issue with the accessibility requirements and it is due to the fault of the supplier; for	17/05/2022

	alternative actual travel cost would rest with the Service provider and the Authority.	example the supplier has not provided the correct information to the service provider, in this case we would expect the liability and therefore cost of any alternative bookings/taxis to sit with the supplier.	
28	5.8.9 Please confirm that it is the authority / individual travellers responsibility to determine if the travel is taxable and the TMC is expected to ensure a validation field for completion and provide MI to support reporting on taxable travel by individual	Yes.	17/05/2022
29	6.2 6.2 reads... 'Describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria. Please include: • Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria;'. Please confirm that the Model Award Criteria is in fact Attachment 3 - Statement of Requirements.	This is in reference to our social value commitment under section 2.5.2 of Attachment 3.	17/05/2022
30	5.2.3.3 The supplier shall be responsible for maintaining and replenishing consumables for ticket machines used by The Contracting authority. Please confirm that the Contracting authority accept responsibility for routine loading of paper and ink?	DWP do not own the ticket machine, expectation is for Supplier to maintain and replenish stock. This point can be discussed at implementation phase.	17/05/2022
31	6.2 '"Describe what action you have undertaken, and what do you plan to undertake in the future to Improve the health and wellbeing of your supplier workforce". Please confirm that this refers to the staff of the TMC only and not third party staff.	This relates to bidders Social Value Policy. Measures in place for Lead Contractor and any sub-contractors.	17/05/2022
32	Pricing Schedule Attachment 4 - Pricing Schedule Group 7, line 55.	No this will be included as it may result in significant costs for the department if many providers use credit cards for bookings.	17/05/2022

	Can this be removed from the overall price weighting on the summary page and be for information purposes only as it was in the CCS TVS tender, as it heavily distorts the overall basket price?		
32	**Further to receiving the clarifications and answers this morning, we feel one of our questions was not addressed completely and have a follow up comment / question.** **"Further to clarification question / answer 32:** **Q. Pricing Schedule / Attachment 4 - Pricing Schedule / Group 7, line 55.** **Can this be removed from the overall price weighting on the summary page and be for information purposes only as it was in the CCS TVS tender, as it heavily distorts the overall basket price?** **A. No, this will be included as it may result in significant costs for the department if many providers use credit cards for bookings.** **Follow Up: The reason we asked for removal of this line item, is the merchant fee will not apply to all bookings, just a % of bookings. The application of the fee across all bookings grossly distorts the basket price and gives a false representation of our pricing. Within the CCS pricing schedule, the merchant fee did not affect basket price, due to this reason.** **Unless you are not settling the consolidated invoice on account as per the specification, and are in fact settling by credit card where the merchant fee would be applied to all bookings. "**	**We are not factoring in a merchant fee for every booking. However, it was our understanding that a large proportion of airlines and hotels do not absorb the merchant fee themselves. Therefore a formula was calculated considering the percentage of bookings that would cost us a merchant fee along with average booking prices to work out how much the department would be spending on providers that passed on the merchant fee charge. It is our understanding that this could incur a significant additional cost for the department and therefore we are not prepared to discount this line.**	**18/05/22**
33	General Please can you provide data on: Average Rail Ticket Value Average Rail Transaction Value Average Hotel Transaction Value Percentage of Non commissionable Hotel booked	Average values for 2019/20 included below: • Rail transactional value - £70 • Hotel transactional value - £114 The data for average ticket value and commissionable/non-commissionable hotels is unavailable.	17/05/2022
34	5.2.4.2	No	17/05/2022

	Are there any current Accessibility issues with ticket printers?		
35	Attachment 2 Qualification Envelope, 3.3: should 'Sub-contractors' include other (data) processors, or are these to be dealt with via question B08 within Attachment 6 (ISQ)?	Please include them in the qualification envelope. Bidders are required to provide all subcontractor details in the ISQ at B08. This then triggers a question in the service security tab, there is also a Third Party Management question in the Service tab: S36 which asks how the Supplier will manage their third parties and sub contractors.	17/05/2022
36	Attachment 3 4.2.3: is the client able to provide an example of an 'alternative secure communication method'?	While we are unsure exactly what the preferred alternative secure communication method will be an initial example could be transferring files using Jaggaer which is secure.	17/05/2022
37	Attachment 3 13.2: what is deemed 'relevant' vetting?	The Vetting Policy is listed at Annex A of the Policies and Standards. HMG Personnel Security Controls – May 2018 (published on https://www.gov.uk/government/publications/hmg-personnel-security-controls)	17/05/2022
38	Attachment 3 14.1, SL2A: can the client advise on the requisite report contents?	As outlined in Call-Off schedule 9A, there is a requirement for the supplier to outline a security management plan, in which details of reporting a breach will be outlined.	17/05/2022
39	Attachment 3 14.1, SL2A & SL3: what is the client's agreed definition of a 'security breach'?	The definition is provided below and is taken from the first page of the call off security schedule short form: *Breach of Security:* *1 the occurrence of:* *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/or*	17/05/2022

		b) 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, *2 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;*	
40	Attachment 3 15.6: how would compliance with DWP's relevant security policies and standards be assessed and verified?	The Information Security Question will be used to assess Supplier ability to meet DWPs security requirements.	17/05/2022
41	Attachment 5a p.9, 'ICT POLICY – DWP Information Management Policy 9 (DWP Acceptable Use Policy/ DWP Information Security Policy)'. Please confirm why are these are referenced: for Supplier review only, or Supplier implementation?	This is only for Supplier review.	17/05/2022
42	Attachment 5d 7.1(b): can the client please advise which Security Policy, and potentially share a copy?	DWP's security policy can be found by following both the hyperlinks in section 15 of Attachment 3.	17/05/2022
43	Attachment 5d 10.8(a) and (c): what is the client's agreed definition of a 'Subcontractor'?	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 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;	17/05/2022
44	Attachment 6	Yes that is correct – no response required.	17/05/2022

	Please confirm the hashing out of rows 38 – 40 on the Service Security tab means they definitely don't require a response at this stage.		
45	Question 4.1 Please confirm whether the implementation plan can be in addition to the 5 pages of A4	Yes	17/05/2022
46	Attachment 2 Please can you explain why is the there a limitation of only 2 pages of evidence for 4.4. considering the importance of Customer service as reflected in its weighting when other questions in the same section are given 4/5 pages?"	We are willing to increase this to 4 pages of A4 to allow for additional space.	17/05/2022
47	Detached Duty Detached Duty Please can we see a copy of your current travel policy? In particular; policy around detached duty and when a stay is taxable and non-taxable?	DWP's Detached Duty policy will be shared as an Annex.	17/05/2022
48	Detached Duty What is the current % of total travel spend categorised as detached duty?	We do not have this data. But it is a very small proportion of the DWP travel spend.	17/05/2022
49	Detached Duty Please can you provide an example scenario of when the Contracting Authority may require the TMC to book a taxable itinerary for a traveller?	One example would be if it transpired that the detached duty period of an individual exceeded 24 months. In this case expenses would become taxable.	17/05/2022
50	Detached Duty What is the current % of total travel spend categorised as taxable?	We do not have this data. But it is a very small proportion of the DWP travel spend.	17/05/2022
51	Detached Duty How do you see the post Covid hybrid working model, affecting future trends for posting terms/detached duty for the DWP?	Detached Duty is a small proportion of DWP travel spend and we suspect spend will decline in the future	17/05/2022
52	**Technical envelope- Q6.2** **You ask for a copy of our D&I Policy statement on a single side of A4 – our policy statement is across three pages – please confirm this is acceptable to upload?**	Yes.	17/05/2022
53	**Attachment 2- Q4.2** **With regards to your question on how management information will be provided, you refer to**	Yes apologies this was a formatting error – see answer to question 2.	17/05/2022

	section 22 of the Statement of Requirements (Attachment 3). The Statement of Requirements doesn't appear to have a section 22, management information is listed under section 7. Could you please confirm if we have the correct version of the statement of requirements?		
54	**Attachment 2 - Q4.5** **Please advise how many pages of A4 we are allowed for in response to this question, along with the minimum acceptable and maximum available scores please?**	4 sides of A4 allowed. Minimum acceptable score is 50 and maximum available score is 100.	17/05/2022
55	**Attachment 3 Attachment 3 - Q4.1** **Can you please confirm how many coach bookings are managed annually and the nature of the bookings? Are these bookings currently managed online?**	DWP do not book coaches regularly, bookings would generally link to staff travelling to Annual Conferences. Volumes cannot be predicted in detail but as can be seen in the pricing schedule there were 50 bookings in FY 2019/20, 47 of which were booked online.	17/05/2022
56	**Attachment 3 - 1.6** **You mention DWP being supported by 15 agencies – can you confirm if you would like separate Company profiles and billing requirements for each of the 15 agencies in addition to DWP?**	Not required.	17/05/2022
57	**How often is split ticketing used today and can DWP provide any facts and figures around this, I.E saving X% on their total rail spend?**	Encouraged by existing supplier but no data available.	17/05/2022
58	**Attachment 3 -5.1.21** **Can you please confirm how many rail warrant bookings are currently managed annually?**	Rail warrants are not booked via this contract.	17/05/2022
59	**Attachment 3 - 5.1.23** **Can you please confirm how many tram tickets in Manchester and Sheffield are booked annually?**	No data available	17/05/2022
60	**Attachment 3 - 5.1.7.1** **You reference self-print via email, can you please confirm if you are referring to E-Tickets? Self-print tickets are not being accepted by the Rail Delivery Group from 1 October. This means that no TMCs will be able to offer this facility. Can you therefore please confirm that this will no longer be a mandatory requirement?**	Yes this is in reference to E-tickets sent to the traveller via email.	17/05/2022

61	**Attachment 3 - 5.1.7.3** **How often are ticket printers used today, what % of tickets are sent to a ticket printer and has this changed over the course of the pandemic, where hybrid ways of working have been adopted. Can you please confirm if you would like to use Evolvi or Trainline for rail bookings?**	The exact data for what % of tickets are sent to the printer is unavailable but DWP estimates this to be low. In terms of preferences of rail bookings it is down to the supplier to assess which rail booking provider will provide a better service for DWP.	17/05/2022
62	**Attachment 3 - 7.6.1** **With regards to the Delay and Repay Report requested, we no longer provide a Rail Delay/Repay offering as rail operators were not formally obligated to pay claims to third party agents. This meant that even though a claim was legitimate, the success of claims resulting in payment became relatively small.** **Based on the fact that rail operators are not formally obligated to pay claims to third parties, please confirm you will remove this from your mandatory requirements?**	We currently ask staff to claim compensation from travel provider subject to T&Cs, not via third party or our existing supplier. We expect this to continue and therefore can remove it from the mandatory requirements.	17/05/2022
63	**7.2 Please advise how many office locations will require access to online management information?**	Potentially 8 sites, minimum 5 sites.	17/05/2022
64	**Attachment 3 - Q4.1** **Please confirm that the implementation plan will be accepted as an attachment – as it is not possible to write this with the 5-page limit. Please confirm?**	Yes	17/05/2022
65	**Attachment 3 - 5.7.24** **You mention the ability to provide a service to book valuable items on a flight or rail journey – please advise the number of bookings and spend for flights and rail for this service?**	Data is not available – but very low numbers.	17/05/2022
66	**Attachment 4** **Please advise what percentage of your hotel volume is placed via the CCS preferred programme?**	Data is not available – but DWP preference is for all bookings to be placed via the CCS preferred programme if possible.	17/05/2022
67	**Attachment 4** **In line with the rules of mini-compete situations, we are allowed to charge for items over and above the original specification of RM6217 – please advise where we can provide this information?**	If you would like to include any additional charges please add an additional sheet to the Pricing schedule to include these.	17/05/2022

68	**Attachment 4 - Line item 28 & 29** **Please advise the number of amendments, cancellations and refunds by product type?**	Data is not available	17/05/2022
69	**Attachment 4 Group 1 and group 2** **Please advise if you have desktop or kiosk printers in Blackpool, London and Leeds?**	Kiosk Printers.	17/05/2022
70	**Attachment 4 - Group 1 and group 2** **Please advise how bookings are managed via split ticketing?**	Data is not available	17/05/2022
71	**Attachment 4- Group 5** **Would you be kind enough to reconfirm your group booking data is correct? Only one group booking across each product type appears a little low.**	We have used 1 as the booking number for the purpose of evaluating the basket of goods. Group bookings make up a very small proportion of DWP travel bookings.	17/05/2022
72	**Attachment 4** **Within various lines in the pricing document, you refer to core hours as Monday to Friday 08:00 to 18:00. However, within Attachment 3 – Statement of Requirements v2 – Section 4.2.1 (page 6) you refer to core hours being Monday to Friday 08:00 to 20:00** **Please advise which is correct?**	DWP core hours as 08:00-20:00.	17/05/2022
73	**In order for us to gain a clearer understanding of DWPs requirements, please provide the total transaction value for:** **Air – domestic** **Air – European** **Air - International** **Hotel - GDS** **Hotel – Non-GDS** **Hotel – billback** **Rail** **Rail – Travelcards** **Eurostar** **Parking** **Coach**	DWP has not disclosed indicative spend due to the totals being very unpredictable going forward. Total volumes for 2019/20 these have been provided in a pricing schedule which should give an indication of DWP's booking requirements now that COVID restrictions are being lifted. These have been provided further as % breakdowns below. Air Domestic – 93% of air bookings Air European – 4% of air bookings Air International – 3% of air bookings Hotel GDS – 60% of accommodation bookings	17/05/2022

		Hotel Non-GDS – 40% of accommodation bookings Eurostar – 0.04% of all rail bookings. All other data requested is either included as numerical volumes in Attachment 4, or not available.	
74	**Attachment 5 T&C** **Please advise what insurances are required, and at what cover level?**	The list of insurance that is required will be included in Joint Schedule 3. No additional insurance will be required in addition to this.	17/05/2022
75	**Attachment 5 T&C** **Disclosure of confidential information – Will Agiito be able to agree a table of commercially sensitive information that will be redacted for FOIA purposes?**	The successful bidder will be able to request what data they would like to redact as part of the contract award process.	17/05/2022
76	**Attachment 3 - Statement of Requirements V2 - SLA Page 36** **Can you please confirm if the SLA is a mandatory requirement as it is part of the Statement of Requirements?** **Within the SLA you refer to the Customer (is this one of the 15 Agencies/Contracting Customers?), could you please confirm how many Customers come under DWP?** **Can you please confirm your anticipated timeframes for the application of service credits?** **Can you please confirm the difference between SL4 – telephone answering times and SL4A – real-time assistance service?**	The SLA is mandatory requirement. The SLA refers to DWP not one of the 15 Agencies DWP currently has a workforce of approx. 90,000. All staff need to be able to access travel services if required. In addition to staff DWP provides some agency staff access to travel booking services. 3 months. See response to question 23.	17/05/2022
77	As the deadline has been extended, are we able to ask one final key clarification in relation to your response at Ref 33? Based on your average transaction values of £70 rail and £114 hotel	We used volumes and spend figures from 2019/20 because we felt these would be more accurate than the figures during COVID. We don't think the volumes in attachment 4 are reflective of our predicted volumes for the next few years as we are yet to see the full	23/05/2022

	and your transaction volumes - working on these figures, it vastly increases your annual spend - over and above the £10m per annum stated within your procurement documents. Can you confirm if we should work on your original £10m figure or those based on your transaction values for our commercial proposal?	impact of hybrid working on travel and venue. Please refer to the estimated £10m as an indication of value as opposed to any volumes or average transaction values that we have shared, as any average prices and volumes have not factored in the new hybrid working model that is being adopted post-COVID.	