

# **ATTACHMENT 8**

## **CONTRACT 1**

### **SCHEDULE 2: SERVICES PART A: SPECIFICATION OF REQUIREMENTS**

#### **1 INTRODUCTION**

- 1.1** Crown Commercial Service (the Contracting Authority) is seeking to establish Contracts for the provision of Crown Travel and Venue Services. This Contract 1 will be awarded to a single successful Supplier. The Supplier who is awarded Contract 1 may also be awarded Contract 4.
- 1.2** All UK central government bodies (see the OJEU Notice for further information) are currently mandated by Her Majesty's Government (HMG) to purchase their business travel booking Services through a CCS (Contracting Authority) arrangement. Notwithstanding Clause A3.1 of the Contract, the Contracting Authority does not warrant that each Contracting Customer(s) will either a) enter into an Enabling Agreement or b) that even if it signed up to an Enabling Agreement, the Enabling Authority will always use the Contract to purchase the Services. Each Contracting Customer(s) will refine its requirements through an Enabling Agreement that will be signed by the Supplier and Contracting Customer(s).
- 1.3** The Contracting Customer(s) listed in Attachment 28 Implementation and Go live Schedule Contract 1 current online and offline combined air, rail and accommodation transactional and spend data is taken from historical Management Information provided by the current incumbents of the Contracting Authority's Framework Agreement RM918 and includes amendments, exchanges and cancellations. However suppliers shall note the government's objective is to reduce expenditure on Travel and Venue Services by UK Central Government Departments and their Arms Length Bodies and Agencies, Non-Ministerial Departments and Executive Agencies
- 1.4** The assignment of the Contracting Customer(s) to this Contract 1 is established on the basis of their specific business travel booking requirements, as listed in section 2 of this Schedule 2. This approach has been designed to ensure the best strategic fit including value for money, based on the individual travel booking requirements of each of the Contracting Customer(s). The Contracting Customer(s) has made (or will make) the decision which Contract they wish to enable.
- 1.5** This Contract will be managed centrally by Crown Commercial Service (CCS) in its capacity of the Contracting Authority.
- 1.6** The Contracting Authority placed a Prior Information Notice 2015/S 012-017191 on 17/01/2015 (the PIN notice) in the Official Journal of the European Union (OJEU).
- 1.7** The procurement has been advertised by publishing a Contract Notice in the OJEU, advertising the Open Procedure under the Public Contracts Regulations 2015 (the "Regulations").
- 1.8** The purpose of this Part A Specification of Requirements Schedule 2 is to provide a description of the Services that the Supplier shall be required to deliver to Contracting Customer(s) under this Contract 1.

- 1.9** Current Net Crown Programmes will remain in place until the end of March 2016 and will continue to be accessible through the Central Government Travel Management Services (CGTMS) incumbents. As Customers move to the new Crown Travel and Venues Services (CTVS) arrangements, the Contracted Suppliers will make a range of commissionable and non-commissionable inventories available. The new commissionable Crown Programmes will be managed by CCS, through a spot buy approach once the award of CTVS has been concluded. The spot buy approach will either be directly to the accommodation and airline providers to request pricing OR it will be to seek third party expertise to undertake these negotiations in partnership with the Contracting Authority. Supplier awarded contracts under CTVS will be included in the invitation to submit their proposals as appropriate.
- 1.10** The Supplier shall for the Ministry Of Defence comply with the DEFCON 129 which is a mandatory requirement. This requirement enables electronic trading, transacting and payment.

## **2 DESCRIPTION OF CONTRACT 1**

- 2.1** Please note that Contracting Customer(s) may not necessarily procure their service requirements through the same contract as their parent Central Government Department e.g. Ministry Of Defence (parent) may use a different contract from UK Hydrographic Office (Contracting Customer).
- 2.2** The description for Contract 1 is outlined below:

**Contract 1 – Provision of Domestic and International Business Travel Booking and Management Services for Contracting Customer(s) with 40% or more bespoke Offline service. This service does not include Visa/Passport Services/Implants, Air Chartering, Oyster Card, Coach/Taxi Services, Executive VIP Service, Currency Services (Purchases) or Ferry Services.**

The Supplier of Contract 1 shall provide business travel booking and management services, the distinguishing factor is that :

- The Contracting Customer(s) current combined level of rail, air and accommodation bookings made in the online environment is between 0% and 60%.
- 40 % or more bookings are made in an offline environment
- Many of which have bespoke, complex or multiple requirements as part of one booking.

This Contract 1 will be accessible by Contracting Customer(s) who have a requirement for the following services; Domestic Rail, Cross Channel Rail Services, Domestic, European and International Air, UK and International Accommodation, International Vehicle Hire and Airport Parking Services.

Attachment 28 - Implementation and Go Live Schedule Contract 1 provides an indicative list of Central Government Departments who are currently mandated to procure their Services through Contract 1.

### **3 MANDATORY SERVICE DELIVERY REQUIREMENTS - FOR CONTRACT 1 CONTRACTING CUSTOMER(S)**

This section provides details of the mandatory requirements that Suppliers shall be expected to fulfil in their entirety in order to meet the Service delivery requirements of this Contract 1. It is essential that Suppliers take time to fully understand this important part of the Service delivery requirement, and in particular, the need for full compliance with the prescribed Security Mandatory Requirements (a and k as set out below) shall be met by Suppliers from the Contract 1 Commencement Date, as is further described in section 3.1. All other Mandatory Service Requirements, as listed below in b) through to n) (excluding a and k) requirements, shall commence on the Implementation Date of the Contracting Customer(s) Enabling Agreement.

- a) Security Mandatory Requirements** – It is a mandatory requirement for the Supplier to read, understand and respond to the Contracting Authority in accordance with Contract Schedule 5: Security Requirements and Plan. Please refer to section 3.1
- b) Implementation and Go Live Mandatory Requirements** – The Supplier shall fulfil all aspects of the implementation and Go Live requirements for Contracting Customer(s). Please refer to section 3.2.
- c) Online Booking System and Offline Services Access and Capability Mandatory Requirements** – The Supplier shall provide an Online Booking System and Offline Service(s) for air, rail and accommodation and other listed components for Contracting Customer(s). Please refer to section 3.3.
- d) Ticketing Options and Booking Confirmation Mandatory Requirements** – The Supplier shall provide a range of ticket delivery fulfilment and booking confirmation options for Contracting Customer(s). Please refer to section 3.4
- e) Booking Amendments, Exchanges, Cancellations and Refunds Mandatory Requirements** – The Supplier shall make amendments, exchanges and cancellations to bookings and provide refunds to Contracting Customer(s). Please refer to section 3.5.
- f) Payments and Invoicing Mandatory Requirements** – The Supplier shall provide a range of payments and invoicing processes for Contracting Customer(s). Please refer to section 3.6.
- g) Account Management Mandatory Requirements** – The Supplier shall provide an account management service which fully supports all of the requirements of this Contract 1 and the needs of the Contracting Customer(s). Please refer to section 3.7.
- h) Management Information and Data Reporting Mandatory Requirements** – The Supplier shall have the capability and capacity to provide all of the Management Information and Data Reporting requirements as prescribed in Contract Schedule 13. Please also refer to section 3.8.

- i) **Complaints Procedure Mandatory Requirements** – The Supplier shall have in place a complaints procedure which fully satisfies the requirements as described in section 3.9.
- j) **Sustainability and Environmental Impact Mandatory Requirements** – The Supplier shall fully comply with all aspects of the sustainability requirements as described in section 3.10.
- k) **Business Continuity Mandatory Requirements and Crisis Management Mandatory Requirements** – The Supplier shall have in place on the commencement date of this Contract 1, robust Business Continuity and Crisis Management plans to ensure continuity of service and the safe wellbeing of Travellers in the event of an emergency situation. Please refer to section 3.11.
- l) **Assurance Management Systems Mandatory Requirements** – The Supplier shall have Assurance Management Systems which comply with the standards of ISO 9001, ISO 14001 and ISO 27001 or the European Foundation for Quality Management. Please refer to section 3.12.
- m) **Transition and Exit Mandatory Requirements** - The Supplier shall comply with all aspects of the transition and exit requirements. Please refer to section 3.13.
- n) **Additional Requirements Mandatory For One Or more Contracting Customer(s)** – The Supplier shall deliver these additional requirements to Contracting Customer(s) under this Contract 1, from their go live date. The Additional Process Requirements as described in sections 4 & 5 may be refined within the Contracting Customer(s) Enabling Agreement.

### 3.1 SECURITY - MANDATORY REQUIREMENTS

- 3.1.1. This section describes the mandatory security requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Crown Travel and Venue Services.
- 3.1.2. The data security classification for Contract 1 shall be **OFFICIAL TIER**.
- 3.1.3. The Government Security Classification 2014 may be accessed here: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/251480/Government-Security-Classifications-April-2014.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf)
- 3.1.4. It is a mandatory requirement for the Supplier to read, understand and respond to the Contracting Authority in accordance with Contract Schedule 5: Security Requirements and Plan, in respect of Crown Travel and Venue Services security requirements and to submit all of the complete answers to security questions as part of their mandatory security response bid.
- 3.1.5. As part of the mandatory security requirements the Supplier shall provide, when requested by the Contracting Authority, full details of the Supplier's booking system software and hardware construction including, but not limited to, the current architectural design associated with this requirement.
- 3.1.6. The supplier shall have Cyber Essentials Scheme Certificate or equivalent at the commencement date of the Implementation and Go Live stage. Cyber Essential Scheme requirements can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

## **3.2 IMPLEMENTATION AND GO LIVE – MANDATORY REQUIREMENTS**

- 3.2.1** This section describes the mandatory implementation requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Services in accordance with the time frame specified in Attachment 28: Implementation and Go Live Schedule Contract 1.
- 3.2.2** The Contracting Authority requires that the Contracting Customer(s) Services are implemented by the Supplier, and go live in accordance with Attachment 28: Implementation and Go Live Schedule Contract 1. The Contracting Authority reserves the right to amend Attachment 28: Implementation and Go Live Schedule Contract 1 at any time.
- 3.2.3** The Supplier shall appoint an implementation team with a named implementation manager with a minimum of two years experience in a relevant (travel) environment. Resources must be maintained during the implementation period regardless of other supplier activities. The Supplier shall provide details of the named implementation manager(s) to the Contracting Authority within 5 working days of this Contract 1 being awarded and stay in place until an agreed date.
- 3.2.4** The Contracting Authority shall require the Supplier to work co-operatively with the Contracting Customer(s) incumbent supplier to ensure a systematic, planned and robust transfer of all validated historic data and active profiles from the incumbent supplier, which must be updated and uploaded by the Supplier into their system Free Of Charge (FOC) during implementation, in accordance with the Data Protection Act (1998).
- 3.2.5** The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that Service Levels for Contracting Customer(s) are not compromised during times of peak demand.
- 3.2.6** The Supplier shall note that across all Contracting Customer(s) both hardware and software versions vary significantly, including Internet browser and operating systems. Consultation at Implementation and Go Live stage with the Contracting Customer(s) IT infrastructure and/or network departments is mandatory. A testing period during implementation and go live shall be agreed with the Contracting Customer(s) IT Infrastructure and/or network departments as part of the implementation.
- 3.2.7** The Supplier should note that all web based solutions are subject to restrictions at the Contract Customer(s) network boundaries, governed by the security guidance of JSP 440 and the network governance rules of JSP 604. These encourage early engagement with ISS Design Architects, DAIS Accreditors and Case Officers.
- 3.2.8** The Supplier shall ensure that web solutions are capable of working on IE 8 and/or Google Chrome utilising a minimalist approach to the use of interactive technologies.
- 3.2.9** When required at Implementation and Go Live stage by the Contracting Customer(s) designated contact in accordance with the Data Security Policy, the Supplier shall provide the support, access and functionality of the Online Booking System to the Contracting Customer(s) personnel via home computers and use of mobile devices such as tablets and smartphones. The Contracting Customer(s) designated contact will only request this, where it does not compromise data security in any way and or increase security risks to the Contracting Customer(s) or Her Majesty's Government. Any security risk will be assessed by the Security Working Group comprising of the Contracting

Authority, designated Contracting Customer(s) and the Pan Government Accreditor.

- 3.2.10** Where there is compatibility, the Supplier must utilise existing rail ticket kiosks and printers, located within the Contracting Customer(s)' premises (e.g. MOD existing 5 Kiosks and 30 printers or alternatively provide this facility for their top 10 location based on volumes) and make other free-of-charge ticket fulfilment options known and available to Contracting Customer(s).
- 3.2.11** The implementation process shall allow Contracting Customer(s) to define their requirements for individuals to register as a Super User, Booker only, Self-Booker (i.e. Booker is the Traveller), Bookers for immediate colleagues (i.e. smaller groups < 50) or Travel Cell Staff with responsibility to book for in excess of 50 Travellers.
- 3.2.12** The Supplier will provide their relevant URL to their Supplier test site to allow Contracting Customer(s) to test and ensure the compatibility with the Contracting Customer(s) systems.
- 3.2.13** As part of the implementation, when requested by the Contracting Customer(s), the Supplier shall ensure a representative sample of bookers with specific needs are able to test the system for ease of use and systems compatibility and feedback comments to the Supplier. The Supplier shall make any reasonable adjustments to ensure that Bookers with specific needs have access to the Online Booking System and that this meets the Contracting Customer(s) requirements.
- 3.2.14** During implementation the Supplier shall provide unlimited but as necessary training to Contracting Customer(s) on the use of the Online Booking System, including, but not limited to, classroom, one-to-one training sessions, videos and road shows (example MOD a maximum of 10 UK based training sessions.), appropriate to the Contracting Customer(s) location free of charge. The Supplier shall liaise with the Contracting Customer(s) regarding number of sessions, dates, timings and locations as well as providing examples of training and guidance material for review and agreement by the Contracting Customer(s) prior to the go live date.
- 3.2.15** The Supplier shall provide to each Contracting Customer(s) a staffed helpline free of charge for the first 3 months after each go live stage has been completed to assist with any system difficulties, for example where assistance is required to log onto the Online Booking System. The helpline support must be provided by supplier personnel who are competent and experienced in the Online Booking System.
- 3.2.16** Additional support must include, but not be limited to telephone support and / or LiveChat / instant messaging type solutions. The Supplier must not rely on Frequently Asked Questions (FAQs) alone to provide guidance.
- 3.2.17** The telephone helpline (for both Implementation and up to Go Live) shall be available from Monday to Friday 08:00 to 17:30 GMT (or BST as appropriate) including UK Bank Holidays.

### **3.3 ONLINE BOOKING SYSTEM AND OFFLINE SERVICES ACCESS AND CAPABILITY - MANDATORY REQUIREMENTS**

- 3.3.1** This section describes the mandatory Online Booking System and Offline Services access and capability requirements that the Supplier shall fulfil as part of the delivery of the Services.
- 3.3.2** The Contracting Customer(s) require consistent adherence to the service response times as agreed in the Key Performance Indicators (KPIs). The Supplier shall ensure effective and timely resources are in place to meet any peaks in demand (hourly / daily) so that the Contracting Customer(s) do not experience any degradation of service.
- 3.3.3** The supplier shall provide four free of charge training days per Contracting Customer(s) per year throughout the entire duration of this Contract after the go live date to accommodate new users to the Online Booking System.

**3.3.4 ONLINE BOOKING SYSTEM ACCESS**

- 3.3.4.1** The Supplier shall ensure that the Online Booking System for air, rail and accommodation is available 24 hours a day throughout the entire duration of this Contract 1. This excludes any agreed scheduled system maintenance and/or system upgrades.
- 3.3.4.2** In the event that the Online Booking System is unavailable to the Contracting Customer(s), and the booking activity has to be undertaken via the Offline Services(s) and out of hours fees for next working day bookings, the Supplier shall not apply offline booking fee(s), they shall only apply the Online Booking Fee(s), this includes but not limited to offline booking enquiries, amendments, exchanges, cancellations and bookings where the booking would otherwise been made Online if the Online Booking System were available. The Supplier shall log any such instances and ensure they are auditable, and share with the Contracting Authority.
- 3.3.4.3** Booker access to the Online Booking System shall be via an individuals' secure user name and password in accordance with the requirements of the Data Security policy. The password should be a minimum of 9 alpha and numeric characters. The Online Booking System shall prompt all Bookers to change their password every 45 days, or as agreed with the Contracting Customer(s) and Security Working Group. Once the Contracting Customer(s) has signed onto the Online Booking System, all booking icons for the Service(s) shall be available on a single screen. The Booker shall only need to sign on once to access all booking Services.
- 3.3.4.4** The Online Booking System shall have the facility to change passwords or request forgotten passwords free of charge.
- 3.3.4.5** The Supplier shall provide on-going technical system support via a dedicated and named team (names of all team members shall be given by the Supplier and be kept updated) who have the appropriate technical ability to support each Contracting Customer(s). Support must include, but not be limited to, phone support and / or Live Chat / instant messaging type services. The Supplier shall not rely on Frequently Asked Questions (FAQs) alone to provide guidance.
- 3.3.4.6** The members of the dedicated team shall be agreed with each Contracting Customer(s) at Implementation and Go Live Stage. All incident reporting will be through the dedicated and named individuals who are part of the implementation team.

**3.3.4.7** The Supplier shall note that across all Contracting Customer(s) both hardware and software versions vary significantly, including Internet browser and operating systems. Consultation at Implementation and Go Live stage with the Contracting Customer(s) IT infrastructure and/or network departments is mandatory. A testing period during Implementation and Go Live shall be agreed with the Contracting Customer(s) IT Infrastructure and/or Network Departments as part of the implementation. Please see section 3.2 – Implementation and go Live Mandatory Requirement.

**3.3.4.8** When requested, by the Contracting Customer(s) designated contact in accordance with the Data Security Policy, the Supplier shall provide the support, access and functionality of the Online Booking System to the Contracting Customer(s) personnel via home computers and use of mobile devices such as tablets and smartphones. The Contracting Customer(s) designated contact will only request this, where it does not compromise data security in any way and or increase security risks to the Contracting Customer(s) or HMG. Any security risk will be assessed by the Security Working Group comprising the Contracting Authority, designated Contracting Customer(s) and the Pan Government Accreditor. This requirement will be discussed and agreed at the Implementation and Go Live Stage

### **3.3.5 ONLINE BOOKING SYSTEM MAINTENANCE AND UPGRADES**

**3.3.5.1** Scheduled supplier system maintenance and system upgrades shall be implemented as soon as is practicable, providing:

- a) they shall be provided by the Supplier FOC.
- b) all essential scheduled system maintenance and or system upgrades shall occur outside the hours of 07:30 to 20:00 GMT (or BST as appropriate) Monday to Friday
- c) notification of scheduled maintenance and/or system upgrades shall be provided to all Contracting Customer(s) lead contacts and a message placed on the Supplier Online Booking System at least 2 weeks in advance of and again 48 and 24 hours before as a reminder to the Contracting Customer(s)
- d) When required, the Supplier and Contracting Customer(s) shall ensure any system maintenance and upgrades are tested via the Contracting Customer(s) networks prior to the upgrade version release going live

**3.3.5.2** The Supplier shall inform the Contracting Authority and the Contracting Customer(s) if any action is required to implement the system upgrade, the benefits that any system upgrades shall deliver or any inconvenience or disruption to the Contracting Customer(s) with a minimum of 2 weeks' notice prior to any action taking place.

### **3.3.6 ONLINE BOOKING SYSTEM CAPABILITY**

**3.3.6.1** As part of Implementation and Go Live the Contracting Customer(s) shall provide the Supplier with a list of Super Users and authorised individuals who the Supplier will enable with the appropriate solution to undertake the following activities. They should have the capability and the process to:



- a) tailor the Online Booking System to reflect the Contracting Customer(s) Travel Policy(s). Each Contracting Customer(s) may have an individual and unique Travel Policy(s). This process will be agreed between the Supplier and Contracting Customer(s) during implementation stage
- b) tailor the Online Booking System booker process requirements
- c) tailor the Online Booking System authorisation process. This process will be agreed between the Supplier and Contracting Customer(s) during implementation stage
- d) allow bookings outside of the Contracting Customer(s) departmental Travel Policy(s) when approved by the Contracting Customer(s)
- e) create and amend traveller profiles. The Supplier shall provide the facility for either Comma Separated Values (CSV) bulk upload or individual weekly or monthly upload and when requested by the Contracting Customer(s) the Supplier shall undertake these activities
- f) delete profiles when necessary in accordance with the Data Security requirements
- g) Super Users should have the facility to add customer specific messages to their tailored booking portal where technology exists.

**3.3.6.2** The Online Booking System shall have the capability for users to select either pre-registered profiles or use a guest profile.

**3.3.6.3** The Supplier shall delete inactive profiles following a period of 13 months inactivity from the last date of travel. The process for deleting Traveller profiles will be detailed as part of the Contracting Customer(s) Enabling Agreement under this Contract 1. The Supplier shall on request inform the Contracting Customer(s) in writing when inactive profiles have been deleted.

**3.3.6.4** The Supplier shall ensure that the Online Booking System includes a pre-trip approval at booking stage, or authorisation process of bookings, including but not limited to the reason for travel. This process may not be required by all Contracting Customer(s).

**3.3.6.5** The Supplier shall ensure, a booking cannot be made via the Online Booking System unless a valid cost centre code is provided by the Booker (unless the Contracting Customer(s) Travel Policy states otherwise). The cost centre code shall be validated against a list provided by the Contracting Customer(s) at the Implementation and Go Live stage. This list shall be updated at least once a month by the Contracting Customer(s) and given to the Supplier. This list shall be updated at least once a month by the Contracting Customer(s) and given to the Supplier and if requested, shall be uploaded. This shall be done FOC. Alternatively a notification of no change will be sent by the Contracting Customer(s) to the Supplier.

**3.3.6.6** The Supplier shall ensure that when using the Online Booking System, the Contracting Customer(s) are able to search for and be presented with the best value fares, rates and options in the market from multiple search engines and this information shall be visible without the need to

book. The results of the search shall ensure that all possible options are clearly visible and appropriate to the type of search. Examples include but are not limited to the accommodation locations and where possible accommodation specification. In addition the Online Booking System should provide access to all known fare rules including restrictions and any Terms and Conditions, including but not limited to the rules for penalty clauses, amendment, exchange and cancellation periods.

- 3.3.6.7** Unless impossible to do so, the Online Booking System options shall be shown on a single screen, with price comparisons between travel modes for example appropriate rail and air journeys, and should in become available during the life of this Contract 1 whole journey costs and where technology permits price and CO<sub>2</sub> emissions comparisons. The search results shall provide information including but not limited to routes, times and CO<sub>2</sub> emissions, which will be calculated in accordance with the DEFRA Guidelines following the Climate Change Act 2008 (or EU equivalent) for measuring environmental impacts, as updated. The Supplier shall ensure that the methodology used for calculation is current at the time the figures are produced. For reference the methodology may be accessed here:

<https://www.gov.uk/measuring-and-reporting-environmental-impacts-guidance-for-businesses>

- 3.3.6.8** The Supplier shall provide the Contracting Customer(s) with a facility to tailor search options in the Online Booking System including, but not limited to price, distance from specified location, postcode, radius, or specific accommodation name and or hotel group, to provide the most efficient search results using a quick list, or equivalent if required by the Contracting Customer(s). Where readily available in the industry, the results of the search shall provide maps and directions which display the distance, depending on the search criteria and mode of transport (for example, driving, walking, near rail and / or tube station).
- 3.3.6.9** The Online Booking System shall prioritise all air, rail and accommodation rates by price, from lowest to highest, highlighting those that are within policy as defined in the Contracting Customer(s) Travel Policy(s). The Online Booking System shall also have the functionality to identify when savings are about to be accepted/declined, and alert the booker before they confirm the booking. Reasons for booking out of policy must be captured at time of booking and recorded through the Management Information (MI) process. The Supplier shall report against the missed savings reason codes provided in Annex 1 (points 2 and 3) Reason Codes. Where requested by the Contracting Customer(s) at Enabling Agreement, only certain combinations of Service / Purpose Of Travel codes (POT) will be required.
- 3.3.6.10** The Supplier shall provide an Online Booking System with sufficient functionality to display all commissionable and non-commissionable rates including last minute offers, advance booking promotions, Supplier owned rates and Crown Travel Programme rates. This information shall also be reflected in the Offline Service environment. Suppliers must not restrict the content and inventories to their own preferred partners and/or to rates and/or fares that give the Supplier a greater financial return or other benefits.

- 3.3.6.11** The Supplier shall provide an up to date calendar of Key Events e.g. Wimbledon, Farnborough Air Show for locations frequently visited by Contracting Customer(s). Where the Suppliers Online Booking System allows, a solution shall be provided to share this information with the Booker for their applicable destination / date. The Online Booking System will assist with travel planning and highlight times of the year when there may be a greater demand for Services. Information in the calendar shall be updated on a monthly basis to keep content up to date and relevant.
- 3.3.6.12** The Online Booking System shall provide, at the time of booking, any known travel issues that may disrupt travel , for example flight delays and/or weather conditions. The Online Booking System shall support requirements of users with specific needs for example compatibility with Dragon and Jaws or similar applications as specified by the Contracting Customer(s) at the Implementation and Go Live stage.
- 3.3.6.13** The Supplier shall be required to disable any Service(s) which are not included in the scope (e.g. if the scope of this Contract does not include vehicle hire then the relative icon should not be shown), unless the Contracting Customer(s) formally requests otherwise.
- 3.3.6.14** The Supplier shall ensure a history of confirmed itineraries is available to Bookers and Travellers of the Contracting Customer(s). The Online Booking System shall allow Bookers to be able to store favourite and or frequently used routes and accommodation venues as a template for future reference to enable efficient processing of bookings for popular or favourite journeys.
- 3.3.6.15** The Online Booking System shall have the facility to communicate important messages to Travellers. Any important messages to be published on the Online Booking System that are not related to travel disruptions shall be submitted to the Contracting Authority for approval, no later than 48 hours prior to publication.
- 3.3.6.16** The Supplier shall ensure that there is a facility to book Multi Modal Bookings e.g. air and rail as part of one booking fee. The Supplier shall provide cost saving advice and other benefits available when meeting the Booker's needs. Such bookings should attract a single transaction fee providing all elements are booked at the same time, - Attachment 12 Pricing matrix Contract 1. Whilst no specific data is available, Suppliers may wish to use Industry averages to estimate usage.

### **3.3.7 OFFLINE SERVICE ACCESS**

- 3.3.7.1 Air and rail core hours:** The core hours of service for offline (telephone, fax if required by the Contracting Customer(s) or email) bookings and services for air and rail shall be as a minimum 08:00 – 18:00 GMT (or BST as appropriate) Monday to Friday including UK Bank Holidays. The Supplier telephone and fax (if required) service shall require a dedicated non premium rate, and/or no call connection charge telephone number, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code.
- 3.3.7.2 Accommodation core hours:** The core hours of service for offline (telephone, fax if required by the Contracting Customer(s) or email) bookings for accommodation shall be as a minimum 07:30 GMT –

20:00 GMT (or BST as appropriate) Monday to Friday including UK Bank Holidays. The telephone and fax service shall require a dedicated non premium rate, and/or no call connection charge telephone number, which must be accessible from mobile telephones and overseas, via a UK dialling code.

- 3.3.7.3** The Supplier shall provide an out of core hours service, 7 days a week, for offline enquiries, including but not limited to amendments, exchanges, cancellations and bookings. The service shall require a dedicated non premium rate, and/or no call connection charge, telephone number, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code.
- 3.3.7.4** The Supplier and the Contracting Customer(s) shall agree the wording for any proposed / available automated attendant model and/or interactive voice response telephone script, which is clear, efficient and used when processing offline bookings by telephone.
- 3.3.7.5** The Supplier shall provide an Offline Service technical helpline to assist with any system difficulties, for example where assistance is required to log onto the Online Booking System. Support must include, but not be limited to telephone support and /or LiveChat / instant messaging type services. The Supplier shall not rely on Frequently Asked Questions (FAQs) alone to provide guidance to Contracting Customer(s). This service will be available during core hours
- 3.3.7.6** The Supplier shall provide a non premium rate, and/or no call connection charge, telephone number, which is accessible from UK landlines, mobile telephones and overseas, via a UK dialling code. The telephone helpline shall be available from Monday to Friday 08:00 to 17:30 GMT (or BST as appropriate) including UK Bank Holidays. The Supplier may charge a transaction fee for calls to the telephone helpline after the mandatory initial 3 month free of charge period has expired, as detailed in – Attachment 12 Pricing Matrix Contract 1.

### **3.3.8 OFFLINE SERVICE CAPABILITY**

- 3.3.8.1** The Supplier shall provide an Offline Service which offers the Contracting Customer(s) a complete choice of options including last minute rate offers, advance booking promotions Crown Travel Programmes rates and Supplier's own rates, as reflected on the Online Booking System. Suppliers must not restrict the content and inventories to their own preferred partners and/or to rates and/or fares that give the Supplier a greater financial return, or other benefits.
- 3.3.8.2** Where the Contracting Customer(s) Travel Policy states, the Supplier shall highlight all additional charges applicable to the booking, including, but not limited to transaction and delivery fees, and provide advice to Travellers and or Bookers in order to minimise these charges.
- 3.3.8.3** 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, wheelchair ramps at a station and assistance to board a train.
- 3.3.8.4** The Supplier shall provide a facility to book valuable or sensitive items, for example government papers, firearms or musical instruments on

flight or rail bookings. The Supplier shall advise of the best method of doing this, for example the need to book an additional seat, or to book the item as increased baggage allowance.

- 3.3.8.5** The Supplier shall ensure that there is a process to book Multi Modal Bookings. The Supplier shall provide cost saving advice and or other benefits available when meeting the Booker's needs. These bookings should attract a single booking fee - see Attachment 12 Pricing Matrix Contract 1.
- 3.3.8.6** The Supplier shall advise, at the time of booking, any known travel issues that may disrupt the Traveller's journey or booking for example, maintenance work on rail networks or at airports, for both domestic and international travel.
- 3.3.8.7** 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 Traveller's requirements, and is compliant with the requirements of the Equality Act 2010 and other relevant legislation and regulations, including Health and Safety Standards. This information shall be provided by the Supplier's staff who are assigned to handle such bookings.
- 3.3.8.8** When requested by Contracting Customer(s), the Supplier shall provide the facility for offline bookings to be made without the need to create or store a permanent Traveller profile.
- 3.3.8.9** The Supplier shall provide Offline Service support to ensure Travellers who may be visually, auditory or mobility impaired, ensuring travel arrangements are catered for in accordance with the Equality Act 2010.

### **3.3.9 AIR BOOKINGS ONLY – ONLINE BOOKING SYSTEM AND OFFLINE SERVICE**

- 3.3.9.1** The Supplier shall ensure that both the Offline Service and Online Booking System shall have the functionality or process to provide air bookings for the services detailed below:
  - a) discounted and net fares of all carriers
  - b) promotional fares and deals
  - c) upgrades and/or added value offers
  - d) group purchase tickets (offline only)
  - e) excess baggage deals (subject to the carrier having the facility to display)
  - f) pre-booking of seat reservations
  - g) special assistance for exceptional circumstances, for example escorted Travellers, unaccompanied minors or an accompanied Traveller service requirement for visually impaired Travellers (offline only)
  - h) the ability to 'turn off' certain routes or airlines when requested by the Contracting Customer(s)

- 3.3.9.2** The Supplier shall ensure that the search results displayed on the Online Booking System 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. Additionally, a comparison with UK rail costs and CO<sub>2</sub> emissions, where appropriate, shall be provided.
- 3.3.9.3** The Supplier shall ensure that all air fares are loaded correctly and that full fare options shall be presented, including as a minimum:
- a) Global Distribution System (GDS) fares for scheduled airlines and low cost carriers (where the low cost airline provides this facility)
  - b) Web fares for all carriers are to be accessed via an API link where available at no extra cost to the Contracting Customer(s). The Online Booking System shall also have the ability to book baggage for low cost carriers, plus the addition of excess weight where possible, or a solution to assist the Booker or Traveller
  - c) Non-flexible and flexible fare options. The Supplier shall provide a flexible fares search facility on the Online Booking System. The Online Booking System shall be able to exclude low cost carrier web fares which are either not flexible or flexible when requested by the Contracting Customer(s)
  - d) The Supplier shall ensure that the search results displayed on the Online Booking System 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. Additionally, a comparison with UK rail costs and CO<sub>2</sub> emissions, where appropriate, shall be provided
  - e) The supplier shall, if requested by the Contracting Customer(s) provide the facility to book baggage entitlement and excess baggage as part of the booking process in the Online Booking System or Offline Booking Service
- 3.3.9.4** The Supplier shall ensure where the carriers make information available to the Supplier, the number of available flight seats should be shown in the Online Booking System. This is to avoid situations where flight seats become unavailable and/or run out part way through a booking for multiple Travellers as, where possible, the Contracting Customer(s) requires individual Passenger Name Records (PNR's) where seats are still available, but at a different fare.
- 3.3.9.5** The Contracting Authority recognise that on multi sector itineraries (3 sectors or more), there maybe an opportunity to use creative and split ticketing techniques to reduce the overall price for the Contracting Customer(s). The Supplier shall use their expertise to issue all multi sector journeys in the most cost effective way (considering the aggregate of both fee and fare) and where this goal is not compromised, this should be offered via the online system.

**3.3.10 RAIL BOOKING ONLY - ONLINE BOOKING SYSTEM AND OFFLINE SERVICE**

- a) The Supplier shall present all available fares including those detailed in 3.4.9.1 all known promotional fares and deals.

- b) The Supplier shall provide the facility for the Contracting Customer(s) to make Transport for London travel card bookings. In addition, the Supplier shall provide a facility to book an overground ticket that includes underground travel.
- c) The Supplier shall provide the facility for the Contracting Customer(s) to make a Cross Channel Rail Services booking, detailing all available fares and class of travel.
- d) Where stated in the Contracting Customer(s) Travel Policy, and when it becomes available in the market, the Supplier shall provide the facility for the Contracting Customer(s) to purchase Rail Season Tickets.
- e) The Supplier shall ensure that the search results displayed on the Online Booking System 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. Additionally, comparison with UK air costs and CO<sub>2</sub> emissions, where appropriate, shall be provided.

### **3.3.11 ACCOMMODATION BOOKING ONLY - ONLINE BOOKING SYSTEM AND OFFLINE SERVICE**

- 3.3.11.1** The Supplier shall provide a full range of accommodation choice including but not limited to bed and breakfast, serviced apartments and 'sharing economy' type websites such as Airbnb (where readily available in the industry) but specifically excluding MOD for Airbnb via both the Online Booking System and Offline Service(s). The Supplier, shall be able to identify and add specific properties e.g. properties in remote locations when requested by Contracting Customer(s).
- 3.3.11.2** With effect from the first Contracting Customer(s) "Go Live" date the Supplier shall ensure that all discounted commissionable and non-commissionable rates are available to book by the Contracting Customer(s).
- 3.3.11.3** The Supplier shall ensure they make available, at all times, non-commissionable inventory (e.g. Premier Inn, Travelodge, B&Bs etc.) and non-commissionable special offers for the Contracting Customer(s) to book.
- 3.3.11.4** When booking accommodation using the Crown Hotel Programme rates, the Supplier shall advise whether the accommodation venues displayed at the time of a search (online bookings), or through the booking agent (offline bookings), meet the minimum standard as defined in Contract 1 Schedule 2 Specification of Requirements Part A Services Annex 2: Hotel Minimum Standards. For the Crown Hotel Programme Rates, the online booking system shall highlight by the use of icons whether 1- the property meets **all** of the minimum standards defined including the requirements of the Equality Act 2010 and other relevant legislation and regulations including Health and Safety Standards or 2 – the property meets **some** of the minimum standards defined.
- 3.3.11.5** The Supplier shall ensure that the Online Booking System and Offline Service(s) for accommodation bookings will clearly display or communicate (if Offline) full and complete details of the services listed below (a) to (f):

- a) accommodation room descriptions
- b) accommodation facilities
- c) accommodation locations
- d) disability access and restrictions
- e) accommodation cancellation policy terms and conditions of the booking
- f) the accommodation rates must clearly detail whether they are inclusive or exclusive of breakfast and or VAT and other applicable taxes. This information should also be articulated to the offline booker

**3.3.11.6** The Supplier shall clearly notify the 3rd party (e.g. accommodation venue) at the time of booking (Online and Offline) whether the Traveller is a lone Traveller or vulnerable Traveller.

**3.3.11.7** The Supplier must have the facility to exclude certain accommodation venues, as defined by the Contracting Customer(s), to ensure they are not visible to the online booker, or made available to book by the booking agent if Offline. This will be requested on an ad-hoc basis and must be dealt with immediately at no extra cost.

**3.3.11.8** The Contracting Customer(s) will require pricing for single rooms, as this is the Travel Policy for some Contracting Customer(s). The Supplier shall also make available all other inventories, for example double rooms for sole occupancy, which may be available at the time of booking. The Supplier shall ensure that the Online Booking System displays the room specification, rates and terms of the booking.

**3.3.11.9** The Contracting Customer(s) requires that accommodation venues shall 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. The Supplier shall ensure that confirmations clearly make this point to the accommodation venue provider. 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.

**3.3.11.10** The Supplier shall if requested by the Contracting Customer(s), provide a mechanism for booking advanced purchase rooms both Online and Offline.

### **3.3.12 GROUP BOOKINGS ONLY - OFFLINE SERVICE FOR ALL TRAVEL MODES**

The Supplier shall ensure that there is an Offline booking facility to service the Contracting Customer(s) requirements for Group Bookings:

- a) the definition of a Group Booking is where there are 9 Travellers or more
- b) the Supplier shall charge a reduced transaction fee per person for Group Bookings where all travellers have the same requirement, for example for air, departing from the same airport and/or to the same destination on the same date and time, to allow individual PNRs to be provided
- c) where stated in the Contracting Customer(s) Travel Policy and an individual PNR is not required, the Supplier shall bundle together one transaction fee for



air, rail and accommodation when booked together. This is where the Booker requires a booking to be made via the Offline Service(s) for a combination of air, rail, accommodation and any additional services required

- d) the Supplier shall have specialist points of contact for group air and accommodation bookings. If there is a need to transfer a call between air and accommodation specialists, this must take place without the Booker being asked to re-dial

<b>3.4</b>	<b>TICKETING OPTIONS AND BOOKING CONFIRMATION - MANDATORY REQUIREMENTS</b>
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**3.4.1** This section describes the mandatory ticket options and booking confirmation requirements that the Supplier shall fulfil as part of the delivery of the Services.

**3.4.2** At the time of booking, the Supplier shall provide details of any fees for delivery of tickets. This information shall be clearly visible to allow the Booker to choose the best value for money option, as detailed in the Attachment 12 Pricing matrix Contract 1.

**3.4.3** The Online Booking System shall allow the Contracting Customer(s) to tailor their default ticketing option for rail tickets, for example in-house printer, and allow booker to select alternative option(s) if required.

Where the Contracting Customer(s) 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.

**3.4.4** The Contracting Customer(s) currently have a number of existing rail ticket printers (some supplied by the current Travel Management Company TMC and some they own) see Attachment 25 Printer list Contract 1, for the full inventory of printers both owned by the Contracting Customer(s) and the current incumbent supplier. The Contracting Authority will require the Supplier to re-configure the existing ticket printer portfolio (where serial numbers and passwords to the printers are available) in order to suit the Supplier's needs.

The Contracting Customer(s) would like to retain this FOC arrangement and / or have other FOC ticketing options and fulfilment. The Supplier will complete Attachment 12 Pricing Matrix Contract 1 to confirm the number of FOC printers to be provided under this arrangement. The number of FOC printers must also include FOC installation, maintenance and training. Any ticket printer software updates required (not including Contracting Customer(s) system software) shall be provided FOC. The Supplier shall advise details of ticket printer usage on a monthly basis and provide a report to the Contracting Customer(s) FOC.

Any subsequent costs associated with printer relocations will be met by the Supplier (this will be a maximum of two relocations per year), with the exception of ADSL lines, consumables and stand alone computers shall be met by the Contracting Customer(s).

**3.4.5** Once the FOC allocation of rail ticket printers has been used and volumes do not allow the allocation of additional FOC printers, Suppliers shall supply and install additional rail ticket printers, both desktop and kiosk, on a lease or purchase basis as agreed at the Contracting Customer(s) Implementation and Go Live stage. The initial installation shall include the agreed number of training sessions to the Contracting Customer(s) and an initial batch of blank tickets as agreed at the Contracting Customer(s) Implementation and Go Live stage.

**3.4.6** The rail ticket printers, which are installed by the Supplier on behalf of the Contracting Customer(s), shall be fully compliant with all relevant Health and Safety

Standards and the requirements, as specified in Article 6 of the Energy Efficiency Directive.

[http://ec.europa.eu/energy/efficiency/eed/eed\\_en.htm](http://ec.europa.eu/energy/efficiency/eed/eed_en.htm)

**3.4.7** The Supplier shall when required by the Contracting Customer(s), provide both service and repair maintenance associated with either new purchase or lease options as detailed in Attachment 12 Pricing Matrix Contract 1.

**3.4.8** On all booking confirmations, and all associated correspondence, including information shared with 3rd party providers, the Supplier shall ensure that the Contracting Customer(s) Department identity is not revealed under any circumstances unless instructed otherwise at Implementation and Go Live stage.

### **3.4.9 RAIL BOOKING, TICKETING OPTIONS AND CONFIRMATIONS**

**3.4.9.1** The Supplier shall present full rail options in price order (lowest to highest), including as a minimum:

- a) advance purchase (singles and returns)
- b) flexible (single and returns)
- c) where readily available in the industry split ticketing options should be made available (where there is a break in the route to make a saving)
- d) ability to cater for individual Travellers who possess any type of discounted rail cards (including senior citizen, and / or Gold)
- e) cost comparison between rail and air fares to be provided for airport/station locations

**3.4.9.2** Rail bookers shall have the facility to select their default rail ticket fulfilment option during implementation and go live stage and before a booking has been confirmed. The mandatory ticket fulfilment options shall include:

- a) ticket On Departure (TOD) from station ticket machine
- b) first class or second class posted tickets
- c) recorded or special delivery posted tickets
- d) train tickets collected at the station ticket office where applicable / available (where no ticket machines are available)
- e) new or existing in-house ticket printing facilities, subject to compatibility / cost
- f) courier delivered tickets
- g) smartcard or equivalent where TOCs (Train Operating Companies) support and/or technology exists
- h) when requested by the Contracting Customer(s), the Supplier shall place bulk loads of ticket envelopes into a collection bag, to be collected by the Contracting Customer(s) nominated representative
- i) home print, self print, phone application and/or bar codes, where TOCs support and/or technology exists, and any other no cost option that becomes available in the market during the life of this Contract 1

**3.4.9.3** The Supplier shall ensure that Bookers and /or Travellers receive an instantaneous system generated rail confirmation by email, fax or

smartphone / phone app as agreed with the Contracting Customer(s), once a booking has been confirmed, to include:

- a) confirmation number and or reference
- b) ticket type (i.e. Advance/Off-Peak)
- c) Booker and Traveller name
- d) journey details, including date, time of travel, carrier and seat number (where applicable)
- e) ticket fulfilment option TOD reference number where applicable
- f) unique reference number to enable tickets to be printed and or collected prior to departure
- g) amendments to terms of travel and exchanges and cancellations in accordance with the TOCs own conditions
- h) clear information on how to make cancellations, exchanges and amendments
- i) the Supplier's office telephone number and out of hours telephone number if different.
- j) Price/cost
- k) If readily available in the industry CO<sub>2</sub>

#### **3.4.10 AIR BOOKING CONFIRMATIONS**

The Supplier shall ensure that Bookers and/or Travellers receive an instantaneous system generated Air confirmation by email, fax or smartphone / phone app as agreed with the Contracting Customer(s), once a booking has been confirmed to include:

- a) confirmation number and or reference
- b) Booker email address
- c) Traveller name (as shown on passport)
- d) journey details, including date, time of travel, carrier, flight number and seat number where applicable
- e) check in details, including terminal information
- f) baggage entitlement
- g) amendments to terms of travel and exchanges and cancellations in accordance with the air carrier's own conditions
- h) clear information on how to make cancellations, exchanges and amendments
- i) the Supplier's office telephone number and out of hours telephone number if different.
- j) Price / cost

#### **3.4.11 ACCOMMODATION BOOKINGS CONFIRMATIONS**

**3.4.11.1** The Supplier shall ensure that Bookers and/or Travellers receive an instantaneous system generated accommodation confirmation by email, fax or smartphone / phone app as agreed with the Contracting Customer(s) (when requested), once a booking has been confirmed, to include:

- a) confirmation number and or reference
- b) Booker email address
- c) Traveller name
- d) accommodation venue name
- e) accommodation venue address including postcode and map view
- f) date and duration of stay
- g) price (which must state what is included, for example breakfast, and be shown inclusive of applicable taxes where appropriate / available)
- h) payment method, for example payment on departure, bill back and or payment card
- i) cancellation and amendment Terms and Conditions in accordance with the accommodation providers' own conditions, including the latest cancellation date and time to avoid all charges
- j) clear information on how to make cancellations and amendments
- k) the Supplier's office telephone number and out of hours telephone number if different

**3.4.11.2** When required by the Contracting Customer(s), for non Global Distribution System (GDS) hotel bookings the Supplier shall provide a process to reduce the number of instances of travellers arriving at hotels and being informed that the billback is not adequately set up. This may include but not be limited to providing a faxed or emailed confirmation to the Traveller to be presented to the hotel on arrival.

### **3.5 BOOKING AMENDMENTS, EXCHANGES, CANCELLATIONS AND REFUNDS – MANDATORY REQUIREMENTS**

**3.5.1** This section describes the mandatory booking amendments, exchanges, cancellation and refund requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Services.

**3.5.2** The Supplier shall process all requests to amend, exchange, cancel or refund a booking from the Contracting Customer(s). This shall be undertaken in accordance with the carriers and/or accommodation venue provider's conditions of booking. The Contracting Customer(s) shall not incur charges due to delays in the Supplier's process to amend, exchange and/or cancel a booking.

**3.5.3** All amendments, exchanges, cancellations and refunds shall be confirmed by the Supplier, by email or a fax (as agreed by Contracting Customer(s) to the Contracting Customer(s) Booker and/or Traveller if different). The email or fax confirmation shall clearly show the booking details so that the Contracting Customer(s) can accurately match, monitor and track all refund requests.

#### **3.5.4 RAIL BOOKING AMENDMENTS, EXCHANGES, CANCELLATIONS and REFUNDS**

- a) the Online Booking System shall enable Bookers to process all refunds and / or amendments, exchanges and cancellations (in accordance with the TOC conditions). The Supplier shall process all refunds and/or amendments, exchanges and cancellations via the Offline Service that cannot be facilitated

through the Online Booking System. This process shall include an acknowledgement receipt of refund requests sent to the Supplier by post.

- b) the Supplier shall check whether e-tickets have been used and shall provide the Contracting Customer(s) with a refund process automatically. The Supplier shall provide the Contracting Customer(s) with monthly refund data.

### **3.5.5 AIR BOOKINGS AMENDMENTS, EXCHANGES, CANCELLATIONS AND REFUNDS**

- a) the Online Booking System and Offline Services shall enable Contracting Customer(s) to amend, exchange and/or cancel air bookings (in accordance with the carriers own conditions).
- b) The Supplier shall check whether e-tickets have been used and shall provide the Contracting Customer(s) with a refund process automatically. The Supplier shall provide the Contracting Customer(s) with monthly refund data.

### **3.5.6 ACCOMMODATION BOOKING AMENDMENTS AND CANCELLATIONS**

- a) the Supplier shall provide a process to enable the Contracting Customer(s) to amend and/or cancel accommodation bookings (in accordance with the accommodation provider's own conditions).
- b) the Online Booking System shall provide email confirmation of any amendments and/or cancellations made Online. Where an accommodation booking cancellation or amendment cannot be made online, then the Supplier shall provide an instant cancellation or amendment reference number (if made by telephone) or an immediate acknowledgement of receipt of request (if made by email).
- c) where stated in the Contracting Customer(s) Travel Policy and should it become available during the life of the Contract, the Online Booking System shall provide a facility to amend the Traveller name whilst keeping the original booking within the Online environment when approved by the Contracting Customer(s).
- d) the Offline cancellation process shall provide an email confirmation within a maximum of 1 hour of cancellation or email sent by the Traveller, for bookings within 24 hours of the hotels terms & conditions.

## **3.6 PAYMENTS AND INVOICING – MANDATORY REQUIREMENTS**

**3.6.1** This section describes the mandatory payment and invoicing requirements that the Supplier shall fulfil as part of the delivery of the Services. Suppliers shall read this information in conjunction with the Contract Schedule 4.

**3.6.2** The Contracting Customer(s) shall specify which payment option(s) they will require at the Contracting Customer(s) Implementation and Go Live stage. The Supplier's Online Booking System and Offline Service(s) shall have the ability to support payment options as directed by Contracting Customer(s) to include:

- a) corporate payment cards
- b) billing to project and or cost centre codes
- c) lodged cards

- d) consolidated invoice accounts, for example 10 or 30 days
- e) individual and/or single bill back, for example not consolidated invoices
- f) a bill-back process for accommodation requested on compassionate grounds (Dangerously ill Forwarding of Relatives (DILFOR)). These bookings can be complex, include families and subject to short notice change; by their very nature they require sensitive handling. Guests are allowed to charge additional items to the bill and a checking process is requested, and to be undertaken by the supplier to ensure only authorised spend is passed for payment.
- g) payment on departure by Traveller for accommodation bookings
- h) Personal payment card (debit or credit)

**3.6.3** When required by the Contracting Customer(s) an e-commerce (purchase2pay) system, the Supplier shall interface with the Contracting Customer(s) e-Commerce (Purchase2pay) system.

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

**3.6.5** The Online Booking System shall have the functionality to handle accommodation provider's advance purchase payments when requested by the Contracting Customer(s). The offline process shall have the functionality in place to handle accommodation providers' deposits. When requested by the Contracting Customer(s), the Supplier shall accept individual payment card solutions to facilitate all bookings that require pre-payment.

**3.6.6** The Online Booking System shall entering and / or provide the facility for the Booker to insert the three/four-digit CVV security code.

**3.6.7** The Supplier shall provide invoice solutions to support the Contracting Customer(s) selected payment options in accordance with Contract Schedule 4.

**3.6.8** The Supplier shall be able to identify travel detail by any of the data set definitions, defined at Annex 3: MI Reporting Fields.

**3.6.9** The Supplier shall capture details of the Authorising Officer for each Online and Offline out of policy booking and this will be agreed with the Contracting Customer(s) at Implementation and Go Live stage.

**3.6.10** The Contracting Customer(s) shall require the Booker's and Traveller's staff number, service number where appropriate and Contracting Customer (s) specific, name, (Unit Identify Number) , cost centre, email address and where possible whether it is a taxable journey to be recorded for each Online and Offline booking and where requested by the Contracting Customer(s) the tax clarification.

**3.6.11** The Supplier shall provide a full itemised breakdown of fees, e.g. booking fees, TOD fees, credit card fees, air baggage fees and any other additional charges indicated on the Supplier's invoice.

**3.6.12** Where the carriers system and ticket type allow, the supplier shall ensure that all Online and Offline bookings for air baggage costs are itemised separately on the invoice and are not included in the air fare total amount.

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

- 3.6.14** In the event that the Contracting Customer(s) is required to book accommodation on behalf of third parties (e.g. EU projects), the Supplier shall, when requested, be responsible for promptly obtaining the relevant accommodation providers invoice to allow the Contracting Customer (s) to claim reimbursement costs through the relevant project.

<b>3.7 ACCOUNT MANAGEMENT - MANDATORY REQUIREMENTS</b>
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- 3.7.1** This section describes the mandatory account management requirements that the Supplier shall fulfil as part of the delivery of the Services.
- 3.7.2** The Account Manager shall be accountable for all implementations and agreed transition period
- 3.7.3** The Supplier shall provide the Contracting Authority with a named Contract Account Manager, by email, within 5 working days of signing this Contract 1. The nominated Contract Account Manager shall have a minimum of two years' relevant industry experience.
- 3.7.4** The Contracting Authority requires that all communications to the Supplier be acknowledged within 4 core working hours as defined in clause 3.3.7 Offline Service Access. The Contracting Authority requires a Deputy Contract Account Manager to cover periods of unavailability and absence.
- 3.7.5** The Contract Account Manager shall promote, deliver and communicate transparency of pricing, savings, commissions and or rebates and provide to the Contracting Authority as a minimum;
- a) a written recommendation report every quarter, outlining how Contracting Customer(s) can buy more effectively and make incremental savings.
  - b) a written performance report as defined within the Contract Schedule 9 Key Performance Indicators Part B Key Performance Indicators and the Contracting Customer(s) Contract Service Levels.
  - c) an agreed summarised Continuous Improvement Plan to be submitted 3 months after the first Contracting Customer(s) go live date, with quarterly communication of progress on actions. The entire Continuous Improvement Plan will be updated annually for the duration of this Contract 1.
  - d) a quarterly written communication, which includes details of changes, improvements, risks, issues, complaints, concerns and identified future opportunities in relation to the Services.
- 3.7.6** The Contract Account Manager shall attend strategic review meetings with the Contracting Authority. The frequency of these meeting shall be monthly unless Contracting Customer(s) state otherwise.
- 3.7.7** The Supplier shall provide the Contracting Customer(s) with a named Customer Relationship Manager, with a minimum of two years' relevant industry experience. The amount of account management provided by the Supplier shall be proportionate to the size and requirements of the Contracting Customer(s). This will be agreed at the Implementation and Go Live stage.
- 3.7.8** The Customer Relationship Manager shall hold quarterly or bi-annual operational service management review meetings with the Contracting Customer(s) as agreed at the Implementation and Go Live stage.



<b>3.8 MANAGEMENT INFORMATION AND DATA REPORTING – MANDATORY REQUIREMENTS</b>
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- 3.8.1** This section describes the mandatory Management Information and Data Reporting requirements that the Supplier shall fulfil as part of the delivery of the Services. Suppliers shall read this information in conjunction with Contract Schedule 13.
- 3.8.2** Management Information and Data Reporting shall be provided to the Contracting Authority and to the Contracting Customer(s) FOC in accordance with Contract Schedule 13.
- 3.8.3** The Supplier shall complete and upload the MISO template, issued by the Contracting Authority. The MISO template shall be completed and uploaded no later than 7<sup>th</sup> of each month for the duration of this Contract 1.
- 3.8.4** The Supplier shall complete a template to report actual savings and calculations each month against a set of Contracting Authority's Savings Project Charters (including year on year savings) by the 12<sup>th</sup> of each month for the duration of this Contract 1. The template shall be provided by the Contracting Authority.
- 3.8.5** The Supplier shall complete the Supplier Action Plan (SAP) issued by the Contracting Authority. This shall be completed and updated no later than the 12<sup>th</sup> of each month for the duration of this Contract 1.
- 3.8.6** The Supplier shall complete Monthly Review Meeting Action Points including any identified risk plans agreed at the meetings with the Contracting Authority. To be completed and updated no later than the 12<sup>th</sup> of each month for the duration of this Contract 1.
- 3.8.7** The Supplier shall complete Accreditation Management Plans (AMP) issued by the Contracting Authority. To be completed and updated no later than the 12<sup>th</sup> of each month for the duration of this Contract 1.
- 3.8.8** The Supplier shall complete KPI/SLA/Service Credit Performance Reports issued by the Contracting Authority. To be completed no later than the 12<sup>th</sup> of each month for the duration of this Contract 1.
- 3.8.9** The Supplier shall provide the Contracting Authority with a minimum of one case study per quarter for the duration of this Contract 1 to evidence the savings, benefits or added value of this Contract 1.
- 3.8.10** The Supplier shall arrange and attend 1 meeting per quarter between a forum of key Private Sector customers and the Contracting Authority, to share ideas, good practice and market updates.
- 3.8.11** The Supplier shall provide the Contracting Authority with a summary document to advise why spend by Contracting Customer(s) is either up or down on the previous month and previous year by the 12<sup>th</sup> of each month for the duration of this Contract 1.
- 3.8.12** The Supplier shall provide the Contracting Authority with a summary document by 12<sup>th</sup> of each month for the duration of this Contract 1 to show savings by Contracting Customer(s) against the 2013 / 2014 baseline. This to include:
- a) Savings against initiatives highlighted by the Contracting Authority, e.g. increase online adoption, reduction in first class travel, etc.
  - b) A summary report identifying further savings opportunities for each Contracting Customer(s). This summary to include value of savings opportunities and actions required to achieve these savings.



- 3.8.13** The Supplier shall provide the Contracting Authority by 12th of each month for the duration of this Contract 1 a report detailing, by Contracting Customer(s), the percentage of accommodation and air bookings that have been made against a Crown Programme rate/fare by Contracting Customer(s). Where a booking has not been made against a Crown Programme rate/fare the report should identify the reason, using the reason codes detailed in Annex 1 – Reason Codes.
- 3.8.14** The Supplier shall notify the Contracting Authority of any unplanned “spikes or troughs” (increases/decreases) in spend to ensure this can be investigated and reported by the Contracting Authority.
- 3.8.15** The Supplier shall provide a 3<sup>rd</sup> party Small to Medium Enterprise (SME) (e.g. independent hotel) spend within their Supply Chain report by 12<sup>th</sup> of each month for the duration of this Contract 1. The proposed format to be agreed by the Contracting Authority.
- 3.8.16** The Contracting Customer(s) will require access to all travel data in order to create bespoke reports. Information required includes but is not limited to:

- Traveller Name
- Traveller Staff/Service Number
- Traveller Service Code
  
- Booker Staff/Service Number
  
- Authorising Officers Name/Staff/Service Number For Out Of Policy Bookings – A Consistent Approach Is Required
  
- Product Type I.E. Air, Rail, Hotel, Overseas Hire Cars
  
- Class Of Service – Fare And Cabin Class In Separate Fields For Air. Eurostar Classes To Be Shown Correctly
- Ticket Type I.E. Advance
- Fare Basis
- 
- Hotel Name
- Hotel City
- Hotel Country
- Hotel Group
- Hotel Cap Rate
- Room Nights
- Hotel Reason Code – As Agreed By Hotel Business Manager (BM) And MI Manager
- Check In Date
- Check Out Date
- Total Cost Of Stay
- Cost Per Night
- GDS/Non GDS
- Departure Airport/Station
- Arrival Airport/Station
- Routing For Air And Rail
- Routing Class For Air And Rail
- Supplier Name
- Routing Carrier And Routing Carrier Code
- Date Of Departure – First Segment Departure Date

<ul style="list-style-type: none"> <li>• Date Of Arrival – Last Segment Arrival Date</li> <li>• Trip Duration</li> <li>• Geographical Indicator I.E. Domestic, European, International</li> <li>• Distance By Kilometres And Miles</li> <li>• Air – Miles By Long Haul, (LH) Short Haul (SH) and Domestic (DM) DM Sectors – 3 Different Columns</li> <li>• LH, SH, DM Indicator Based On Dominant Sector By Mileage</li> <li>• CO2 Emissions – DEFRA Calculations To Be Applied</li> <li>• Reason For Travel</li> </ul>
<p><b><u>International Car Hire</u></b></p> <ul style="list-style-type: none"> <li>• Pick Up Location</li> <li>• Drop Off Location</li> <li>• Length Of Hire</li> <li>• Vehicle Category/Code</li> <li>• Driver Name And Service/Staff Number</li> <li>• Cost And Type Of Insurance</li> <li>• Supplier Name I.E. (Car hire company)</li> <li>• Booking Type – Online/Offline</li> <li>• Reason Code For Booking Offline</li> <li>• Document Type – Charge, Refund, Exchange, Amendment</li> <li>• Number Of Days Booking Made In Advance Of Travel Date/Hotel Arrival</li> </ul>
<p><b><u>Financial</u></b></p> <ul style="list-style-type: none"> <li>• Financial Hierarchy <ul style="list-style-type: none"> <li>○ Top Level Budget (TIB)</li> <li>○ Basic Level Budget (BLB)</li> <li>○ Unique Identification Number (UIN)</li> </ul> </li> <li>• Account Name I.E. Rail Recruits, DILFOR. Baggage Only Tickets Needs To Be Separately Identifiable</li> <li>• Cost – Inclusive Of Tax</li> <li>• Net Cost – Exclusive Of Tax</li> <li>• Net Tax</li> <li>• Pot Code (Purpose Of Travel)</li> <li>• Transaction Identification As Necessary <ul style="list-style-type: none"> <li>○ PNR</li> <li>○ Ticket Number (Including A Code For Bookings For Baggage, E.G. Baxbag1)</li> <li>○ Invoice Number</li> <li>○ Record Locator</li> </ul> </li> <li>• Savings accepted</li> <li>• Savings rejected</li> </ul>
<p><b><u>OPTIONAL MI Requirements</u></b></p> <ul style="list-style-type: none"> <li>• Booker Name Recorded Incorrectly</li> <li>• Booker Email Address</li> <li>• Time Of Travel</li> <li>• Traveller Location</li> <li>• Purple Parking MI</li> </ul>

- Number Of Segments
- Hotel – Amount Over Cap

### **3.9 COMPLAINTS PROCEDURE – MANDATORY REQUIREMENTS**

- 3.9.1** This section describes the mandatory complaints procedure that the Supplier shall provide as part of the delivery of the Services. Suppliers shall read this information in conjunction with the Escalation Procedure.
- 3.9.2** The Supplier shall ensure that any issues raised directly by Travellers who are encountering problems whilst undertaking their business travel are dealt with as a matter of priority and the Supplier shall assist in seeking speedy resolution to resolve the situation, irrespective of where the fault lies. Types of complaints that shall be supported in this way include, but are not limited to, no accommodation available upon arrival, hotel refusing to bill back to the Supplier and poor service.
- 3.9.3** Complaints made by Contracting Customer(s) and/or the Contracting Authority i.e. verbal, formal or informal and written shall be acknowledged by the Supplier within 4 core working hours of the details of the complaint being received by the Supplier. Thereafter updates on how the Supplier is proactively working to seek a resolution of the complaint shall be made by the Supplier to the Contracting Customer(s) and/or the Contracting Authority at intervals of 2 working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.
- 3.9.4** The Supplier shall provide the Contracting Authority with one consolidated report per month for the duration of this Contract 1 capturing all customer complaints detailed by Contracting Customer(s). These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the programme and lessons learnt. The Contracting Customer(s) will define any additional complaints process including escalation and reporting requirements within the Enabling Agreement and with the Supplier during Implementation and Go Live stage.
- 3.9.5** The Supplier shall have a process in place to direct complaints (including those from third party providers (e.g. hotels) against a Traveller to the relevant Contracting Customer(s) for investigation and resolution.

### **3.10 SUSTAINABILITY AND ENVIRONMENTAL IMPACT- MANDATORY REQUIREMENTS**

- 3.10.1** This section describes the mandatory sustainability requirements that the Supplier shall fulfil as part of the delivery of the Services. Suppliers shall read this information in conjunction with clause B5 of the Contract.
- 3.10.2** The Supplier shall comply with the legislative requirements as prescribed in Article 6 of the Energy Efficiency Directive 2012/27/EU (EED) and ensure that any goods required by the Supplier to fulfil the service delivery requirements are purchased with a high energy efficiency performance.
- 3.10.3** Ticket printers, and any office equipment including network and desktop printers and multi functional devices which are wholly or partially used by the Supplier for the delivery of this Service shall meet the requirements of the EED. It should be noted that this requirement does not necessitate that a Supplier is required to upgrade their

existing equipment. However any new equipment purchased for the purposes of delivering the Service shall be required to meet the levels set out in the EED.

- 3.10.4** The Supplier shall make a declaration of compliance to the Contracting Authority on an annual basis regarding the purchase of any new equipment purchased either wholly or partially to the delivery of the Service, as covered in the EED.
- 3.10.5** When requested by the Contracting Authority and or Contracting Customer(s), the Supplier shall make available and publish data on its supply chain impacts via the SID4Gov platform, or any other platform as nominated by the Contracting Authority. This shall include spend with SMEs; prompt payment; carbon; waste and water impacts associated with its organisation and compliance details on EED.
- 3.10.6** The Supplier shall deliver the obligations in respect of CO<sub>2</sub> reporting requirements on travel undertaken as part of the delivery of the Services, CO<sub>2</sub> emissions shall be calculated in accordance with the DEFRA Guidelines for measuring environmental impacts. The Supplier shall ensure that the version used for calculation is current at the time the figures are produced. For reference the current version may be accessed here:  
<https://www.gov.uk/measuring-and-reporting-environmental-impacts-guidance-for-businesses>
- 3.10.7** The Supplier shall proactively support the delivery of the Contracting Customer(s) respective Travel Policy(s); this includes targets for reduction in carbon resulting from travel undertaken. This should be in accordance with, but not limited to, the Greening Government Commitments. Greening Government Commitments can be accessed here:  
<https://www.gov.uk/government/publications/greening-government-commitments-targets/greening-government-commitment-targets#reduce-greenhouse-gas-emissions-by-25-from-a-2009-to-2010-baseline-from-the-whole-estate-and-business-related-transport>
- 3.10.8** The Supplier shall proactively work with their supply chain to help quantify and reduce the environmental impacts of their Services. When requested by the Contracting Authority and or Contracting Customer(s), the Supplier shall communicate annually on progress and reductions made on the environmental impact of their Service. The Supplier shall work to provide details on this progress to Contracting Customers to assist them in selecting the travel and or accommodation options that have the least impact on the environment.
- 3.10.9** The Supplier shall, by the second year of this Contract 1, be able to provide sustainability information on the Online Booking System and/or Offline Booking Service, to assist Bookers in selecting the travel and/or accommodation with the least impact on the environment.
- 3.10.10** The Supplier shall provide CO<sub>2</sub> emissions reporting on all travel undertaken in the previous month to the Contracting Authority and Contracting Customer(s) by the 15th of each month for the duration of this Contract 1 and ensure that the date does not duplicate CO<sub>2</sub> emission data where for example, a booking has been amended.
- 3.10.11** The Supplier shall reduce the environmental impact of the Services through the life of this Contract.

<b>3.11 BUSINESS CONTINUITY AND CRISIS MANAGEMENT – MANDATORY REQUIREMENTS</b>
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- 3.11.1** This section describes the mandatory Business Continuity and Crisis Management requirements that the Supplier shall fulfil as part of the delivery of the Services and should be in place from Contract Award.
- 3.11.2** The Supplier shall provide separate Business Continuity and Crisis Management plans, relevant to the service delivery of this Contract 1, to the Contracting Authority upon signing the Contract. These should be reviewed annually or after any major incident.
- 3.11.3** The Supplier shall have a robust Business Continuity Plan in place to maintain the delivery of Services during periods of unplanned unavailability of the Online Booking System and/or Offline Service(s) and shall share this plan with the Contracting Authority and Contracting Customer(s) upon signing of this Contract 1.
- 3.11.4** The Supplier shall maintain its readiness with a Business Continuity plan in accordance with the principles and operation of ISO22301 and ISO22313 and any new or emergent or updated standards in accordance with clause B6 of the Contract.
- 3.11.5** The Supplier shall provide a comprehensive Crisis Management Plan to the Contracting Authority upon signing this Contract 1 which will detail the processes by which significant disruptions will be managed to support Travellers in the event of disruptions of significant scale and impact.
- 3.11.6** If in the event of an emergency or crisis management situation, the Supplier shall notify the Contracting Authority and Contracting Customer(s) immediately, and within an hour, of being aware of the emergency or crisis providing a full list of Travellers potentially impacted. The details of the Supplier process for the management of the potential emergency shall be clearly defined in the Business Continuity and Crisis Management Plan.
- 3.11.7** When requested, the Supplier must make every reasonable effort to assist the Traveller with repatriation and/or on-going travel to a safe area with the least disruption to the Traveller. The Supplier shall provide a robust process for the Contracting Authority and Contracting Customer(s) to record Traveller's movements, by all relevant travel modes during their travel. The Contracting Customer(s) will require:
- 3.11.7.1** immediate visibility of the Traveller's identity, disabilities if previously notified, times and mode of travel, provider of travel, start point and destination.
  - 3.11.7.2** provision of data relating to travel and accommodation bookings at accommodation property, or location during a major disruption.
- 3.11.8** The Supplier shall provide the facility for the Contracting Customer(s) to request a report to locate Travellers in accordance with the Contracting Customer(s) Duty of Care Policy provided to the Supplier at the Contracting Customer(s) Implementation and Go Live stage.
- 3.11.9** The Supplier shall ensure that all solutions and support provide Traveller safety and security.

## **3.12 ASSURANCE MANAGEMENT SYSTEMS – MANDATORY REQUIREMENTS**

- 3.12.1** This section describes the mandatory assurance management system requirements that the Supplier shall fulfil as part of the delivery of the Services.

**3.12.2** The Supplier shall at all times for the duration of this Contract 1, and the term of any Contracting Customer(s) Enabling Agreement, comply with the relevant standards, for the scope of the Services offered, including but not limited to the following:

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

### **3.13 TRANSITION AND EXIT MANDATORY REQUIREMENTS**

**3.13.1** This section describes the mandatory transition and exit requirements that the Supplier shall fulfil as part of the delivery of the Services, in accordance with Contract 1 Schedule 17 – Exit Management.

**3.13.2** At the start of the Contract period the Contracting Authority shall require the Supplier to provide details of a proposed exit strategy and plan for all Contracting Customer(s). The exit strategy and plan shall be agreed in writing with the Contracting Authority prior to any transitioning of Contracting Customer(s) to this Contract 1. In implementing the exit strategy and plan the Supplier shall ensure that a smooth transition is effected for all Contracting Customer(s) from their current contract with the Supplier across to new contract arrangements under any new Supplier, and that the Supplier shall work collaboratively with any new supplier appointed.

**3.13.3** At the end of this Contract 1, the Contracting Authority shall require all current and historic data and all profiles to be cleansed and transferred by the Supplier to any new supplier and shall maintain and destroy data in accordance with Contract 1 Schedule 17 – Exit Management at no extra cost to the Contracting Customer(s). The Supplier shall confirm in writing when all data has been destroyed.

**3.13.4** Upon expiry of this Contract 1, the Supplier shall deliver the same exit strategy requirement to the successful supplier of the next Contract, sourced by the Contracting Authority or Contracting Customer(s).

**3.13.5** The Supplier shall accept all active profiles and the transfer of all bookings with a travel date greater than 8 weeks from the start of the Implementation and Go Live stage. At the end of the Contract term, the Supplier shall provide the Contracting Customer(s) and any new supplier with details of all profiles, all bookings with a travel date greater than 8 weeks from contract expiry date and all spend and savings data.

**3.13.6** The new supplier shall work with the Contracting Customer(s) incumbent Supplier to affect a systematic, planned and robust transfer of bookings, profiles and management information to ensure continuity of service. Where the travel is to take place within 8 weeks of go live of this Contract 1, the bookings shall remain with the

current incumbent Supplier, to avoid the need to cancel bookings and transfer enquiries that are in mid completion.

**3.13.7** In anticipation of the expiry of this Contract 1, the Supplier shall be required to deliver their robust exit strategy that has been agreed with the Contracting Authority In pursuant to this section 3.13. The exit strategy shall include but not be limited to the following information:

**12 months prior to go live with a new supplier the Supplier shall provide:**

- 1) The Contracting Authority with named Supplier personnel who will work with the Contracting Authority to develop and implement the agreed exit strategy
- 2) Each Contracting Customer(s) updated Access Agreement Check List (clearly outlining where things have changed during the lifetime of the Contract i.e. preferred payment terms, policy for use of first class travel, rail ticket fulfilment default choice etc.
- 3) All Traveller profiles broken down by Contracting Customer, including email address and contact number
- 4) Spend volume and transaction numbers broken down by Contracting Customer and further broken down by air, accommodation, rail, & other Services
- 5) Payment methods used by Contracting Customer(s)
- 6) Service Levels – booking policies by Contracting Customer(s)
- 7) A mutually agreed communications plan to the Contracting Authority
- 8) Executing mutually agreed strategy around live bookings, including but not limited to supporting live bookings after contract expiry including refunds, changes and exchanges

**3 months prior to go live with a new supplier the Supplier shall provide:**

- 1) A refreshed Final Data Set, to capture any bookings that had a longer lead time OR paid invoices that have come in after the contract expiry date

<b>4. ADDITIONAL REQUIREMENTS – MANDATORY FOR ONE OR MORE CONTRACTING CUSTOMER(S)</b>
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- 4.1.1** This Section describes the Services that shall be required, to the extent permitted and set out in this Contract The Supplier shall, if requested by the Contracting Customer(s), offer an Online Booking System and Offline Service(s) for Contracting Customer(s) who have internal teams with different Travel Policies.
- 4.1.2** The Supplier shall, if requested by the Contracting Customer(s), offer the facility to book travel for Third Party Travellers whose travel needs are associated with the business requirements of the Contracting Customer(s).
- 4.1.3** The Supplier shall, if requested by the Contracting Customer(s) have sufficient resource to provide a facility as part of the Online Booking System and / or Offline Service(s) to contact third party suppliers to fulfil specific requirements for example, staff travelling with working dogs.
- 4.1.4** The Supplier shall, if requested by the Contracting Customer(s) provide the facility to book baggage entitlement and excess baggage as part of the booking process in the Offline environment.



- 4.1.5** The Supplier shall, if requested by the Contracting Customer(s), provide the facility to set up profiles for Travellers with non-UK passports at no additional cost.
- 4.1.6** For both Online and Offline bookings, the Supplier shall, if requested by the Contracting Customer(s) Travel Policy, inform the Contracting Customer(s) of all flight options where:
- a) flights comprise 3 or more sectors and / or
  - b) individual flight tickets have a total cost of £4,000 or more.
- 4.1.7** The Supplier shall, if requested by the Contracting Customer(s), provide a facility to capture any business bookings that are deemed to be taxable under the Contracting Customer(s) own policy / guidance. Additional information requiring capture may also include :
- a) Travellers on a posting term of less than 24 months, for example Detached Duty Tax Relief
  - b) the type of posting term the Traveller is on
  - c) confirmation that the booking is in relation to the posting term
  - d) Purpose of Travel (POT) / Reason For Travel Codes
- 4.1.8** The Supplier shall, if requested by the Contracting Customer(s), provide a separate MI report on bookings that are deemed to be taxable.
- 4.1.9** If requested, the Supplier shall ensure that accommodation venues are fully aware of the circumstances around any booking types for example DILFOR (Dangerously ill - Forwarding of Relatives) and shall handle such bookings sensitively and in accordance with the required payment instructions.
- 4.1.10** The Supplier shall, if requested by the Contracting Customer(s), provide an Offline Service(s) for UK and overseas Travellers where internet reception is restricted or unavailable. These bookings shall be accepted and the Traveller shall not be referred to the Online Booking System.
- 4.1.11** The Supplier shall, if requested by the Contracting Customer(s), provide input to the payment mechanisms with the facility to have a suppressed or unsuppressed invoice facility for reporting purposes, for example an invoice displaying full itemised details, or a high level summarised version.
- 4.1.12** The Supplier shall, if requested by the Contracting Customer(s), provide a facility to capture and record service personnel codes, the purpose of travel codes, plus beneficiaries and objective codes, or any combination of codes
- 4.1.13** The Supplier shall, if requested, be expected to manage Contracting Customer(s) own room inventory such as military mess accommodation and service clubs Offline and where possible Online.
- 4.1.14** If requested by the Contracting Customer, the travel service delivered must adhere to the [service standard](#) (Click on this link), and pass the necessary assessments for internal travel services.
- 4.1.15 Air Bookings**
- a) If requested by the Contracting Customer(s), the Supplier's Online Booking System should have the capability to search for airports that are within a specified proximity or radius of a defined location.
  - b) If requested by the Contracting Customer(s) the Supplier shall present all air fares via Application Programming Interface (API) links at no extra charge.

<b>4.2 INTERNATIONAL VEHICLE HIRE – ADDITIONAL REQUIREMENTS FOR MOD ONLY</b>
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- 4.2.1** The Supplier shall provide the facility to book both Online and Offline international vehicle hire including, but not limited to cars, light vans, people carriers, mini buses, and 4x4s. It is expected that International Vehicle Hire will be required for a temporary period as this requirement is expected to be fulfilled from a new Vehicle Hire Framework Agreement in due course.
- 4.2.2** The Supplier shall provide the facility to book additional requirements, for example, roof racks, child seats, snow chains and must accommodate drivers requiring additional assistance.
- 4.2.3** The Contracting Customer(s) will require the Supplier to provide the facility to book minimum legal insurance cover relative to the International location of booking including US military insurance rates where appropriate. These rates are available to MOD personnel and ensure that the minimum legal insurance cover is provided. Drivers holding a full driving license from their country of origin must be able to hire vehicles with no minimum age restriction. Multiple drivers must also be permitted under this new agreement but not all drivers are required to present themselves at point of collection.
- 4.2.4** The Supplier shall fully support and deliver any future Crown Vehicle Hire Programme if requested by the Contracting Authority, ensuring that the rates are accurate and accessible through both the Online Booking System and Offline Service(s).
- 4.2.5** The Supplier shall ensure that any bookings made by Contracting Customer(s) comply with the Contracting Customer(s) Vehicle Hire Policy including, but not limited to, class of vehicle and Co2 emissions output.
- 4.2.6** The Supplier shall take overall responsibility for ensuring that all Sub-Contractors that they engage under this Contract are compliant with the current and future legislation pertaining to all Services, including but not limited to international vehicle hire.

<b>4.3 AIRPORT AND RAILWAY STATION PARKING - ADDITIONAL REQUIREMENTS (Offline)</b>
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- 4.3.1** If requested by the Contracting Customer(s) the Supplier shall provide:
- a) the facility to book parking requirements at airports and railway stations detailed booking information including directions and contact details for each car park reservation
  - b) parking by an attendant (subject to the service being available locally)
  - c) an airport, or railway station “meet and greet” service

<b>5. FEEDBACK – ADDITIONAL REQUIREMENT MANDATORY FOR ONE OR MORE CONTRACTING CUSTOMER(S)</b>
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- 5.1** If requested by the Contracting Customer(s) 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.
- 5.2** The Online Booking System shall provide a facility for Contracting Customer(s) to provide feedback on the quality of the booking system or service and third party supplier performance and quality.
- 5.3** The Supplier shall provide, within the Online Booking System a facility for the Contracting Authority and or the Contracting Customer(s) to register complaints. This

information will help the Contracting Authority to make informed decisions in respect of the future Crown Travel Programmes.

## **6. CONTRACT ACCESS**

- 6.1** The Supplier shall note that Services provided under this Contract 1, are solely for authorised business use only. Whilst the Services are predominantly for Contracting Customer employees, they may also be utilised for non Contracting Customer employees for example employee spouses and dependents, members of the public, visiting foreign nationals and others where prior written approval is provided by the Contracting Customer(s). Under no circumstances shall Traveller(s) of the Contracting Authority, the Contracting Customer(s), other Government Departments, other Public Body(s) or any other nominated individuals authorised by the Contracting Authority and/or the Contracting Customer(s), utilise the Services for personal and private use unless explicitly part of their duty or pursuant to employment terms and conditions.
- 6.2** There shall be no personal gain for individuals through benefits acquired as a consequence of travel undertaken as part of this Contract. Therefore, the Supplier shall not facilitate the collection of an individual's loyalty card points. However, the Supplier is required to facilitate corporate schemes and or charity donation schemes where applicable, if approved by the Contracting Authority and agreed with the Contracting Customer(s).



## **ANNEX 1 – REASON CODES**

### **1. REASON FOR TRAVEL CODES:**

- **CONFERENCE ATTENDANCE**
- **EVENT ATTENDANCE**
- **DETACHED DUTY**
- **INTERVIEWS/ASSESSMENTS**
- **PERFORMANCE REVIEWS**
- **TRAINING**
- **HOME WORKER**
- **EMERGENCY/DISASTER SUPPORT**
- **SPECIAL PROJECT**
- **COURT ATTENDANCE**
- **INCIDENT**
- **INTERNAL MEETING**
- **MEETING WITH EXTERNAL BODIES**
- **SITE VISIT**
- **SUPPLIER VISIT**
- **TECHNICAL ASSISTANCE**
- **OFFICIAL ROLE FOR EXTERNAL ORGANISATION**
- **OPERATIONAL ACTIVITY**
- **SECURITY (INCLUDING NATIONAL SECURITY)**

### **2. REASON FOR BOOKING OUT OF POLICY:**

- **NO AVAILABILITY WITHIN POLICY LOCATION/HOTEL**
- **CANCELLATION RESTRICTIONS**
- **LOWER WHOLE TRIP COSTS**
- **LOWER COST PACKAGE/DINNER BED BREAKFAST RATE**
- **ATTENDING EVENT AT SELECTED HOTEL**
- **DISABILITY/MEDICAL CONDITION**
- **EMERGENCY/DISASTER SUPPORT**

### **3. REASON FOR DECLINING THE LOWEST COST OPTION:**

- **CANCELLATION RESTRICTIONS**
- **NEED MORE FLEXIBLE TICKET**
- **ACCOMPANYING CLIENT/COLLEAGUE**
- **BREAK OF JOURNEY PROHIBITED**
- **SLEEPER BOOKING**
- **CHEAPER TICKET AGE RESTRICTIONS**
- **TIMING/ROUTING UNSUITABLE**
- **LOWER WHOLE TRIP COST**
- **APPROVED TRAVEL CLASS**
- **RETAINED RIGHTS**
- **DISABILITY/MEDICAL CONDITION**
- **EMERGENCY/DISASTER SUPPORT**

## **ANNEX 2 – HOTEL MINIMUM STANDARDS**

### **1. PROPERTY SPECIFICATION**

**ALL THE BELOW ARE OUR PREFERRED MINIMUM REQUIREMENTS. HOWEVER, THOSE MARKED WITH A SINGLE ASTERISK (\*) ARE MANDATORY AND MUST BE PROVIDED.**

**MEET ALL STATUTORY SAFETY AND FIRE SECURITY REQUIREMENTS \***

**ROOMS GUARANTEED FOR LATE ARRIVAL (NOTE LATE ARRIVAL CAN BE UP TO 11:00PM)**

**24 HOUR SECURITY COVER AND/OR PROCEDURES\***

**24 HOUR RECEPTION/CONCIERGE COVER\***

**EASILY ACCESSIBLE DINING FOR BREAKFAST & EVENING MEAL (ONSITE OR WITHIN WALKING DISTANCE)**

**IRONING FACILITIES**

**HAIR DRYING FACILITIES**

**ADJUSTABLE TEMPERATURE CONTROL/SOLUTION**

### **2. BEDROOM SPECIFICATION**

**ALL THE BELOW ARE OUR ACCOMMODATION PREFERRED MINIMUM REQUIREMENTS. HOWEVER, THOSE MARKED WITH A SINGLE ASTERISK (\*) ARE MANDATORY AND MUST BE PROVIDED WITHIN THE GUEST BEDROOMS:**

**LOCKABLE DOOR WITH PEEP HOLE OR DOOR CHAIN\***

**EN-SUITE FACILITIES INCLUDING SHOWER AND OR BATH\***

**TEA/COFFEE MAKING FACILITIES**

**TELEVISION AND REMOTE CONTROL**

**WARDROBE/HANGING SPACE**

**WORK AREA INCLUDING CHAIR AND WRITING SURFACE \*\***

**TELEPHONE WITH EXTERNAL CONNECTION \*\***

**NON SMOKING ROOM**

**\*\* THESE AREAS SHALL BE REQUIRED FOR ONE OR MORE CONTRACTING CUSTOMER(S). THE CONTRACTING CUSTOMER(S) WILL NOTIFY YOU OF THIS TRAVEL POLICY REQUIREMENT DURING THE IMPLEMENTATION STAGE.**

### ANNEX 3 – MI REPORTING FIELDS

<b>Booker ID</b>	
<b>Traveller ID (s)</b>	Will need to be linked to Traveller Profile for further traveller data as required
<b>Traveller sub-division of Contracting Customer</b>	
<b>Traveller Type</b>	e.g. Staff, Contractor, Guest, Family.
<b>Traveller business unit</b>	
<b>Traveller location</b>	
<b>Traveller nominal code</b>	
<b>Parent Cost Centre (UIN)</b>	
<b>Traveller cost centre (UIN)</b>	
<b>Reason for travel</b>	A single set of reason codes as outlined in Annex 2: Reason Codes
<b>Approval</b>	
<b>Booking status</b>	Booked, Cancelled, Invoiced
<b>Travel Category</b>	e.g. Rail, Air, , Hotel, Vehicle hire, , etc. to cover both Mandatory and Additional Requirements. Must also include identifier for "Air - baggage only"
<b>Service Element</b>	<p>e.g. Booking fee, Amendment fee, Cancellation fee, Refund fee, Special handling, Ticket: single, Ticket: return, Ticket: period, Taxes, Fuel surcharge, Baggage fee, Fulfilment fee, Room night, Vehicle day, Refuelling charge, Delivery/collection fee, Commission return, Parking, Payment fee, Out of Hours fee, etc.</p> <p>For each element that applies to the booking a separate line must be recorded. For example, for a return rail ticket there could be four records (ticket, booking fee, fulfilment fee and commission return).</p>
<b>UNSPSC Code</b>	<a href="http://www.unspsc.org/">http://www.unspsc.org/</a>
<b>Unit of Purchase</b>	
<b>Price per Unit of Purchase excluding VAT</b>	
<b>Currency</b>	This should be defaulted to Sterling
<b>Number of Chargeable Units</b>	
<b>Service Provider (third party providing travel/accommodation)</b>	
<b>GDS used</b>	
<b>Class</b>	e.g. First, standard, business, economy.
<b>Flexibility</b>	
<b>Total Number of travellers</b>	
<b>Start point</b>	
<b>Start country</b>	
<b>Start date/time</b>	
<b>Destination</b>	

<b>Destination country</b>	
<b>Report whether travel is Domestic UK/ International Domestic/European / International</b>	A definition will be provided prior to commencement of Contract
<b>Destination date/time</b>	
<b>Length of stay / room nights</b>	
<b>Length of hire for vehicle / coach hire.</b>	
<b>Miles travelled</b>	
<b>Number of segments</b>	
<b>Carbon emissions</b>	A per mile value for domestic, European and international travel will be provided.
<b>Fulfilment method</b>	e.g. Fast Ticket, eTicket, desktop/kiosk printer, hard copy posted - minimum fulfilment options as per the Specification
<b>Name of accommodation</b>	
<b>Accommodation address</b>	
<b>Special requirements</b>	
<b>Reason for exceptions / non-compliance to policy</b>	Fare / Rate cap policies will be defined by each contracting body.
<b>Reason for refund</b>	
<b>Reason for declining lowest cost option</b>	A single set of reason codes as outlined in Annex 2: Reason Codes
<b>Reason for non-use / no-show</b>	
<b>Reason for amendment / cancellation</b>	
<b>Customer Invoice/Credit Date</b>	
<b>Customer Invoice/Credit Number</b>	
<b>Customer Invoice/Credit Line Number</b>	
<b>Invoice Line Total Value ex VAT</b>	
<b>VAT Rate</b>	
<b>VAT amount charged</b>	
<b>Tax Classification</b>	
<b>Payment method</b>	

