

CONTRACT 2

SCHEDULE 2 SERVICES

PART A: SPECIFICATION OF REQUIREMENTS

1 INTRODUCTION

- 1.1 Crown Commercial Service (the **Client**) is entering into the Contract for the provision of the Services to the Enabling Authority(s) by Supplier
- 1.2 All UK Central Government Departments (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 Crown Commercial Service (**Client**) arrangement. Notwithstanding Clause A3.1 of the Contract, the Client does not warrant that each UK Central Government Department will either: a) enter into an Enabling Agreement; or b) that even if it signed up to an Enabling Agreement, the Enabling Authority(s) will always use the Contract to purchase the Services. Each Enabling Authority(s) will refine its requirements through an Enabling Agreement that will be signed by the Supplier and Enabling Authority(s).
- 1.3 The Enabling Authority(s) are listed in Attachment 29 Implementation and Go Live Schedule. Current online and offline combined air, rail and accommodation transactional and spend Data Set is taken from historical Management Information provided by the current incumbents of the Client's Framework Agreement RM918 and other legacy Framework Agreements and includes amendments, exchanges and cancellations. However Suppliers shall note the government's objective is to reduce expenditure on travel and venue by UK central government bodies, including departments, their Executive Agencies and non-department public bodies and any other public body classified as "central government" from time-to-time by UK government classification guidance.
- 1.4 During the lifetime of this Contract the Client will be working with additional Enabling Authority(s) who are not identified in Attachment 29 Implementation and Go Live Schedule are currently mandated to use this Contract. A full list of Enabling Authority(s) who are able to use this Contract from its commencement can be found in the OJEU Contract Notice.
- 1.5 The assignment of the Enabling Authority(s) to the Contract is established on the basis of their specific business travel booking requirements, as listed in paragraph 2 of this Schedule. 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

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Enabling Authorities. The Enabling Authority(s) has made (or will make) the decision which Contract they wish to enable.

- 1.6 The Contract will be managed centrally by Crown Commercial Service (**CCS**) in its capacity as the Client.
- 1.7 The Client placed a Prior Information Notice 2015/S 012-017191 on 17/01/2015 in the Official Journal of the European Union ("**OJEU**").
- 1.8 The procurement of the Services has been advertised by publishing a Contract Notice in the OJEU, advertising the open procedure under the Regulations.
- 1.9 The purpose of this Part A (Specification of Requirements) of Schedule 2 is to provide a description of the Services that the Supplier shall be required to deliver to Enabling Authority(s) under the Contract.
- 1.10 The Supplier acknowledges that 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 Enabling Authorities move to the new Services ("**CTVS**"), the Supplier shall 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 after the Commencement Date. The spot buy approach will either be: (a) directly to the accommodation and airline providers to request pricing; or (b) it will be to seek third party expertise to undertake these negotiations in partnership with the Client.

2 DESCRIPTION OF CONTRACT SERVICES

- 2.1 The Supplier acknowledges that Enabling Authority(s) may not necessarily procure their Service Requirements through the same Enabling Agreement as their parent Central Government Department. For illustrative purposes only, the Department of Energy and Climate Change (parent) may use a different contract from The Coal Authority (Enabling Authority).
- 2.2 The description for the Services to be provided under the Contract is outlined below:

Contract 2 – Provision of Domestic and International Business Travel Booking and Management Services for Enabling Authority(s) with a majority of Online transactions. This service includes:

- Visa/Passport Services;
- Oyster Card;

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- Coach / Taxi Services;
- Executive VIP Service;
- Currency Services (Purchases); and
- Ferry Services

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

- the majority of bookings are made in an online environment ;

This Contract will be accessible by Enabling Authority(s) who have a current combined level of rail, air and accommodation bookings made in the online environment of 90% or more.

OR

- This Contract will be accessible by Enabling Authority(s) who have committed to increasing their combined level of rail, air and accommodation bookings made in an online environment to 90% or more within the first 12 months of Go Live.

There will also be a minority of bookings made in an offline environment and a low volume of bookings that have complex or multiple requirements as part of one booking.

3 SERVICE DELIVERY REQUIREMENTS - FOR CONTRACT 2 ENABLING AUTHORITIES

This section provides details of the requirements that Suppliers shall be expected to fulfil in order to meet the Service delivery requirements of the Contract. 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 Requirements (a and k as set out below) shall be met by Supplier from the Contract Commencement Date, as is further described in Section 3.1. All other Service Requirements, as listed below in b) through to n), excluding a) and k), shall commence on Implementation Date of the Enabling Authority's Enabling Agreement.

- a) **Security Requirements** – It is a mandatory requirement for the Supplier to read, understand and respond to the Enabling Authority(s) in accordance with Schedule 5 (Security Requirements and Plan). Please refer to section 3.1
- b) **Implementation and Go Live Requirements** – The Supplier shall fulfil all aspects of the Implementation and Go Live requirements for Enabling Authority(s). Please refer to section 3.2.
- c) **Online Booking System and Offline Services Access and Capability Requirements** – The Supplier shall provide an Online Booking System and Offline Service(s) for air, rail and accommodation and other listed components for Enabling Authority(s). Please refer to section 3.3.
- d) **Ticketing Options and Booking Confirmation Requirements** – The Supplier shall provide a range of ticket delivery fulfilment and booking confirmation options for Enabling Authority(s). Please refer to section 3.4
- e) **Booking Amendments, Exchanges, Cancellations and Refunds Requirements** – The Supplier shall make amendments, exchanges and cancellations to bookings and provide refunds to Enabling Authority(s). Please refer to section 3.5.
- f) **Payments and Invoicing Requirements** – The Supplier shall provide a range of payments and invoicing processes for Enabling Authority(s). Please refer to section 3.6.
- g) **Account Management Requirements** – The Supplier shall provide an account management service which fully supports all of the requirements of the Contract and the needs of the Enabling Authority(s). Please refer to section 3.7.
- h) **Management Information and Data Reporting 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 Requirements** – The Supplier shall have in place a complaints-handling procedure which fully satisfies the requirements as described in section 3.9.
- j) **Sustainability and Environmental Impact Requirements** – The Supplier shall fully comply with all aspects of the sustainability requirements as described in section 3.10.
- k) **Business Continuity Requirements and Crisis Management Requirements** – The Supplier shall have in place on the Commencement Date of the Contract, 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.

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- l) Assurance Management System 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 Requirements** - The Supplier shall comply with all aspects of the transition and exit requirements. Please refer to section 3.13.
- n) Additional Requirements for One or More Enabling Authority(s)** – The Supplier shall deliver such additional requirements as requested by an Enabling Authority under the Contract, from their go live date. The additional process requirements as described in sections 4 & 5 may be refined within the relevant Enabling Agreement.

3.1 SECURITY REQUIREMENTS

- 0.0.0.** This section describes the security requirements that the Supplier shall fulfil as part of the delivery of the Services. This section 3.1 should be read in conjunction with Schedule 5 (Security Requirements and Plan).
- 0.0.1.** The data security classification for this Contract shall be **OFFICIAL TIER**.
- 0.0.2.** 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
- 0.0.3.** The Supplier shall read, understand and respond to the Enabling Authority(s) and/or the Client (as applicable) in accordance with Schedule 5 (Security Requirements and Plan) in respect of the security requirements for the Services.
- 0.0.4.** The Supplier shall provide, when requested by the Enabling Authority(s) and/or the Client (as applicable) 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.
- 0.0.5.** The Supplier shall have Cyber Essentials Scheme Certificate at the Commencement Date of the Enabling Agreement. Cyber Essential Scheme requirements can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

3.2 IMPLEMENTATION AND GO LIVE REQUIREMENTS

- 0.2.0** This section describes the implementation requirements that the Supplier shall fulfil as part of the delivery of the Services in accordance with the timeframe

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specified in Attachment 29 Implementation and Go Live Schedule. This section 3.2 should be read in conjunction with Schedule 7 (Implementation) and/or Annex 3 (Outline Implementation Plan) of the Enabling Agreement.

- 0.2.1** The Client requires that the Enabling Authority's Services are implemented by the Supplier, and Go Live in accordance with Attachment 29 Implementation and Go Live Schedule. The Client reserves the right to amend Attachment 29 Implementation and Go Live Schedule at any time.
- 0.2.2** The Supplier shall appoint an implementation team with a named implementation manager with a minimum of two years relevant industry experience and appropriate project management qualifications such as Prince 2 or equivalent to oversee the entire implementation plan as detailed in Attachment 29 Implementation and Go Live Schedule. The Supplier shall provide details of the named implementation manager(s) to the Enabling Authority(s) and/or the Client (as applicable) within 5 working days of the Commencement Date and stay in place until an agreed date.
- 0.2.3** The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that Service Levels for Enabling Authority(s) are not compromised during times of peak demand, for instance at times when the implementation of additional Enabling Authority(s) is taking place.
- 0.2.4** The Supplier shall work co-operatively with the Enabling Authority(s)'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).
- 0.2.5** The Supplier acknowledges that across all Enabling Authorities hardware and software versions vary significantly, including Internet browser and operating systems. Consultation at Implementation and Go Live stage with the Enabling Authority(s)'s IT infrastructure and/or network departments is mandatory. A testing period during the Implementation and Go Live stage shall be agreed with the Enabling Authority IT infrastructure and/or network departments as part of the implementation.
- 0.2.6** When requested at Implementation and Go Live stage by the Enabling Authority(s)'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 Enabling Authority personnel via home computers and use of mobile devices such as tablets and smartphones. The Enabling Authority(s)'s designated contact will only request this where it does not compromise data security in any way and or increase security risks to the Enabling Authority(s) or Her Majesty's Government (HMG). Any security risk will

be assessed by the Security Working Group comprising of the Client, the Enabling Authority(s) and the Pan Government Accreditor

- 0.2.7** Where there is compatibility the Supplier must utilise existing rail ticket printers, located within the Enabling Authority(s)'s premises and make other free-of-charge ticket fulfilment options known and available to Enabling Authority(s).
- 0.2.8** The implementation process shall allow Enabling Authority(s) to define their requirement 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 Bookers for large numbers of people.
- 0.2.9** The Supplier will provide their relevant URL to their Supplier test site to allow Enabling Authority(s) to test and ensure the compatibility with the Enabling Authority systems.
- 0.2.10** As part of the implementation, when requested by the Enabling Authority(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 Enabling Authority(s)'s requirements.
- 0.2.11** During implementation the Supplier shall provide as necessary training to Enabling Authority(s) on the use of the Online Booking System, including but not limited to classroom, one-to-one training sessions, videos and road shows, appropriate to the Enabling Authority(s)'s location free of charge. The Supplier shall liaise with the Enabling Authority(s) regarding number of sessions, dates, timings and locations. The Supplier shall provide to each Enabling Authority(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.
- 0.2.12** 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.
- 0.2.13** 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 REQUIREMENTS

- 3.3.1** This section describes the 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 Enabling Authority(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 Enabling Authority(s) do not experience any degradation of service.
- 3.3.3** The Supplier shall provide four free of charge training sessions to the Enabling Authority(s) per year throughout the duration of the Enabling Agreement 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 the Enabling Agreement. 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 Enabling Authority(s), and the booking activity has to be undertaken via the Offline Services(s), the Supplier shall not apply Offline booking fee(s) and, for out of hours, fees for next working day bookings - the Supplier shall only apply the Online booking fee(s). This includes but is not limited to offline bookings, enquiries, amendments, exchanges, cancellations and bookings which would otherwise have been made Online if the Online Booking System were available, and where the unavailability of the Online Booking System can be attributed to the Supplier. The Supplier shall log any such instances and ensure they are auditable, and share with the Enabling Authority(s) and/or the Client (as applicable).
- 3.3.4.3** Booker access to the Online Booking System shall be via an individual's secure user name and password in accordance with the requirements of the Data Security Policy. The password should be a minimum of 9 characters, comprising of alpha and numeric characters. The Online Booking System shall prompt all Bookers to change their password every 45 days, or as agreed with the Enabling Authority(s) and Security Working Group. Once the user has signed onto the Online Booking

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System, all booking icons for 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 Enabling Authority(s). Support must include, but not be limited to, phone support and/or LiveChat / instant messaging type services. The Supplier shall not rely on Frequently Asked Questions (FAQs) alone to provide guidance.

The dedicated team shall be agreed with each Enabling Authority at Implementation and Go Live Stage. All incident reporting will be through the dedicated and named individuals who are part of the implementation team.

3.3.4.6 The Supplier shall note that across all Enabling Authority(s) both hardware and software versions vary significantly, including Internet browser and operating systems. Consultation at Implementation and Go Live stage with the Enabling Authority(s)'s IT infrastructure and/or network departments is mandatory. A testing period during Implementation and Go Live shall be agreed with the Enabling Authority(s)'s IT infrastructure and/or network departments as part of the implementation. Please see section 3.2 – Implementation and Go Live Requirements.

3.3.4.7 When requested, by the Enabling Authority(s)'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 Enabling Authority(s)'s personnel via home computers and use of mobile devices such as tablets and smartphones. The Enabling Authority(s)'s designated contact will only request this, where it does not compromise data security in any way and or increase security risks to the Enabling Authority or HMG. Any security risk will be assessed by the Security Working Group comprising of the Client, designated Enabling Authority 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 Enabling Authority(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 Enabling Authority(s).
- d) when required, the Supplier and Enabling Authority(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 provide the Client and the Enabling Authority(s) a minimum of 2 weeks' notice of any system upgrade, the benefits that any system upgrades shall deliver, any inconvenience or disruption and /or any actions required to be undertaken by the Enabling Authority.

3.3.6 ONLINE BOOKING SYSTEM CAPABILITY

3.3.6.1 As part of the Implementation and Go Live stage the Enabling Authority(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 Enabling Authority Travel Policy(s). Each Enabling Authority may have an individual and unique Travel Policy(s). This process will be agreed between the Supplier and Enabling Authority during implementation stage
- b) tailor the Online Booking System booker process requirements e.g. when technology allows, switch on / off specific rail ticket fulfilment options
- c) tailor the Online Booking System authorisation process. This process will be agreed between the Supplier and Enabling Authority(s) during implementation stage
- d) allow bookings outside of the Enabling Authority(s)'s departmental Travel Policy(s) when approved by Enabling Authority(s)
- e) create and amend traveller profiles. The Supplier shall provide the facility for either Comma separated values (CSV) bulk upload or

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individual weekly or monthly upload and when requested by the Enabling Authority(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 Enabling Authority(s)'s Enabling Agreement. The Supplier shall on request inform the Enabling Authority 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 e.g. facility to provide a pre-trip approval reference number, including but not limited to the reason for travel. This process may not be required by all Enabling Authorities

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 Enabling Authority Travel Policy states otherwise). The cost centre code shall be validated against a list provided by the Enabling Authority(s) at the Implementation and Go Live stage. This list shall be updated at least once a month by the Enabling Authority(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 Enabling Authority(s) to the Supplier.

3.3.6.6 The Supplier shall ensure that when using the Online Booking System, the Enabling Authority(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.

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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 it become available during the term of the Contract, whole journey costs. Where technology permits, CO2 emissions comparisons should also be shown. The search results shall provide information including but not limited to routes, times, and CO2 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 Enabling Authority(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 Enabling Authority. 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 Enabling Authority(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 reason codes provided in Annex 1: (points 2 and 3) Reason Codes. The reason codes must describe the reason e.g. emergency /disaster support (as per Annex 1: Reason Codes) and not be displayed in a numerical format.

3.3.6.10 Where appropriate, the Supplier shall also provide solutions to prevent bookers from viewing properties that are a) out of the Enabling Authority(s)'s travel policy limits and b) properties that are unavailable to book.

3.3.6.11 The Supplier shall provide an Online Booking System with sufficient functionality to display all commissionable and non-commissionable

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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.

- 3.3.6.12** The Supplier shall provide an up to date calendar of Key Events e.g. Wimbledon, Farnborough Air Show for locations frequently visited by Enabling Authority(s). Where the Supplier's 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 the Services. Information in the calendar shall be updated on a monthly basis to keep content up to date and relevant.
- 3.3.6.13** 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.
- 3.3.6.14** The Online Booking System shall support requirements of users with specific needs, for example, Dragon and Jaws or similar applications as specified by the Enabling Authority(s) at the Implementation and Go Live stage.
- 3.3.6.15** The Supplier shall be required to disable any Service(s) which are not included in the scope (e.g. if the scope of the Contract does not include vehicle hire then the relative icon should not be shown) unless the Client formally requests otherwise.
- 3.3.6.16** The Supplier shall ensure a history of confirmed itineraries is available to Bookers and Travellers of the Enabling Authority(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.
- 3.3.6.17** 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 Client for approval no later than 48 hours prior to publication.
- 3.3.6.18** The Supplier shall ensure that there is a facility to book Multi Modal Bookings e.g. air and rail as part of one booking. The Supplier shall

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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, in accordance with Annex 1 of Schedule 4. 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 Enabling Authority(s)) or email) bookings and services for air and rail travel 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 by the Contracting customer(s)) 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 Enabling Authority(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 Enabling Authority(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 on to the Online Booking System. Support must include, but not be limited to telephone support and / or instant messaging type services. The Supplier shall not rely on Frequently Asked Questions (FAQs) alone

to provide guidance to Enabling Authorities. 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 initial 3 month free of charge period has expired, as detailed in Annex 1 of Schedule 4.

3.3.8 OFFLINE SERVICE CAPABILITY

- 3.3.8.1** The Supplier shall provide an Offline Service which offers the Enabling Authority(s) a complete choice of options including last minute rate offers, advance booking promotions, Crown Travel Programmes rates and Supplier own rates, as reflected in 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 Enabling Authority(s)'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 Annex 1 of Schedule 4.
- 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,

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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 the 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 Enabling Authority(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 Travellers who may be visually, auditory or mobility impaired, ensuring their 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 Enabling Authority(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 CO2 emissions, where appropriate, shall be provided.

3.3.9.3 The Supplier shall ensure that all options for air travel offered are clearly displayed on the Online Booking System and/or explained to the Enabling Authority(s) via the Offline Service(s), prior to the booking. This should include details of direct flights, or lower cost options with an overnight stay, or break in a journey and non-direct flight journey duration.

3.3.9.4 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 Enabling Authority(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
- c) non-flexible and flexible fare options. The Supplier shall provide a flexible fares search facility on the Online Booking System. Where readily available in the industry, the Online Booking System and/or process shall be able to exclude low cost carrier web fares which are either not flexible or flexible when requested by the Enabling Authority(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 CO2 emissions, where appropriate, shall be provided
- e) the Supplier shall if requested by the Enabling Authority(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

3.3.9.5 The Supplier shall ensure where the carriers make this information available to the Supplier, that the number of available flight seats are shown on 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 Enabling

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Authority(s) requires individual Passenger Name Records ("PNR's") where seats are still available, but at a different fare.

3.3.9.6 The Client recognise that on multi sector itineraries (3 sectors or more), there may be an opportunity to use creative and split ticketing techniques to reduce the overall price for the Enabling Authority(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 Booking System.

3.3.9.7 The Public Health England Emergency Response Group (ERG) as an Enabling Authority has a specific booking requirement which the Supplier, when requested, shall provide.

Using the detailed brief provided by ERG for each delegate, the Supplier shall:

- a) Research appropriate flight solutions on the agreed travel dates to and from the specified destination(s) within a timeframe to be provided by ERG
- b) Identify the cost, keeping within budget
- c) Provisionally book the most suitable flight(s)
- d) Contact ERG with the flight option details. ERG will agree the chosen option direct with the delegate and advise the Supplier
- e) Book the chosen flight(s) using delegate(s) passport details as required
- f) Send booking confirmations, including flight details to ERG
- g) Pay for flights booked and invoice ERG the relevant costs for each named delegate

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 and all known promotional fares and deals.
- b) The Supplier shall provide the facility for the Enabling Authority(s) to make a rail seat booking in respect of a carnet ticket, where such facilities are available, for one Traveller or multiple Travellers

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- c) The Supplier shall provide the facility for the Enabling Authority(s) to make Transport for London travel card and rail warrant bookings. In addition, the Supplier shall provide a facility to book an overground ticket that includes underground travel
- d) The Supplier shall provide the facility for the Enabling Authority(s) to make Cross Channel Rail Services (Eurostar) bookings and / or to make a Eurotunnel booking detailing all available fares and class of travel
- e) Where stated in the Enabling Authority(s) Travel Policy and when it becomes available in the market, the Supplier shall provide the facility for the Enabling Authority(s) to purchase rail season tickets.
- f) The Supplier shall ensure that the search results displayed on the Online Booking System provides a comparison of the lowest fares available for each carrier in a format that allows the Booker to make best value for money decisions. Additionally, a comparison with UK air costs and CO₂ 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, cottages and 'Sharing Economy' type websites such as Airbnb, where readily available in the industry, 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 Enabling Authority(s).
- 3.3.11.2** With effect from the first Enabling Authority's "Go Live" date the Supplier shall ensure that all discounted commissionable and non-commissionable rates are available to book by the Enabling Authority.
- 3.3.11.3** The Supplier shall ensure they make available, at all times, non-commissionable inventories (e.g. Premier Inn, Travelodge, B&Bs etc.) and non-commissionable special offers for the Enabling Authority(s) to book.
- 3.3.11.4** When Enabling Authority(s) book 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 preferred standard as defined in Annex 2 to this Schedule 2 (Hotel Preferred Minimum Standards). For the Crown Hotel Programme rates,

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the Online Booking System shall highlight by the use of icons whether 1- the property meets **all** of the minimum preferred 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 preferred 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 and 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(s).

3.3.11.7 The Supplier must have the facility to exclude certain accommodation venues, as defined by the Enabling Authority(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 Enabling Authority(s) will require pricing for single rooms, as this is the Travel Policy for some Enabling Authority(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 Enabling Authority(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 venue 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 Enabling Authority(s), provide a mechanism for booking advance 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 facility to service the Enabling Authority(s) requirements for group bookings:

- a) a "Group Booking" shall be a Booking made for at least 9 Travellers.
- 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 and provision, to allow individual PNRs shall be included.
- c) Where stated in the Enabling Authority(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.

3.4 TICKETING OPTIONS AND BOOKING CONFIRMATION REQUIREMENTS

3.4.1 This section describes the 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 Annex 1 of Schedule 4.

3.4.3 The Online Booking System shall allow the Enabling Authority(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 Enabling Authority(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.

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- 3.4.3.1** The Enabling Authorities have a number of existing rail ticket printers (some supplied by the current Travel Management Company (“TMC”) and some they own) see Attachment 26 Printer List for the full inventory of printers both owned by the Enabling Authority(s) and the current incumbent supplier. The Enabling Authority(s) 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 Enabling Authority(s) would like to retain this FOC arrangement and / or have other FOC ticketing options and fulfilment. The Supplier shall complete Attachment 26 Printer list 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 Enabling Authority’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 Enabling Authority(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 costs, which shall be met by the Enabling Authority(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 Enabling Authority(s) Implementation and Go Live stage. The initial installation shall include the agreed number of training sessions to the Enabling Authority and an initial batch of blank tickets as agreed at the Enabling Authority(s) Implementation and Go Live stage.
- 3.4.6** The rail ticket printers, which are installed by the Supplier on behalf of the Enabling Authority(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
- 3.4.7** The Supplier shall when required by the Enabling Authority(s), provide both service and repair maintenance contracts associated with either new purchase or lease options as detailed in Annex 1 of Schedule 4.
- 3.4.8** On all booking confirmations, and all associated correspondence, including information shared with 3rd party providers, the Supplier shall ensure that the Enabling Authority(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 / single 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 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 support and/or technology exists
- h) when requested by the Enabling Authority(s), the Supplier shall place bulk loads of ticket envelopes into a collection bag, to be collected by the Enabling Authority(s)'s nominated representative
- i) home print, self print, phone application and/or bar codes, where TOC support and/or technology exists, and any other no cost option that becomes available in the market during the term of the Contract.

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 Enabling Authority(s) once a booking has been confirmed, to include:

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- 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 TOC'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
- k) If readily available in the industry CO2 emissions

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 Enabling Authority(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
- k) if readily available in the industry CO2 emissions

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3.4.11 ACCOMMODATION BOOKINGS CONFIRMATIONS

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 Enabling Authority(s), 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 amendments terms and conditions in accordance with the accommodation venue 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.

When required by the Enabling Authority(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 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 REQUIREMENTS

3.5.1 This section describes the 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 Enabling Authority(s). This shall be undertaken in accordance with the carriers and / or accommodation venue provider's conditions of booking. The

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Enabling Authority(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 the Enabling Authority(s)) to the Enabling Authority(s)'s Booker and/or Traveller (if different). The email or fax confirmation shall clearly show the booking details so that the Enabling Authority(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 Enabling Authority(s) with a refund process automatically. The Supplier shall provide the Enabling Authority(s) with monthly refund data

3.5.5 AIR BOOKINGS 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 carrier conditions)
- b) The Supplier shall process all refunds and / or amendments, exchanges and cancellations 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. The Supplier shall check whether e-tickets have been used and shall provide the Enabling Authority(s) with a refund process automatically. The Enabling Authority(s) to be provided with monthly refund data

3.5.6 ACCOMMODATION BOOKING AMENDMENTS AND CANCELLATIONS

- a) The Supplier shall provide a process to enable the Enabling Authority(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

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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 Enabling Authority(s)'s Travel Policy and should it become available during the term of the Contract, a facility to amend the traveller name whilst keeping the original booking within the online environment when approved by the Enabling Authority(s)
- d) The Offline cancellation process shall provide an email confirmation within a maximum of 1 hour of the cancellation call or email sent by the Traveller for bookings within 24 hours of the hotels Terms & Conditions

3.6 PAYMENTS AND INVOICING REQUIREMENTS

3.6.1 This section describes the 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 Schedule 4 (Pricing & Invoicing).

3.6.2 The Enabling Authority(s) shall specify which payment option(s) they will require for users at the Enabling Authority(s)'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 Enabling Authority(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) payment on departure by Traveller for accommodation bookings

3.6.3 When required by the Enabling Authority(s), the Supplier shall interface with the Enabling Authority(s)'s e-Commerce (Purchase2Pay) system.

3.6.4 Where the Enabling Authority(s) does not require a full e-Commerce (Purchase2Pay) system, the Supplier will provide an alternative solution as agreed at the Enabling Authority(s)'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 Enabling Authority(s). The Offline process shall have the functionality in place to handle accommodation provider's deposits. When required by the Enabling Authority(s), the Supplier shall

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accept individual payment card solutions to facilitate all bookings that require pre-payment.

- 3.6.6** The Online Booking System shall enter 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 Enabling Authority(s) selected payment options in accordance with Annex 1 of 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 of this Schedule 2 (MI Reporting Fields).
- 3.6.9** The Supplier shall capture details of the Authorising Officers for each Online and Offline out of policy booking and this will be agreed with the Enabling Authority(s) at Implementation and Go Live stage.
- 3.6.10** The Enabling Authority(s) shall require the Booker's and Traveller's staff number, service number where appropriate and Enabling Authority(s) specific, name, (Unit Identification 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 Enabling Authority(s), the tax classification.
- 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 additional charges indicated on the Suppliers invoice.
- 3.6.12** When required and 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 Enabling Authority(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 Enabling Authority(s) any additional supplier merchant fees other than the card provider's published merchant fees.
- 3.6.14** In the event that the Enabling Authority(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 venue provider invoice to allow the Enabling Authority(s) to claim reimbursement costs through the relevant project.

3.7 ACCOUNT MANAGEMENT REQUIREMENTS

- 3.7.1** This section describes the account management requirements that the Supplier shall fulfil as part of the delivery of the Services. This section should be read in conjunction with Schedule 3 (Service Levels and Service Credits) and Schedule 14 (Governance). Paragraphs 3.7.1 to 3.7.5 below set out the Client's requirements for account management support to be provided by the Supplier and paragraphs 3.7.6

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and 3.7.7 below set out the Enabling Authority(s)'s requirements for account management support to be provided by the Supplier

- 3.7.2** The Supplier Contract Manager shall be accountable for all implementations and agreed transition periods.
- 3.7.3** The Supplier shall provide the Client with a named Supplier Contract Manager, by email, within 5 working days of signing the Contract. The nominated Supplier Contract Manager shall have a minimum of two years relevant industry experience.
- 3.7.4** The Client 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 Client requires a Deputy Supplier Contract Manager to cover periods of unavailability and absence.

The Supplier Contract Manager shall promote, deliver and communicate transparency of pricing, savings, commissions and or rebates and provide to the Enabling Authority(s) and/or the Client (as applicable) as a minimum:

- a) a written recommendation report every quarter, outlining how Enabling Authority(s) can buy more effectively and make incremental savings
 - b) a written performance report as defined within Schedule 9 (Key Performance Indicators) and the Enabling Authority(s)'s Contract Service Levels
 - c) An agreed summarised Continuous Improvement Plan to be submitted 3 months after the first Enabling Authority Go Live date, with quarterly communication of progress on actions for the duration of this Contract. The entire Continuous Improvement Plan will be updated annually for the duration of the Enabling Agreement.
 - d) a quarterly written communication, which includes details of changes, improvements, risks, issues, complaints, concerns and identified future opportunities in relation to the Services
- 3.7.5** The Supplier Contract Manager shall attend strategic review meetings with the Client. The frequency of these meeting shall be on a monthly basis unless the Client states otherwise.
- 3.7.6** The Supplier shall provide the Enabling Authority(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 Enabling Authority(s). This will be agreed at the Implementation and Go Live stage.
- 3.7.7** The Customer Relationship Manager shall hold (as a minimum) quarterly operational service management review meetings with the Enabling Authority(s).

3.8 MANAGEMENT INFORMATION AND DATA REPORTING REQUIREMENTS

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- 3.8.1** This section describes the 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 Schedule 13 (Management Information). In the event of any conflict between the provisions of this paragraph 3.8 and the provisions of Schedule 13 (Management Information), the provisions of this paragraph 3.8 shall prevail.
- 3.8.2** Management Information and data reporting shall be provided to the Client and to the Enabling Authority(s) FOC in accordance with Schedule 13.
- 3.8.3** The Supplier shall ensure when appropriate (e.g where there has been no change to the original booking), the Management Information provided to the Enabling Authority(s) can be matched to the relevant Supplier invoice.
- 3.8.4** The Supplier shall complete and upload the MISO template, issued by the Client. To be completed and uploaded no later than 7th of each month for the duration of the Contract.
- 3.8.5** The Supplier shall complete a template to report actual savings and calculations each month against a set of Client's Savings Project Charters (including year on year savings) by the 12th of each month for the duration of the Contract. The template shall be provided by the Client.
- 3.8.6** The Supplier shall complete the template Supplier Action Plan (SAP) issued by the Client and to be completed and updated no later than 12th of each month for the duration of the Contract.
- 3.8.7** The Supplier shall complete Monthly Review Meeting Action Points including any identified risk plans agreed at the meetings with the Client and to be completed and updated no later than 12th of each month for the duration of the Contract.
- 3.8.8** The Supplier shall complete Accreditation Management Plans (AMP) issued by the Client and to be completed and updated no later than 12th of each month for the duration of the Contract.
- 3.8.9** The Supplier shall complete KPI/SLA/Service Credit Performance Reports issued by the Client and to be completed no later than 12th of each month for the duration of the Contract.
- 3.8.10** The Supplier shall provide the Client with a minimum of one case study per quarter for the duration of the Contract to evidence the savings, benefits or added value of the Contract.
- 3.8.11** The Supplier shall arrange and attend 1 meeting per quarter between a forum of key private sector customers and the Client, to share ideas, good practice and market updates.

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3.8.12 The Supplier shall provide the Client with a summary document to advise why spend by Enabling Authority(s) is either up or down on the previous month and previous year by the 12th of each month for the duration of the Contract.

3.8.13 The Supplier shall provide the Client with a summary document by 12th of each month for the duration of the Contract to show savings by Enabling Authority(s) against the 2014/2015 baseline. This to include:

- a) Savings against initiatives highlighted by the Client, e.g. increase online adoption, reduction in first class travel, etc.
- b) A summary report identifying further savings opportunities for each Enabling Authority(s). This summary to include value of savings opportunity and actions required to achieve these savings

3.8.14 The Supplier shall provide the Client by 12th of each month for the duration of the Contract a report detailing, by Enabling Authority(s), the percentage of accommodation and air bookings that have been made against a Crown Programme rate/fare by Enabling Authority(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.

The Supplier shall notify the Client of any unplanned “spikes or troughs” (increases/decreases) in spend to ensure this can be investigated and reported by the Client.

3.8.15 The Supplier shall provide a 3rd party Small to Medium Enterprise (SME) (e.g. independent hotel) spend report by 12th of each month for the duration of the Contract. The proposed format to be agreed by the Client.

3.9 COMPLAINTS PROCEDURE REQUIREMENTS

3.9.1 This section describes the complaints procedure that the Supplier shall provide as part of the delivery of the Services. Suppliers shall read this information in conjunction with Clauses C1.6 of Part C of the Enabling Agreement, the Dispute Resolution Procedure and Clause A.19 of the Contract.

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 supplier when required and poor service.

3.9.3 Complaints made by Enabling Authority(s) and/or the Client i.e. verbal, formal or informal and written shall be acknowledged by the Supplier within 4 core working

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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 Enabling Authority(s) and/or the Client 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 Client with one consolidated report per month for the duration of the Contract capturing all customer complaints detailed by Enabling Authority(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 learned. The Enabling Authority(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 Enabling Authority(s) for investigation and resolution.

3.10 SUSTAINABILITY AND ENVIRONMENTAL IMPACT REQUIREMENTS

- 3.10.1** This section describes the 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) (See 3.4.6 in this document) 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 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 Client 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 Client and or Enabling Authority(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 Client. This shall include spend with SMEs;

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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 CO₂ reporting requirements on travel undertaken as part of the delivery of the Services. CO₂ 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 Enabling Authority(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 the Service. When requested by the Client and / or Enabling Authority(s), the Supplier shall communicate annually on progress and reductions made on the environmental impact of the Service. The Supplier shall work to provide details on this progress to Enabling Authority(s) 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, from the Contract Commencement Date, 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 CO₂ emissions reporting on all travel undertaken in the previous month to the Client by the 15th of each month for the duration of the Contract and ensure that the date does not duplicate CO₂ 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 the Contract.

3.11 BUSINESS CONTINUITY REQUIREMENTS AND CRISIS MANAGEMENT REQUIREMENTS

- 3.11.1** This section describes the 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 the Commencement Date of the Contract.
- 3.11.2** The Supplier shall provide Business Continuity and Crisis Management plans, relevant to the service delivery of the Contract, to the Client 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 or Offline Service(s) and shall share this plan with the Client and Enabling Authority(s) upon signing the Contract and Enabling Agreement respectively.
- 3.11.4 NOT USED**
- 3.11.5** The Supplier shall maintain its readiness for Business Continuity plan in accordance with the principles and operation of ISO22301 and ISO22313 and any new or emergent or updated standards throughout the lifetime of the Enabling Agreement.
- 3.11.6** The Supplier shall provide a comprehensive Crisis Management Plan to the Client upon signing this Contract 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.
- 3.11.7** If in the event of an emergency or crisis management situation, the Supplier shall notify the Client and Enabling Authority(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 Crisis Management plan.
- 3.11.8** 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 Client and Enabling Authority(s) to record Traveller's movements, by all relevant travel modes during their travel. The Enabling Authority will require:
- 3.11.8.1** immediate visibility on the Traveller identity, disabilities if previously notified, times and mode of travel, provider of travel, start point and destination.
- 3.11.8.2** provision of data relating to travel and accommodation bookings at accommodation property, or location during a major disruption.
- 3.11.9** The Supplier shall provide the facility for the Enabling Authority to request a report to locate Travellers in accordance with the Enabling Authority Duty of Care Policy

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provided to the Supplier at the Enabling Authority(s)'s Implementation and Go Live stage.

3.11.10 The Supplier shall ensure that all solutions and support provide Traveller safety and security.

3.12 ASSURANCE MANAGEMENT SYSTEMS REQUIREMENTS

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

3.12.2 The Supplier shall at all times for the duration of the Contract and Enabling Agreements, 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 REQUIREMENTS

3.13.1 This section describes the transition and exit requirements that the Supplier shall fulfil as part of the delivery of the Services, in accordance with Contract Schedule 17 (Exit).

3.13.2 At the start of the Contract Period, the Client shall require the Supplier to provide details of a proposed exit strategy and plan for all Enabling Authority(s). The exit strategy and plan shall be agreed in writing with the Client prior to any transitioning of the Enabling Authority(s) to the Contract. In implementing the exit strategy and plan the Supplier shall ensure that a smooth transition is effected for all Enabling Authority(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 the term of the Contract, the Client shall require all current and historic data and all profiles to be cleansed and transferred by the Supplier to any new

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supplier and shall maintain and destroy data in accordance with Schedule 17 (Exit) at no extra cost to the Enabling Authority(s). The Supplier shall confirm in writing when all data has been destroyed.

- 3.13.4** Upon expiry of this Contract, the Supplier shall deliver the same exit strategy requirement to the successful supplier replacing the Supplier, sourced by the Client and/or Enabling Authority(s) (as applicable).
- 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 Period, the Supplier shall provide the Enabling Authority(s) and the new Supplier with details of all profiles, all bookings with a travel date greater than 8 weeks from the expiry or termination date of the Contract and all spend and savings data.
- 3.13.6** The Supplier shall work with the Enabling Authority(s)'s incumbent supplier to effect 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 the Commencement Date of the Enabling Agreement, the bookings shall remain with the current incumbent supplier, to avoid the need to cancel bookings and transfer enquiries that are in mid completion.
- 3.13.6** In anticipation of the expiry of the Enabling Agreement,, the Supplier shall be required to deliver its robust exit strategy that has been agreed with the Client and/or Enabling Authority(s) (as applicable) pursuant to the above. The exit strategy shall include but not be limited to the following:

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

- 1) the Client with named Supplier personnel who will work with the Client and/or Enabling Authority(s) to develop and implement the agreed exit strategy
- 2) Each Enabling Authority(s) with an updated Enabling Agreement check list (clearly outlining where things have changed during the lifetime of the Enabling Agreement i.e. preferred payment terms, policy for use of first class travel, rail ticket fulfilment default choice etc.)
- 3) All Travellers profiles broken down by Enabling Authority(s), including email address and contact number
- 4) Spend volume and transaction numbers broken down by Enabling Authority(s) and further broken down by air, accommodation, rail, & other services
- 5) Payment methods used by Enabling Authority(s)
- 6) Service Levels – booking policies by Enabling Authority(s)

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- 7) A mutually agreed communications plan to the Client
- 8) Executing mutually agreed strategy around live bookings, including but not limited to supporting live bookings after expiry or termination date of the Enabling Agreement 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 expiry or termination date of the Enabling Agreement.

4.1 ADDITIONAL REQUIREMENTS – FOR ONE OR MORE ENABLING AUTHORITY(S)
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- 4.1.1** This section is to advise that the travel requirements of the Enabling Authority(s) grouped together within this Contract are of a similar type and profile. It is possible however, that a small number of Central Government Departments who are assigned to this Contract will have differing requirements and/or multiple Travel Policies. In these circumstances, the details will be established at Implementation and Go Live stage.
- 4.1.2** The Supplier shall, if requested by the Enabling Authority(s), offer an Online Booking System and Offline Service for Enabling Authority(s) who have internal teams with different Travel Policies.
- 4.1.3** The Supplier shall, if requested by the Enabling Authority(s), offer the facility to book business travel for Third Party Travellers whose travel needs are associated with the business requirements of the Enabling Authority(s).
- 4.1.4** The Supplier shall, if requested by the Enabling Authority(s) have sufficient resources to provide a facility as part of the Online Booking System and/or Offline Service to contact third party suppliers to fulfil specific requirements for example, staff travelling with working dogs.
- 4.1.5** Where readily available in the industry, the Supplier shall, if requested by the Enabling Authority(s) provide the facility to book baggage entitlement and excess baggage as part of the booking process in the online and offline environment.
- 4.1.6** The Supplier shall, if requested by the Enabling Authority(s), provide the facility to set up profiles for Travellers with non-UK passports at no additional cost.
- 4.1.7** For both Online and Offline bookings, the Supplier shall, if requested by the Enabling Authority(s)' Travel Policy, inform the Enabling Authority(s) of all flight options where:

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- a) flights comprise 3 or more sectors and / or
- b) individual flight tickets have a total cost of £4,000 or more.

4.1.8 The Supplier shall, if requested by the Enabling Authority(s), provide a facility to capture any business bookings that are deemed to be taxable under the Enabling Authority(s)'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) Reason For Travel Codes (RFT)

4.1.9 The Supplier shall, if requested by the Enabling Authority(s), provide a separate MI report on bookings that are deemed to be taxable for both online and offline bookings.

4.1.10 If requested by the Enabling Authority(s), the Supplier shall ensure that accommodation venues are fully aware of the circumstances around any booking types, for example compassionate journeys, and shall handle such bookings sensitively and in accordance with the requirement payment instructions.

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

4.1.12 If requested by the Enabling Authority(s), the travel service delivered must adhere to the [service standard](#) (Click on this link), and pass the necessary assessments for internal travel services.

4.2 VISA, PASSPORT AND CURRENCY SERVICES - ADDITIONAL REQUIREMENTS - OFFLINE

4.2.1 If requested by the Enabling Authority(s) the Supplier shall provide a travel visa and passport application support service, which will include:

- a) a service for the completion of a visa application
- b) a service for the completion of a passport application

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- c) a service to process amendments to the above visa and or passport applications
- d) a visa and or passport query(s) and or support service
- e) a service for the provision to purchase currency, which shall be undertaken at the best available exchange rate on the day. Exchange rates will be monitored by the Enabling Authority(s).

4.2.2 If requested by the Enabling Authority(s), the Supplier shall provide a dedicated resource to assist with the full completion and management of the passport and visa application.

4.3 AIRPORT, RAILWAY STATION and PORT PARKING - ADDITIONAL REQUIREMENTS OFFLINE
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4.3.1 If requested by the Enabling Authority(s), the Supplier shall provide:

- a) the facility to book parking requirements at airports, railway stations and ferry ports
- b) detailed booking information including directions and contact details for each car park reservation
- c) parking by an attendant
- d) an airport, railway station or ferry port “meet and greet” service.

4.4 OTHER REQUIREMENTS INCLUDING BUS / PUBLIC TRANSPORT, COACH TICKETS AND COACH HIRE WITH DRIVER - OFFLINE / OYSTER AND TRANSPORT FOR LONDON TRAVEL CARDS

4.4.1 If requested by the Enabling Authority(s) the Supplier shall provide the facility for the Enabling Authority(s) to:

- a) If readily available in the industry, Supplier shall be able to book tickets for all scheduled coach journeys for example on intercity coach journeys.
- b) bulk purchase bus tickets.
- c) hire a coach with a driver.

4.4.2 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 applicable to all Services, including but not limited to coach hire and driver services.

4.4.3 The Supplier shall provide a facility for the provision of Oyster cards and Transport For London Travel cards where appropriate. Should it become available during the life of this Contract then the facility to ‘top up’ Oyster Cards by registering the card

with on the Suppliers web site or through a link to the TFL Website to allow the 'top up' to be billed back to the Enabling Authority(s).

4.5 FERRY BOOKINGS - ADDITIONAL REQUIREMENTS

- 4.5.1** If requested by the Enabling Authority(s), the Supplier shall provide the facility for the Enabling Authority(s) to book all ferry tickets types for domestic and international scheduled services.

4.6 TAXI BOOKINGS - ADDITIONAL REQUIREMENTS

- 4.6.1** If requested by the Enabling Authority(s), the Supplier shall provide a facility where possible for the Enabling Authority to make taxi bookings for a single Traveller or multiple Travellers. The Supplier shall notify the Booker where there are taxi-sharing opportunities at the time of booking to assist with best value for money decisions. The process will be agreed with the Enabling Authority(s) at Implementation and Go live stage.
- 4.6.2** 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 taxi booking services.

4.7 EXECUTIVE SERVICES - ADDITIONAL REQUIREMENTS

- 4.7.1** If requested by the Enabling Authority(s), the Supplier shall provide an Executive Service(s) to approved Bookers and Travellers nominated by the Enabling Authority(s). Following the award of this Contract the Client shall, in consultation with the Supplier, define the criteria for the access to and identification of Bookers and Travellers permitted to use this Service.
- 4.7.2** The Supplier shall provide the Client with an updated report by the 15th of each month for the duration of this Contract, to confirm the names of all Bookers and Travellers who are permitted to use the Executive Service(s).
- 4.7.3** The Executive Service(s) shall consist of, but not be limited to, the following;
- a) provision of a dedicated team who shall deliver Executive Service(s) to the Bookers and Travellers. The Supplier team members shall have the appropriate skills and experience, as defined by the Enabling Authority(s) and agreed at implementation and go live stage.
 - b) provision of personal consultation service to discuss complex itineraries, as required by both the booking personnel and the named traveller.
 - c) provision of a dedicated non premium rate telephone number that allows the booking personnel to bypass the Offline Service(s) Business As Usual Queue.

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The Supplier shall ensure that this dedicated non premium rate, and/or no call connection charge, telephone number is staffed as a minimum from 08:30 – 18:00 GMT (or BST as appropriate) Monday to Friday.

- d) provision of an out of hours support for the booking personnel and the named Traveller by ensuring their out of hours team are advised of any Executive Service(s) trips taking place during a particular period of time.
- e) provision of dedicated email access for the named booking personnel.
- f) ensuring frequent profile accuracy checks with named booking personnel and ensuring named traveller entitlements are captured (for example, senior citizen rail cards)
- g) the Supplier fulfilling last minute travel booking requirements, where there is availability, and sometimes within an hour prior to departure (subject to airline regulations)
- h) ensuring all accommodation, air, rail and Eurostar reservations are checked for accuracy and are inclusive of appropriate discount card details (excluding those that are for the collection of points for personal use) for the named Traveller
- i) The Supplier making personal checks with accommodation venue providers to ensure that bookings have been made and that all special requests for the named Traveller have been processed
- j) The Supplier shall provide a facility for the provision of Oyster cards where appropriate

4.7.4 Supplier staff handling these bookings shall have a minimum of SC level of security clearance with costs to be borne by the Supplier.

5 FEEDBACK – ADDITIONAL REQUIREMENT FOR ONE OR MORE ENABLING AUTHORITY(S)
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5.1 If requested by the Enabling Authority(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 Enabling Authority(s) to provide feedback on the quality of the booking system or service and third party supplier performance and quality.

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- 5.3** The Supplier shall provide, within the Online Booking System a facility for the Client and or the Enabling Authority to register complaints. This information will help the Client 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, for business travel booking and management Services are solely for authorised business use. Whilst the Services are predominantly for Enabling Authority's employees, they may also be utilised for non-Enabling Authority(s) employees, for example employee spouses and dependants, members of the public, visiting foreign nationals and others where prior written approval is provided by the Enabling Authority(s). Under no circumstances shall Traveller(s) of the Client, the Enabling Authority(s), other Government Departments, other public body(s) or any other nominated individuals authorised by the Client and/or the Enabling Authority(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 Client and agreed with the Enabling Authority(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:

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- **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**

4. REASON FOR DECLINING LOWEST CO₂ EMISSION OPTION

ANNEX 2 – HOTEL PREFERRED 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**

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- **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 ENABLING AUTHORITY. THE ENABLING AUTHORITY WILL NOTIFY YOU OF THIS TRAVEL POLICY REQUIREMENT DURING THE IMPLEMENTATION STAGE.**

ANNEX 3 – MI REPORTING FIELDS

Booker ID	
Traveller ID (s)	Will need to be linked to traveller profile for further traveller data as required
Traveller sub-division of Enabling Authority	
Traveller Type	e.g. Staff, Contractor, Guest, Family.
Traveller business unit	
Traveller location	
Traveller nominal code	
Parent Cost Centre and/or Directorate (UIN)	
Traveller and/or Directorate cost centre (UIN)	
Reason for travel	A single set of reason codes as outlined in Annex 2: Reason Codes
Approval	
Booking status	Booked, Cancelled, Invoiced
Travel Category	e.g. Rail, Air, Ferry, Hotel, Vehicle hire, Bus, Coach, Taxi, etc. to cover both Core and Additional Services. Must also include identifier for "Air - baggage only"

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Service Element	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. 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).
UNSPSC Code	http://www.unspsc.org/
Unit of Purchase	
Price per Unit of Purchase excluding VAT	
Currency	This should be defaulted to Sterling
Number of Chargeable Units	
Service Provider (third party providing travel/accommodation)	
GDS used	
Class	e.g. First, standard, business, economy.
Flexibility	
Total Number of travellers	
Start point	
Start country	
Start date/time	
Destination	
Destination country	
Report whether travel is Domestic UK/ International Domestic/European / International	A definition will be provided prior to commencement of Contract
Destination date/time	
Length of stay / room nights	
Length of hire for vehicle / coach hire.	
Miles travelled	
Number of segments	
Carbon emissions	A per mile value for domestic, European and international travel will be provided.
Fulfilment method	e.g. Fast Ticket, eTicket, desktop/kiosk printer, hard copy posted - minimum fulfilment options as per the specification
Name of accommodation	
Accommodation address	

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Special requirements	
Reason for exceptions / non-compliance to policy	Fare / Rate cap policies will be defined by each contracting body.
Reason for refund	
Reason for declining lowest cost option	A single set of reason codes as outlined in Annex 2: Reason Codes
Reason for non-use / no-show	
Reason for amendment / cancellation	
Customer Invoice/Credit Date	
Customer Invoice/Credit Number	
Customer Invoice/Credit Line Number	
Invoice Line Total Value ex VAT	
VAT Rate	
VAT amount charged	
Tax Classification	
Payment method	