

**FRAMEWORK SCHEDULE 1 (SPECIFICATION)**

**TRAVEL & VENUE SOLUTIONS**

**REFERENCE NUMBER**

**RM6217**

## CONTENTS

1.	3
2.	7
3.	7
4.	14
5.	27
6.	28
7.	35
8.	48

## TRAVEL & VENUE SOLUTIONS FRAMEWORK SCHEDULE 1 (SPECIFICATION)

### 1. INTRODUCTION

- 1.1. The purpose of this document is to provide a description of the Services for each of the Lots and related Deliverables that the Supplier may be required to provide to the Buyer as specified under the relevant Call-Off Contract as set out or referred to in the relevant Order Form.
- 1.2. The Deliverables and any Standards set out in this Framework Schedule 1 (Specification) may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Statement of Requirements for entering a particular Call-Off Contract.
- 1.3. The Supplier must only provide the Deliverables for the Lot(s) that they have been appointed to under the relevant Framework Contract.
- 1.4. For all Lots and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
- 1.5. All CCS Public Sector Negotiated Programmes will be made available to all suppliers of RM6217 for the duration of the Framework Contract and Call-Off Contracts and will remain available to all current incumbent suppliers of RM6016 & RM6164 until their expiry.
- 1.6. If requested by CCS the Supplier shall conduct and deliver the CCS Public Sector Negotiated Programmes RFP's for accommodation & venues, rail and air with no additional cost. Normally the CCS Public Sector Negotiated Programmes are issued every two years.
- 1.7. CCS does not warrant that any Buyer will either:
  - 1.7.1. enter into a Call-Off Contract; or
  - 1.7.2. that even if it signed a Call-Off Contract, the Buyer will always use the Call-Off Contract to purchase the Services,and each Buyer will refine its requirements through a Call-Off Contract that will be signed by the Supplier and the Buyer.
- 1.8. CCS wants the Supplier to deliver the Services effectively to Buyers; provide evidence they are doing this through the Supplier performance management process, report spend, commercial benefits and any compliance requirements, market the Framework Contract effectively, manage onboarding and exit. Suppliers shall note the Government's objective is to reduce costs and fees associated with business travel and venue find by all Buyers.
- 1.9. The Buyer(s) has made (or will make) the decision which, if any, Call-Off Contract(s) they wish to enter into with the Supplier.
- 1.10. The procurement of the Services has been advertised by publishing a notice in the OJEU, advertising the open procedure under the Regulations.
- 1.11. The Supplier acknowledges that Buyer(s) may not necessarily procure their requirements for Services through the same Call-Off Contract as their parent Central Government Body or wider public sector body. For illustrative purposes only, the Foreign, Commonwealth & Development Office (Parent) may use a different Call-Off Contract from British Council (Buyer).

- 1.12. In relation to each Call-Off Contract entered into by the Supplier and a Buyer, the Supplier is appointed to, and will, provide the Services set out or referred to in the Order Form for that Call-Off Contract.

#### **Solution Access and Solution Capability Requirements**

- 1.13. The Supplier shall (through their Online Booking Tool and Offline Booking Solution) provide help and support CCS to deliver CCS negotiated programmes (regardless of the programme title) for air, rail, venues and accommodation if required by CCS.

#### **Data Reporting Requirements**

- 1.14. The Supplier will provide real-time data to CCS and the Buyer on request and in such format as required by CCS. Such real-time data will include all Orders received and transactions occurring (under the relevant Call-Off Contract) after such request.
- 1.15. By the 12th of the first Month of each quarter, and for the duration of the Framework Contract and the Call-Off Contracts, the Supplier shall complete the following reports at CCS level:
- 1.15.1. a completed template (template to be provided by CCS following award of the Framework Contract) to report actual spend and savings each quarter; this shall be available at parent and ALB (Arm's Length Body) level. This will include (a) savings against initiatives highlighted by CCS (b) identification of further savings opportunities for each Buyer(s). This report shall include the value of savings opportunities and actions required to achieve these savings. Savings shall be reported by the Supplier against three different baselines which will be advised by CCS. For example, the current baseline data baseline, the prior year baseline and the market baseline. The data required by CCS from the Supplier is subject to change, this may include for example air savings based upon routes broken down for domestic, European and international routes;
  - 1.15.2. a completed Quarterly Supplier Action & Continuous Improvement Plan (SAP) template showing progress on actions including delivery on social value milestones (template to be provided by CCS following Framework Contract award);
  - 1.15.3. a quarterly report (CCS to provide template following Framework Contract award) in relation to CCS Public Sector Programmes;
  - 1.15.4. a completed Quarterly Review Meeting Action Points template including any identified risks, issues, Complaints, concerns and future opportunities in relation to the Services. The template shall be provided by CCS following Framework Contract award;
  - 1.15.5. a completed KPI/SLA/Service Credit Performance Reports template as defined in Framework Schedule 4 (Framework Management) and Call-Off Schedule 14 (Service Levels). The template shall be provided by CCS following Framework Contract award;
  - 1.15.6. a minimum of one case study per quarter for the duration of the Framework Contract to evidence the savings, benefits or added value of the Framework Contract. In the unlikely event that a case study is not available on any given quarter then the Supplier shall provide confirmation of this to CCS; and
  - 1.15.7. where the primary reporting system and/or methods are unavailable, the Supplier shall provide to the Buyer and/or CCS alternative systems and/or methods of delivery.

## Complaints Procedure Requirements

- 1.16. The Supplier shall provide CCS with a quarterly consolidated report for the duration of the Framework Contract capturing all Complaints received from Buyer(s) or persons using the Services. 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 processes and lessons learned. In addition the Supplier shall on a quarterly basis provide the relevant Buyer with a consolidated report detailing all Complaints received by the Supplier relating to that Buyer's Call-Off Contract(s).

## Social Value

- 1.17. Social value legislation places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity to deliver them. These benefits are over and above the core deliverables of contracts.
- 1.18. General information on The Social Value Act can be found at:
- 1.18.1. <https://www.gov.uk/government/publications/social-value-act-introductory-guide>
- 1.19. Recently updated social value themes for public bodies can be found on this link:
- 1.19.1. <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>
- 1.20. This Framework Contract provides Buyers with a means to embed the Social Value Act 2012 which must be considered in all Call-Off Contracts through reviewing policy themes such as:
- 1.20.1. Tackling economic inequality;
- 1.20.2. Fighting climate change; and
- 1.20.3. Equal opportunity.
- 1.21. Suppliers are expected to act with these priorities in mind, and the Authority may discuss these priorities as part of framework management meetings.
- 1.22. The Buyer's requirements will be set out in its Statement of Requirements developed and issued in accordance with the Call-Off Procedure. The Supplier shall comply with and/or identify proposed social value initiatives in accordance with the Buyer's requirements and proportionate and relevant to each Call-Off Contract. The Buyer can specify any particular social value priorities in the relevant Call-Off Contract.
- 1.23. The Supplier shall deliver measurable benefits and impacts in respect of the social value priorities when identified in the relevant Call-Off Contract.
- 1.24. The Supplier shall record and report performance against the social value requirements when detailed in the relevant Call-Off Contract.
- 1.25. The Supplier shall report on social value issues to the Buyer and/or CCS as agreed.
- 1.26. The priorities in this procurement are:
- 1.26.1. **Tackling economic inequality:** CCS is committed to tackling economic inequality and wants the Supplier to support this through the performance of the contract with the creation of new jobs and skills, as well as increasing supply chain resilience. The Supplier is required to

support and deliver this through compliance to and activities/policies such as:

- The Supplier shall have a fair and equal pay policy and aim to pay all employees the National Living Wage, irrespective of age where the same role is being performed. The Supplier shall ensure compliance with the National Minimum Wage and National Living Wage legislation.
- Contracting with SME's and VCSE's.
- All organisations with 250 or more employees shall publish and report specific figures about their gender pay gap, and the Supplier is expected to progress towards equalising this.
- The Supplier shall ensure compliance with the Working Time Directive in relation to delivery of any part of the Services.
- Tackle inequalities through upskilling and supporting people to be successful in employment, especially those from vulnerable or disadvantaged groups.
- Pay people fairly for the work they do and work with other companies with similar values and policies.

1.26.2. **Fighting Climate Change:** CCS wants to ensure Suppliers with whom CCS do business take effective stewardship of the environment, which delivers environmental benefits in the performance of the contract that support environmental protection and improvements in line with Government policy and to ensure UK carbon net zero is achieved by 2050. The Supplier shall:

- Report on CO2 emissions per trip including offering the most environmentally efficient route/trip and demonstrate compliance to the Energy Efficiency Directive including options to offset.
- Provide Information, where required by the Buyer, on all relevant Services to assist customers in the task of calculating their total carbon footprint.
- All organisations with 250 or more employees shall publish and report specific figures about their gender pay gap, and the Supplier is expected to progress towards equalising this.
- Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement
- Through training and education. Influencing behaviour to reduce waste and use resources more efficiently in the performance of the contract.

1.26.3. **Equal Opportunity:** CCS is committed to tackling inequality and giving everyone the opportunity to fulfil their potential. The Government's Good Work Plan affirms the government's ambition that all work should be fair and decent, and that everyone, regardless of where they live in the UK or which sector they work in, should be able to benefit from high quality jobs. We require the Supplier to support and deliver this through activities such as:

- Suppliers are required to demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain.

- Through understanding of the modern slavery risks and issues affecting the market, industry, sector or country (of origin or of source) relevant to the contract, and the workforce in the tenderer's own organisation and those of its key sub-contractors.
- Contribute to reducing the Disability & Inclusion gap.

## **Definitions**

- 1.27. In this Schedule certain words set out in Annex 1 (Supplementary Definitions) to this Schedule shall have the meanings given in Annex 1 (Supplementary Definitions) and these defined terms shall supplement Joint Schedule 1 (Definitions).

## **Payment Methods**

- 1.28. The Supplier must facilitate payment by the Buyer of the Charges under a Call-Off Contract under any method agreed with the Buyer in the Order Form.
- 1.29. The Supplier must facilitate a change of payment method during the term of any Call-Off Contract.
- 1.30. The Supplier shall not charge the Buyer, nor CCS, for a change in payment method during the term of the Call-off Contract

## **2. THE LOTS**

- 2.1. The Services are divided into four Lots:
- 2.1.1. Booking Solutions UK Points of Sale - Low touch;
  - 2.1.2. Booking Solutions UK & Overseas Points of Sale - High touch;
  - 2.1.3. Booking Solutions Specialist Needs; and
  - 2.1.4. Booking Solutions Venues & Events.
- 2.2. The requirements for the Services within each Lot are contained in paragraphs 3 to 8 of this Specification. The relevant Order Form shall specify which of these Lots are required under the relevant Call-Off Contract. Buyers may require other similar Services, which will be detailed in the Statement of Requirements in accordance with the Call-Off Procedure and set out or referred to in the relevant Order Form.
- 2.3. The minimum Service standards and Service Levels that will apply to the Supplier's performance of the Services for each relevant Lot are set out in Call-Off Schedule 14 (Service Levels) of the relevant Call-Off Contract. It is the Buyer's responsibility to review these minimum Service standards and Service Levels (as appropriate) to ensure they are adequate for the Buyer's needs. Where, through a Further Competition, the Buyer wishes to vary the Service Levels it will set out its varied requirements in the Statement of Requirements in accordance with the Call-Off Procedure if required.

## **3. MANDATORY SERVICE REQUIREMENTS ALL LOTS**

### **Booking Amendments, Exchanges, Cancellations and Refund Requirements**

- 3.1. The Supplier shall offer an online booking amendment, exchange cancellation and refund solution or an alternative solution for amendment, exchange cancellation and refund solution e.g. offline.
- 3.2. The Supplier shall process all online or offline requests to amend, exchange, cancel or refund a prepaid booking from the Buyer. This shall be undertaken in accordance

with the carriers and/or accommodation venue providers and/or TOC's terms and conditions of booking. The Buyer shall not incur charges due to delays in the Supplier's process to amend exchange and or cancel a booking.

- 3.3. The Online Booking Solution shall provide email confirmation to the Booker and/or Traveller of any amendments and/or cancellations made online.
- 3.4. All amendments, exchanges, cancellations and refunds shall be confirmed by the Supplier by email or by other means of written notification to the Booker and/or Traveller. The confirmation shall provide a unique amendment/exchange/cancellation/refund reference code and clearly show the booking details so that the Buyer can accurately match, monitor and track all refund requests.
- 3.5. The Supplier shall provide a process for the Buyer to claim for delays to train journeys via the Supplier in accordance with the Buyer's requirements.
- 3.6. The Supplier shall provide, as part of the Offline Booking Solution, a facility to amend the Traveller name whilst keeping the original booking if allowed by the fare/rate terms of conditions.
- 3.7. For rail, the amendment/exchange/cancellation/refund process shall include an acknowledgement of receipt of refund requests sent by post from the Buyer to the Supplier.
- 3.8. For rail, the Supplier shall check whether tickets have been used and shall provide the Buyer with a refund process automatically. The Supplier shall provide the Buyer with Monthly refund data.
- 3.9. For air, the Supplier shall check whether e-tickets have been used and shall provide the Buyer with a refund process automatically. The Supplier shall provide the Buyer with Monthly refund data.
- 3.10. For accommodation, the offline cancellation process shall provide an emailed confirmation of cancellation as soon as possible and within a maximum of 1 hour of the cancellation call or email sent by the Traveller.
- 3.11. For venue find only, the Supplier shall process all requests to amend, cancel or refund a booking from the Buyer. This shall be undertaken in accordance with the CCS Preferred Venue Terms and Conditions or the venue provider's terms and conditions of booking, as applicable. The Buyer shall not incur cancellation or amendment charges that are caused by delays in the Supplier's process. Where a confirmed booking is cancelled with charges, the Supplier shall have a process in place to ensure that, wherever possible, such bookings are offered to other pending Booker enquiries to avoid the cancellation charges being incurred.
- 3.12. If the booking requires pre-trip approval, any change to the booking that increases the overall cost to the Buyer will also require pre-trip approval.

### **Payments and Invoicing Requirements**

- 3.13. The Supplier's Online Booking Solution and Offline Booking Solution(s) shall have the ability to support the payment options as directed by the Buyer to include, but not limited to:
  - 3.13.1. corporate payment cards, including virtual credit cards;
  - 3.13.2. invoice feeder files as a method of invoicing;
  - 3.13.3. billing to project and or cost centre codes;
  - 3.13.4. lodge cards / enhanced lodge card;



- 3.13.5. consolidated invoice accounts, for example 10 or 30 days;
- 3.13.6. individual and / or single bill back, for example not consolidated invoice; and
- 3.13.7. payment on departure by Traveller for accommodation and/or venue bookings.
- 3.14. The Supplier shall work with the Buyer to implement card payment processes as required at no additional cost to the Buyer.
- 3.15. The Supplier shall work with the Buyer to implement an integrated expenses process as required at no additional cost to the Buyer.
- 3.16. For acceptance of payment by purchasing card, the Supplier shall only surcharge the Buyer the direct cost borne as a result of the Buyer using the given means of payment. The Supplier shall not charge the Buyer any additional supplier merchant fees other than the card provider's published merchant fees, nor will it be entitled to charge a mark-up on such costs and/or fees.
- 3.17. The Buyer reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
- 3.18. The Online Booking Solution shall provide the facility for the Booker to insert the three / four digit CVV security code.
- 3.19. For each online and offline booking the Buyer shall require the Booker's and Traveller's staff number, service number, where appropriate, and Buyer's specific, name, Unit Identification Number (Lot 3 only), cost centre, email address and where possible whether it is a taxable journey to be recorded for each online and offline booking and, where requested by the Buyer, the tax classification.
- 3.20. The Supplier shall provide a full itemised breakdown of fees, e.g. booking fees, card surcharge fees, air baggage fees and any additional charges indicated on the Supplier's invoice and the breakdown shall provide for any applicable VAT (or any other similar or equivalent taxes) payable in respect of those fees.
- 3.21. The Supplier shall determine, prior to Go Live, solutions that have the capability to interface with the Buyer's e-commerce (Purchase 2 Pay) system.
- 3.22. Where the Buyer does not require a full end-to-end e-commerce (Purchase 2 Pay) system, the Supplier shall provide an alternative solution in accordance with the Buyer's requirements at no additional cost, charge or expense to the Buyer.
- 3.23. The Online Booking Solution shall have the functionality to manage accommodation provider's advance purchase payments when requested by the Buyer. The offline process shall have the functionality in place to manage accommodation provider's deposits. When required by the Buyer, the Supplier shall accept card payment solutions to facilitate all bookings that require pre-payment.
- 3.24. If requested by the Buyer, the Supplier shall use their own card solution to facilitate all bookings that require prepayment. Paragraph 3.23 above applies no matter whether the card account belongs to the Buyer or Supplier.
- 3.25. The Supplier shall ensure that all online and offline bookings for air baggage costs or other ancillary charges are itemised separately on the invoice and are not included in the air fare total amount.
- 3.26. In the event that the Buyer is required to book accommodation on behalf of third parties (e.g. for projects), the Supplier shall, when requested, be responsible for obtaining the relevant accommodation provider invoice within 20 Working Days of the checkout date to allow the Buyer to claim reimbursement costs through the relevant project.

- 3.27. The Supplier shall provide an assurance to the Buyer that the lowest available fare/rate is always offered to Bookers to make a booking in a secure and fully bonded environment. If a Booker finds a flight, hotel or rail ticket that is cheaper than that presented by the Supplier, the Supplier shall action a Price Match.
- 3.28. The Supplier shall offer a Price Match guarantee on all fares and rates it supplies to the Buyer to guarantee the Supplier is offering the lowest cost options for travel and accommodation. Price Match fares or rates are those that are available to the general public online. This does not include fares or rates offered on membership only websites, reward programs, incentives, via a consolidator or fares or rates obtained via e-auctions, or sites requiring a code to access. Price Match is also not available for sharing economy products. A Price Match challenge needs to be flagged to the Supplier within 2 working hours of receiving the Supplier's quoted fare or rate by email. If the Price Match request is valid the Supplier will need to provide the Price Match quote within 2 working hours. No additional transaction or amendment fees shall be applied when a Price Match is implemented. Price Match is only available for fully IATA/RDG/ATOC/ABTA (or equivalent) bonded distribution channels and only where the point of origin and the point of sale are the same country. Price Match shall not apply in situations where the Buyer has requested that Inventory channels and availability displays be limited to exclude the fares or rates being challenged under Price Match. Price Match shall not apply where the Buyer or Buyer representative has negotiated a rate programme where the lowest available rate is higher than the benchmark rate or fare quoted by the Buyer. The Supplier shall continuously look to enhance the price match process bringing ideas for improvement and increased benefits to the Supplier review meetings with CCS including opportunities for innovations within the online booking tool to facilitate this.
- 3.29. The Supplier will invoice the Buyer for the Charges in the currency of the country from which the Services are provided unless agreed differently in the relevant Order Form.

### **Tax**

- 3.30. Any sum payable under the relevant Call-Off Contract is exclusive of VAT (and any other similar or equivalent taxes, duties, fees and levies imposed from time to time by any government or other authority) which will be payable in addition to that sum in the manner and at the rate prescribed by applicable law, in the jurisdiction in which the related supply takes place, from time to time, subject to receipt by the paying party of a valid VAT invoice (or its local equivalent) as prescribed by local law or practice. The Supplier shall ensure that any exemption or relief in respect of VAT or equivalent sales or ad valorem taxes is applied on its supply of the Deliverables to the Buyer, in particular by reference to any diplomatic or consular arrangement that may be applicable whether by law, customs practice or otherwise. Where there are different tax treatments applicable depending on type of service requested (e.g. in venue hire for 'Management Conferences' compared to 'Room Hire and Catering Only') then the Supplier shall ensure correct account/category codes are built into the invoicing without any additional charge, cost or expense.
- 3.31. Except as required by applicable law all payments under the relevant Call-Off Contract will be made free and clear of all deductions and withholdings (whether in respect of tax or otherwise).

### **Management Information and Data Reporting Requirements**

- 3.32. The Supplier shall operate and maintain appropriate systems, processes and records to ensure that it can, at all times, deliver (or otherwise make available) timely and accurate management information from all the countries in the scope of the

relevant Call-Off Contract to the Buyer in accordance with the Buyer's requirements and the provisions of the relevant Call-Off Contract and this Schedule.

3.33. The Supplier shall provide either:

- 3.33.1. a secure, central portal to enable the Buyer, and CCS if requested, to self-access their dashboard, management information (including travel data, booked data and invoiced data) and reports. The portal shall offer the capability to customise reports and access raw data; or
- 3.33.2. such alternative secure communication method in relation to the Buyer's dashboard, management information (including travel data, booked data and invoiced data) and reports as specified by the Buyer at the relevant Call-Off Start Date.

3.34. The Supplier shall ensure (where there has been no change to the original booking), the management information provided to the Buyer can be matched to the relevant Supplier invoice.

3.35. The Supplier shall capture details of the Authorising Officers for each online and offline out of policy booking in accordance with the Buyer's requirements.

3.36. The Supplier will use the management information to engage with CCS and/or Buyers in such areas as (but not limited to) duty of care, enhanced customer experience and ensure that Travellers are making optimal choices in line with their relevant travel policy.

#### **Assurance Management Systems**

3.37. The Supplier shall, at all times for the duration of the relevant Call-Off Contract, have in place, maintain and comply with quality and assurance management systems and standards for the scope of the Services offered, including but not limited to the following:

- 3.37.1. a Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent;
- 3.37.2. an Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent; and
- 3.37.3. an information security management system as required by the Security Requirements.

#### **Feedback Requirements**

3.38. The Online Booking Solution shall provide access to an air, rail, venue and accommodation feedback and rating facility. The feedback facility must request the user's email address as a minimum so as to identify the provider of the feedback. The Supplier shall review this feedback as part of account management and provide recommendations and ideas as to how to remedy and/or prevent any poor service issues occurring and take reasonable steps to avoid such issues occurring again.

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

#### **Call-Off Contract Access**

3.40. The Supplier shall note that the Services provided under the relevant Call-Off Contract, for business travel booking and management Services are solely for

authorised business use. Whilst the Services are predominantly for Buyer's employees, they may also be utilised for non-employees, for example employee spouses and dependants, members of the public, visiting foreign nationals and others where prior written approval is provided by the Buyer. Under no circumstances shall Traveller(s) of the Buyer or any other nominated individuals authorised by the Buyer, utilise the Services for personal use unless explicitly part of their duty or pursuant to employment terms and conditions. In the event that the Buyer wishes to use the Services as a contingency arrangement for individuals who have not booked their travel through the relevant Call-Off Contract (e.g. the repatriation of British Nationals in an emergency or provision for rough sleepers, asylum seekers), the Supplier will work with the Buyer to facilitate access to the booking solutions under the relevant Call-Off Contract.

- 3.41. There shall be no personal gain for Bookers or Travellers and/or delegates through benefits acquired as a consequence of travel undertaken as part of the relevant Call-Off Contract. Therefore, the Supplier shall not facilitate the collection of an individual's loyalty card points awarded by Third Party Providers. However, the Supplier is required to facilitate corporate schemes and/or charity donation schemes where applicable, if approved by CCS and agreed with the relevant Buyer.

### **Technology Requirements**

3.42. **Provision of the Online Booking System**

- 3.42.1. The Supplier will perform the Services using the Supplier's Online Booking System, which will (as a minimum) comply with the requirements set out in this Paragraph 3.42 and this Schedule and the Buyer's specification (as set out in Call-Off Schedule 20 (Call-Off Specification)), and, where applicable, the Supplier's tender for the Services (as set out in Call-Off Schedule 4 (Call-Off Tender)).
- 3.42.2. The Supplier will ensure that the Online Booking System is suitable for the performance of the Services and that the Services will not be adversely affected or hindered in any way by the use of the Online Booking System. The Supplier's Online Booking Solution tool must be able to allow for "Single Sign On" capability using OIDC and SAML 2.0 authentication protocols to support future Government digital strategies and where interacting with CCS services must be fully capable of integrating with the dedicated CCS Single Sign On solution as and when required.
- 3.42.3. The Supplier will at all times maintain the Online Booking System in such working order as enables it to perform the Services in accordance with the terms of this Contract and to comply with the Service Levels.

### **Online Booking System Warranties**

- 3.43. The Supplier warrants, represents and undertakes to the Buyer that:
- 3.43.1. the Online Booking System used by the Supplier in connection with this Contract will:
- not have its functionality or performance affected, or be made inoperable or be more difficult to use by reason of any data related input or processing in or on any part of such Online Booking System;
  - not cause any damage, loss or erosion to or interfere adversely or in any way with the compilation, content or structure of any data, database, software or other electronic or magnetic media,

hardware, website, online applications or computer system of the Buyer with which it interfaces or comes into contact; and

- any variations, enhancements or actions undertaken by the Supplier in respect of the Online Booking System will not affect the Supplier's compliance with this Paragraph 3.43.1 or the performance of the Services;

3.43.2. the Online Booking System will be properly maintained and supported to ensure that it functions correctly, including through the correction of defects and faults in the Online Booking System and the performance of regular system restoration activities to restore parts of the Online Booking System that are defective or are not functioning correctly; and

3.43.3. it will perform or procure the performance of end user tests to ensure that corrections and system restoration activities have been implemented successfully pursuant to Paragraph 3.42 and that reports will be prepared detailing the success or failure of such end user tests for provision to the Buyer.

#### **Performance of the Online Booking System**

3.44. Whenever a new version of the Online Booking System or any part thereof is released, the Supplier will notify the Buyer and will inform the Buyer of the implications that the new version will have on the Online Booking System and, if applicable, the Buyer's use thereof. The Supplier will ensure in collaboration with the Buyer that new versions of the Online Booking System will maintain the functionality of previous versions unless expressly agreed with the Buyer in writing.

3.45. The Supplier will ensure that any updates, modifications and/or maintenance to the Online Booking System will only be carried out with the prior consent of the Buyer and, in any event, will not be carried out on a Working Day.

3.46. In the event that a Virus is found, the Supplier will use, at its own expense, best endeavours to assist in reducing and preventing the effects of the Virus, and in the event that a Virus causes loss or corruption of the Buyer's data to assist the Buyer to the same extent to mitigate such losses and to restore such data. The Supplier will immediately inform the Buyer on becoming aware of any Virus, breach of IT security or unauthorised access affecting the Online Booking System or any of the Buyer's data.

3.47. For the purpose of Paragraph 3.46 a 'Virus' means any software virus, computer worm, malware, spyware, ransomware, disabling script, back-door, Trojan horse, rootkit, key-logger, software bomb or similar damaging or malicious code.

#### **Access to the Online Booking System**

3.48. The Supplier will:

3.48.1. provide unrestricted access to the Online Booking System to the Buyer and its nominated representatives throughout the Call-Off Contract Period;

3.48.2. supply accurate and up-to-date copies of all necessary information relating to the Online Booking System to the Buyer in good time prior to the Buyer's first access of the Online Booking System and updates thereof to reflect any modifications to the Online Booking System from time to time;

- 3.48.3. supply all necessary passwords and log-in details to enable the Buyer and its personnel to access the Online Booking System in accordance with the relevant Call-Off Contract;
  - 3.48.4. set up and maintain a communications link via which the Buyer can access the Online Booking System and the Supplier will be responsible for the integrity of such link, its connections and for all data passing over such link; and
  - 3.48.5. take all necessary steps to rectify any errors, failures or malfunctions of the Online Booking System so as to restore the Buyer's access as soon as possible and to minimise disruption to the Buyer.
- 3.49. The provision of each new version of the Online Booking System and all upgrades and updates thereto which from time to time are made available by the Supplier to its users generally are included in the Charges and will be automatically made available by the Supplier to the Buyer as part of the Online Booking System access rights.

#### **Protection of the Online Booking System**

- 3.50. The Supplier will operate a back-up process for the Online Booking System insofar as it relates to the Services in accordance with the buyer's agreed Security Management Plan. The back-up process will be sufficient to enable the Supplier to replicate the Online Booking System and restore the provision of the Services promptly after the occurrence of any event which materially disables, disrupts or interferes with the proper operation of the Online Booking System.
- 3.51. The Supplier will protect the Online Booking System used in the provision of the Services in accordance with the Security Management Plan and the Security Requirements, including facilities for remote access to the Online Booking System, against unauthorised external penetration and to ensure that such networks are resilient and are protected at a minimum against any single point of failure.
- 3.52. The Supplier will test the back-up process for the Online Booking System and the protection to be afforded to the Online Booking System in accordance with the Security Management Plan and the Security Requirements and will prepare reports setting out the results of such tests and any actions which need to be taken to ensure that the back-up process and the Online Booking System comply with the requirements of this Paragraph 3.52. The Supplier will provide such reports to the Buyer within ten (10) Working Days of the completion of such tests.
- 3.53. The Supplier grants to the Buyer, or will procure the grant to the Buyer of, a royalty-free, worldwide, transferable, non-exclusive licence for the Contract Period, together with the right to grant sub-licences to Bookers and Travellers, to use the object code version of the Online Booking System, as required for the Buyer to receive the Services and enjoy the benefit of any rights granted to it pursuant to the relevant Call-Off Contract.

#### **4. MANDATORY SERVICE REQUIREMENTS: LOTS 1-3**

- 4.1. The Supplier shall meet the mandatory requirements listed below in paragraphs 4.2 to 4.113 of this Schedule.
- 4.2. The Buyer will confirm its requirements for the Services in the Statement of Requirements issued under the Call-Off Procedure.
- 4.3. The Supplier shall create a relevant generic email address which shall be used for all Buyers' queries.

- 4.4. The Buyer is not obliged to procure all of the Services described in this Schedule. The decision on which Services will be procured will be set out in the relevant Order Form.
- 4.5. The Buyer does not guarantee any exclusivity, quantity or value of work under the relevant Call-Off Contract.
- 4.6. The Supplier will be acting as the Buyer's agent and not the principal in relation to any bookings and reservations made in relation to the Services.
- 4.7. In the performance of the Services and the Supplier's other obligations under the Contract, the Supplier will at all times comply with all applicable Law and have in place and maintain all required registrations, certifications and affiliations.
- 4.8. The Supplier will ensure that it has sufficient levels of suitably qualified personnel with the relevant experience available at all times to provide the Deliverables in accordance with the Service Levels throughout the duration of the Contract. Failure to do so shall amount to a material Default of the relevant Call-Off Contract entitling the Buyer to terminate without notice. A high quality service is deemed to be when the Service Levels specified in Call-Off Schedule 14 (Service Levels) are exceeded on a permanent basis.
- 4.9. The Supplier shall ensure that its staff understand the objectives and implement the Travel/Expenses/Meeting Policy of the Buyer and shall provide the levels of customer service in accordance with Call-Off Schedule 14 (Service Levels) to the Buyer throughout the Call-Off Contract Period including an escalation process for out of policy bookings or attempts to book.
- 4.10. The Supplier will provide additional supporting services not specifically identified in this Schedule, but that are reasonable and typical within the industry for the Services such as travel advice. Such supporting services will be provided upon request and at no charge to the Buyer.
- 4.11. Changes to the way in which the Services are to be delivered which could potentially have a material adverse effect on the Deliverables must be brought to the Buyer's attention as soon as reasonably practicable and shall be agreed between the Buyer and Supplier prior to any changes being implemented.
- 4.12. Subject to Paragraph 4.11, where Deliverables are described in this Schedule but are not mentioned in the pricing matrix, the pricing of such Deliverables shall be deemed to have been included in the Supplier's overall offering and therefore no additional pricing can be charged/added.
- 4.13. The Supplier acknowledges that in the event that the Buyer wishes to access the Services as a contingency arrangement for individuals who have not booked their travel through this Contract (e.g. the repatriation of British Nationals in an emergency), the Supplier will work with the Buyer to facilitate access to the booking solutions under this Contract. This service can be priced outside of the Charges where the Supplier can evidence it is not economically viable to use the Charges and approval has been provided to the Supplier by CCS in writing.
- 4.14. The Supplier shall use all reasonable commercial endeavours to understand and reduce supply chain impacts and risks to the Buyer and ensure that it leverages the aggregate volumes, it manages on behalf of the Buyer, to work with its supply chains to deliver sustainable and efficient services with the aim of achieving the best long-term, overall value for money for the Buyer.
- 4.15. The Supplier shall present new more efficient and effective ways of working to the Buyer during the contract review meetings, in accordance with Call-Off Schedule 15 (Call-Off Contract Management), including pro-actively developing and presenting

market analysis and recommendations to leverage market opportunities further on an ongoing and continuous dynamic basis, offering expertise, knowledge and advice regularly on the design and ongoing development of Her Majesty's Government travel policy, market intelligence/reports, training of end-users and communications best practice etc. as a trusted professional travel adviser beyond that of just a travel provider.

#### **Booking Solution Access and Capability Requirements**

- 4.16. The Supplier shall ensure that the Online Booking Solutions and Offline Booking Solutions data capture are not materially different across travel categories (e.g. rail, air, accommodation). Country level online and offline data shall be merged into one report for booked data and one report for invoiced data.
- 4.17. The Supplier shall ensure that the Online Booking Solution is available 24 hours a day, 365 days per year (or 366 in a leap year) across all the applicable points of sale throughout the entire duration of the relevant Call-Off Contract. This excludes any planned scheduled outages for system maintenance and/or system upgrades that have been mutually agreed with the Buyer and offers the necessary language interface.
- 4.18. Booker access to the Online Booking Solution shall be via an individual's secure username and password in accordance with the guidance offered by the National Cyber Security Centre <https://www.ncsc.gov.uk/collection/passwords>.
- 4.19. Requests for forgotten passwords and requests to change password shall be facilitated online at any time and offline during the applicable Core Working Hours and shall be actioned without charge.
- 4.20. The Supplier shall provide the Buyer with a minimum of 2 weeks' advance notice of any system upgrade, the benefits that any system upgrades shall deliver, and detail any inconvenience or disruption and /or any actions required to be undertaken by the Buyer. The Supplier shall ensure such maintenance or upgrades shall be carried out with minimum disruption to the Deliverables. Online Booking Solution maintenance and upgrades shall be implemented as soon as is practicable, and:
  - 4.20.1. they shall be provided by the Supplier without charge; and
  - 4.20.2. they shall occur outside the applicable Core Working Hours.
- 4.21. Notification of maintenance and/or system upgrades shall be provided to the Buyer's lead contacts and a message placed on the Supplier's Online Booking Solution at least 2 weeks in advance of and again 48 and 24 hours before as a reminder to all Bookers.
- 4.22. The Supplier shall ensure any system maintenance and upgrades are tested via the Buyer's networks prior to the upgrade/version release going 'live', including any Third Party Providers that the Supplier is reliant upon. Any custom interfaces must be carried forward when any Supplier systems are upgraded.
- 4.23. Without prejudice to the Supplier's obligations in respect of the Security Requirements, in case of security breaches and unplanned system maintenance that may directly or indirectly affect the Buyer, the Supplier shall take all necessary actions, including, but not limited to, system maintenance immediately. Report of a security breach shall be carried out in accordance with the Security Requirements. Information on non-availability of the Online Booking Solution is to be shared with the Buyer at least 1 hour in advance of the commencement of the emergency maintenance and or system upgrades. The Supplier shall inform the Buyer if any action is required and the benefits that any emergency upgrades shall deliver to the Buyer, with a minimum of 1 hours' notice.



- 4.24. As part of the Implementation Plan, the Supplier shall adapt the Online Booking Solution to reflect the Buyer's Travel/Expenses/Meeting Policy(s) during the Implementation Period).
- 4.25. The Supplier shall further adapt the Online Booking Solution to reflect any changes in the Buyer's Travel/Expenses/Meeting Policy(s) and / or the Security Management Plan throughout the duration of the relevant Call-Off Contract.
- 4.26. The Supplier Online Booking Solution and any other online system available to the Buyer shall comply with:
- 4.26.1. Government design principles, <https://www.gov.uk/guidance/government-design-principles>;
  - 4.26.2. Government design system, <https://design-system.service.gov.uk/>;
  - 4.26.3. Government standard design, <https://www.gov.uk/service-manual>; and
  - 4.26.4. The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.
- 4.27. The Supplier shall enable the Super Users with the appropriate system access and training to undertake the following activities in accordance with the Buyer's requirements (the details of which shall be agreed between the Supplier and Buyer during the Implementation Period):
- 4.27.1. allow bookings outside of the Buyer's departmental Travel/Expenses/Meeting Policy(s) subject to Buyer internal controls;
  - 4.27.2. ability to self-register Traveller profiles; create Traveller profiles; amend Traveller profiles;
  - 4.27.3. delete profiles, in accordance with the data security requirements; and
  - 4.27.4. add Buyer specific messages to their tailored booking portal where technology exists.
- 4.28. The Supplier shall provide the facility for uploading and updating Traveller-specific profile data, e.g. by CSV file or by direct integrated data feed from the Buyer's systems, subject to all necessary security and data protection standards required by the Buyer.
- 4.29. The Online Booking Solution shall have the capability for Bookers to select and book travel using either pre-registered profiles, create their own profile or a guest profile (dependant on their levels of system access specified by the Buyer).
- 4.30. The Supplier shall delete/suspend inactive profiles following a period of 13 Months (or as otherwise agreed with the Buyer in writing) of inactivity from the last date of travel or as otherwise agreed with the Buyer. The process for deleting/suspending Traveller profiles shall be in accordance with the Buyer's requirements and agreed in accordance with Call-Off Schedule 13 (Implementation Plan and Testing). The Supplier shall inform the Buyer in writing when inactive profiles have been deleted/suspended.
- 4.31. The Supplier will:
- 4.31.1. provide a copy of all Traveller profiles to the Buyer on request from time to time and in such format as required by the Buyer;
  - 4.31.2. return to the Buyer all Traveller profiles on the termination of the Contract or such earlier date as requested by the Buyer; and
  - 4.31.3. securely erase all Traveller profiles and any copies it holds on the termination of the Contract in accordance with the Security Policy.

- 4.32. If required by the Buyer, the Supplier shall ensure that the Online Booking Solution includes a pre-trip approval prior to the booking stage, or authorisation process of bookings.
- 4.33. Unless agreed otherwise with the Buyer in the relevant Call-Off Contract, the Supplier shall ensure a booking cannot be made via the Online Booking Solution or Offline Booking Solution unless a full validated cost centre code or employee number or a full validated GL string, full validated project code or other reference number is provided by the Booker unless the payment is being made using an individual's credit card (as specified by the Buyer unless the Buyer's Travel/Expenses/Meeting Policy states otherwise). The cost centre code or employee number shall be validated against a list provided by the Buyer during the Implementation Period. This list shall be updated as frequently as necessary and given to the Supplier up to a maximum of 12 times per year by the Buyer. Any requests over 12 may be subject to an additional charge which shall be specified in the relevant Call-Off Contract. An emergency code will be provided to the Supplier for when this requirement needs to be overridden. The Online Booking Solution shall provide the facility for designated users to update cost centre codes, employee numbers, GL strings, project codes and other reference numbers on profiles on an ad hoc basis.
- 4.34. The Supplier shall ensure that when using the Online Booking Solution, the Bookers are able to search for and be presented with the lowest cost fares and/or rates in the market from multiple sources of Inventory. The results of the search shall ensure that all available Inventory is clearly visible and appropriate to the search parameters entered by the Booker. All publicly available fares/rates, offers and promotional fares/rates, locally negotiated fares/rates and CCS Public Sector Negotiated Programme fares/rates shall be displayed and available to book. It is mandatory that the Supplier shall not restrict any content and inventories in any way at all, without obtaining prior written approval from the Buyer. There are no exceptions to this mandatory requirement.
- 4.35. The Supplier shall make new Inventory available on the Online Booking Solution, including GDS and non-GDS content (e.g. API), or Inventory requested by the Buyer as a result of any changes in the supply landscape. New Inventory shall be made available within 14 days of either the request by the Buyer or any change in the supply landscape. When a new API implementation is impacted by Third Party Providers, the Supplier is to agree the timescale with the Buyer.
- 4.36. The Online Booking Solution shall provide Bookers with access to all published fare/rate rules, restrictions, terms and conditions including, but not limited to, the rules for penalty clauses, amendment, and exchange and cancellation periods.
- 4.37. Unless agreed otherwise with the Buyer in this Call-Off Contract, the Online Booking Solution shall prioritise all air, rail and accommodation rates by (at a minimum) price, from lowest to highest, highlighting those that are within policy as defined in the Buyer's Travel/Expenses/Meeting Policy(s). The Online Booking Solution shall also have the functionality to identify when the Booker does not select the lowest cost option, and alert the Booker before they confirm the booking. Prioritisation by other factors is non-mandatory.
- 4.38. The Supplier shall ensure the Online Booking Solution and the Offline Booking Solution captures the reasons for booking out of the Buyer's Travel/Expenses/Meeting Policy at the time of booking via a drop-down list of Reason For Travel Codes and shall be recorded and reported to the Buyer as part of their through the management information process.

- 4.39. The Online Booking Solution shall have the facility to communicate, at the point of booking, important messages to Bookers and Travellers regarding situations that are likely to impact their specific travel booking including, but not limited to, hotel refurbishments, travel disruptions, flight delays, adverse weather, industrial action, specific events (e.g. football matches) and Online Booking Solution outages. Any important messages to be published on the Online Booking Solution that are not related to travel disruptions shall be submitted to the Buyer for approval no later than 48 hours prior to publication.
- 4.40. The Supplier shall be required to disable any service(s) which are not included in the scope of the relevant Call-Off Contract subject to agreement with the Buyer.
- 4.41. The Supplier shall ensure a history of confirmed travel and/or meeting itineraries is available to Bookers and Travellers of the Buyer. The Online Booking Solution shall allow Bookers to save frequently used routes and accommodation providers as a template for future reference to enable efficient processing of bookings for frequent journeys (Lots 1 and 2 only).
- 4.42. The Supplier shall ensure that there is a facility to book multi modal bookings e.g. air and rail as part of one booking. Such bookings shall attract a single transaction fee providing all elements are booked at the same time, in accordance with Call-Off Schedule 5 (Pricing Details).
- 4.43. The Online Booking Solution shall be customizable; at a minimum it shall be possible to display the Buyer's logo on the landing page of the Online Booking Solution.
- 4.44. Any API implementation shall conform to Her Majesty's Government best practice <https://www.gov.uk/guidance/gds-api-technical-and-data-standards>.
- 4.45. The search results shall provide information including, but not limited to, routes, accessibility restrictions, journey times, and CO2 emissions per booking.
- 4.46. Emissions reporting must be in accordance with the Government guidance on Measuring and reporting environmental impacts: guidance for businesses (<https://www.gov.uk/guidance/measuring-and-reporting-environmental-impacts-guidance-for-businesses>), as amended, using the relevant government emission conversion factors for greenhouse gas company reporting (<https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>) unless otherwise notified by the Buyer.
- 4.47. The Supplier shall provide solutions to prevent Bookers from either viewing or booking fares/rates (including an escalation process for out of policy bookings or attempts to book) that are:
- 4.47.1. not within the Buyer's Travel/Expenses/Meeting Policy limits; and/or
  - 4.47.2. fares/rates that the Buyer (and/or CCS) has requested in writing to the Supplier to be removed from the Online Booking Solution.
- 4.48. The Online Booking Solution and/or Offline Booking Solution shall have the capability for the Buyer's Bookers to book and ticket travel where the point of origin is outside the country from which they are making the booking.
- 4.49. The Online Booking Solution shall have the facility to import the travel/meeting venue itinerary details into the calendar that is linked to the Traveller's registered email address.
- 4.50. The Online Booking Solution shall display fares/rates and availability on the day before and the day after the dates selected by the Booker or where the technology allows (for example Rail bookings) to display fares by hour of selected date.

- 4.51. The Online Booking Solution options shall be shown on a single screen, with price comparisons between travel modes, for example appropriate rail and air journeys, and should it become available during the term of the Call-Off Contract, whole journey costs.
- 4.52. The Supplier shall provide an Offline Booking Solution which offers the Buyer all options as reflected in the Online Booking Solution as well as any available offline content which may not be reflected in the Online Booking Solution. The Suppliers must not restrict the options presented to Bookers in any way not approved in writing by the Buyer including, but not limited to, their own preferred partners and/or to rates and/or fares that give the Supplier a financial return, or other benefits.
- 4.53. If requested by the Buyer the Supplier shall provide the support, access and functionality of the Online Booking System to the Buyer personnel via mobile devices such as tablets and smartphones or through a mobile booking app. This functionality must not compromise data security in any way and or increase security risks to the Buyer or Her Majesty's Government (HMG). Any security risk will be assessed by the security working group and any necessary modifications must be carried out by the Supplier before the go-live stage of the mobile booking app at no cost to the Buyer in accordance with Call-Off Schedule 9A (Security) or Call-Off Schedule 9B (MOD Security) as applicable.
- 4.54. The Supplier will provide the Buyer with a copy of their technology roadmap and will regularly update the Buyer on the progress and or developments of the roadmap.

#### **Operational Service Requirements**

- 4.55. If requested by the Buyer, the Supplier shall provide in-house travel implants to deliver all aspects in scope of the Buyer's travel requirements.
- 4.56. The travel service delivered must adhere to the service standard (<https://www.gov.uk/service-manual/service-standard>), and pass the necessary assessments for internal travel services.
- 4.57. The Supplier shall provide operational travel management supporting services; these services shall be agreed between the Supplier and the Buyer in the relevant Order Form and Call-Off Schedule 5 (Pricing Details), if applicable.
- 4.58. The Supplier shall provide a service for the facilitation and/or processing and submission of travel visas and passports, including:
- 4.58.1. a visa and or passport query(s) and or support service; and
  - 4.58.2. a service for the provision to purchase currency, which shall be undertaken at the commercially advantageous exchange rate on the day. Exchange rates will be monitored by the Buyer.
- 4.59. The Supplier shall provide the facility to book:
- 4.59.1. parking requirements at airports, railway stations and ferry ports;
  - 4.59.2. parking by an attendant; and
  - 4.59.3. an airport, railway station or ferry port "meet and greet" service.
- 4.60. The Supplier shall provide detailed booking information including, but not limited to, directions and contact details for each car park reservation.
- 4.61. The Supplier shall provide the facility for the Buyer to:
- 4.61.1. book tickets for all scheduled coach journeys for example on intercity coach journeys;
  - 4.61.2. bulk purchase bus tickets; and

- 4.61.3. hire a coach with a driver.
- 4.62. The Supplier shall take overall responsibility for ensuring that all Third Party Providers that they engage under the relevant Call-Off Contract are compliant with the current and future legislation applicable to all Services, including, but not limited to all applicable Laws relating to coach hire and driver services and minicab / taxi booking services.

#### **Support for Travellers and Bookers**

- 4.63. The Buyer shall notify the wording for any automated attendant model and/or interactive voice response telephone script to the Supplier, which shall be used when processing offline bookings by telephone. Answer machines and/or automated attendant model shall be kept to 1 level of the call tree.
- 4.64. The Supplier shall provide support to Travellers or Bookers who may have specific requirements related to Protected Characteristics, outlined in the Traveller's or Booker's profile or communicated during the booking process, to ensure that they are able to access the Services and that all associated travel and booking arrangements are met. In particular any requirements relating to disability are to be catered for in accordance with the Equality Act 2010.
- 4.65. The Supplier shall advise, at the time of booking, any publicised travel issues that may disrupt the Traveller's journey or booking including, but not limited to, hotel refurbishments, travel disruptions, flight delays, adverse weather, industrial action, specific events (e.g. football matches).
- 4.66. The Supplier shall arrange any supporting services required by Travellers and/or delegates with specific needs, the details of which will be provided at the time of booking, for example, assistance upon arrival at the venue, extended transfer times, wheelchair ramps at a station and assistance to board and alight from a train or aircraft.
- 4.67. The Supplier shall highlight all additional charges applicable to the booking, including but not limited to transaction and ticket delivery / collection fees, and provide advice to Travellers and Bookers in order to minimise these charges.
- 4.68. The Supplier shall provide a service to book valuable or sensitive items, for example government papers, firearms or musical instruments, animals on flight or rail bookings. The Supplier shall advise of the best method of doing this, for example, the need to book an additional seat, or to book the item as increased baggage allowance.
- 4.69. The Supplier shall provide the facility for offline bookings to be made on a guest profile without the need to create or store a permanent Traveller profile.
- 4.70. The Supplier shall provide the facility to set up profiles for Travellers with non-UK passports at no additional cost.

#### **Bookings**

- 4.71. The Supplier shall make available, at all times via the Online Booking Solution and Offline Booking Solution(s), all CCS Public Sector Negotiated Programmes, discounted, advance purchase, special offer, promotional, Commissionable and Non-Commissionable rates and any other available Non-Commissionable special offers for the Buyer to book. The Supplier shall inform the Buyer (and CCS) of all accommodation rates that the Supplier negotiates or make available specific to the Buyer.

- 4.72. The Supplier shall ensure any faxes sent from the Supplier to a Booker, Traveller or accommodation provider are transmitted successfully before the date of travel or the meeting date.
- 4.73. The Supplier shall notify in writing the Third Party Provider (e.g. accommodation provider) at the time of booking (online and offline) whether the Traveller has any special needs as communicated by the Booker or the Traveller at the time of booking.
- 4.74. On all booking confirmations, and all associated correspondence, including, but not limited to, information shared with Third Party Providers, the Supplier shall ensure that the Buyer's department identity is not revealed under any circumstances unless instructed otherwise and agreed in writing during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing).
- 4.75. The Supplier shall ensure that travel providers are fully aware of the circumstances around specific offline booking types as detailed by the Booker, for example compassionate journeys, and shall handle such bookings sensitively and in accordance with the required payment instructions.
- 4.76. The Supplier shall provide the facility to capture each overseas business booking and advise a specific team within the Buyer of the booking as soon as it is made in order for the Buyer to undertake a pre-trip risk assessment under the Buyer's own policy/guidance. This facility will be in accordance with the Buyer's requirements and agreed with Buyer during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing) as to whether pre-ticketing approval will be required for certain 'at risk' destinations.

#### **Air Travel**

- 4.77. The Supplier shall ensure that both the Offline Booking Solution and Online Booking Solution shall have the functionality or process to provide air bookings, domestic and international, for the services detailed below:
- 4.77.1. single, return and Multi-City Flights;
  - 4.77.2. upgrades and/or added value offers if allowed under the Buyer's Travel/Expenses/Meeting Policy;
  - 4.77.3. group purchase tickets (offline only);
  - 4.77.4. pre-booking of seat reservations and other ancillaries' services such as meals (subject to the carrier having the facility to display);
  - 4.77.5. special assistance for exceptional circumstances, for example escorted Travellers, unaccompanied minors or an accompanied Traveller service requirement for visually impaired Travellers (offline only);
  - 4.77.6. the ability to exclude certain routes or airlines when requested by the Buyer;
  - 4.77.7. excess baggage;
  - 4.77.8. baggage booking for low cost carriers; and
  - 4.77.9. charity fares and rates where the Buyer meets the airlines charitable criteria.
- 4.78. The Supplier shall ensure that all options for air travel offered are clearly displayed on the Online Booking Solution and/or explained to the Buyer via the Offline Booking Solution(s), prior to the booking. This shall include details of direct flights, or lower cost options with an overnight stay, or break in a journey and non-direct flight journey duration.

- 4.79. The Supplier shall ensure that the options provided to the Booker, through the Online Booking Solution or Offline Booking Solution, provide a comparison of the lowest fares available from each carrier in a format that allows the Booker to make best value for money decisions.
- 4.80. The Buyer recognises that on Multi-City Flights, there may be an opportunity to use ticketing techniques to reduce the overall price for the Buyer. The Supplier shall use its expertise to issue all Multi-City Flights in the most cost effective way (considering the aggregate of both fee and fare).
- 4.81. The Supplier shall ensure that all CCS Public Sector Negotiated Programme air fares are loaded correctly and made available through the Online Booking Solution and Offline Booking Solution staff and that all fare options shall be presented, including as a minimum:
- 4.81.1. Global Distribution System (GDS) or NDC (New Distribution Capability) fares for scheduled airlines and low cost carriers (where provided by the LCC);
  - 4.81.2. web fares for all carriers (to be accessed via an API link where available at no extra cost to the Buyer); and
  - 4.81.3. non-flexible and flexible fare options.
- 4.82. The Supplier shall provide a flexible search facility for fares on the Online Booking Solution. Where readily available in the industry, the Online Booking Solution and/or process shall be able to exclude low cost carrier web fares which are either not flexible or flexible when requested by the Buyer.
- 4.83. Where the carriers make this information available to the Supplier, the Supplier shall clearly display or communicate the number of available flight seats remaining for the specific flight being booked.
- 4.84. For air bookings, the Supplier shall ensure that Bookers and/or Travellers receive an instantaneous system generated confirmation/e-ticket by email or phone app as agreed with the Buyer once a booking has been confirmed, including as a minimum:
- 4.84.1. unique booking reference code;
  - 4.84.2. ticket type (i.e. Economy/Premium Economy/Business/First) and cost;
  - 4.84.3. Booker and Traveller name (as shown on passport);
  - 4.84.4. journey details, including date, time of travel, carrier, flight number, terminal number and seat number where applicable;
  - 4.84.5. terms and conditions associated with the ticket booked and any restrictions;
  - 4.84.6. information on how to make cancellations, exchanges and amendments;
  - 4.84.7. information on accessibility arrangements, such as provision of ramp access at stations, where relevant or restrictions;
  - 4.84.8. the Supplier's contact telephone number during Core Working Hours and out of Core Working Hours if different;
  - 4.84.9. the Supplier's email address for contact during and out of Core Working Hours if different;
  - 4.84.10. check-in information (e.g. when check-in opens, recommended time to allow for check-in);
  - 4.84.11. baggage entitlement; and

- 4.84.12. breakdown of costs (e.g. flight cost, taxes, cabin baggage, excess baggage).

#### **Rail Travel**

- 4.85. The Supplier shall present all available rail fares in price order (lowest to highest), including as a minimum:
  - 4.85.1. advance purchase (singles and returns);
  - 4.85.2. flexible (single and returns);
  - 4.85.3. other cost effective ticketing options. For example, offering two separate tickets for a single journey (i.e. where there is a break in the route) rather than purchasing one through ticket; and
  - 4.85.4. discounted fares for holders of any type of discounted rail cards.
- 4.86. The Supplier shall provide the facility to book via the online booking tool Eurostar tickets and other non-UK rail tickets (where the technology exists) e.g. France, Germany, Italy and Spain.
- 4.87. The Supplier shall provide the facility for the Buyer to set a default rail ticket fulfilment option and for the Booker to select an alternative ticket fulfilment before a booking has been confirmed, including as a minimum:
  - 4.87.1. self-print, phone application and/or bar codes, where available;
  - 4.87.2. Ticket On Departure (TOD) from a nominated train station (either from a ticket office or a machine);
  - 4.87.3. first or second class post;
  - 4.87.4. recorded or special delivery (signed-for delivery);
  - 4.87.5. courier delivery;
  - 4.87.6. in-house ticket printing facilities (where applicable); and
  - 4.87.7. E-Ticket and Smartcard or equivalent where support and/or technology exists.
- 4.88. For rail bookings, the Supplier shall ensure that Bookers and/or Travellers receive a system-generated confirmation/e-ticket by email or phone app as agreed with the Buyer once a booking has been confirmed, including as a minimum:
  - 4.88.1. unique booking reference code;
  - 4.88.2. unique reference code to enable tickets to be printed and or collected prior to departure;
  - 4.88.3. ticket type (i.e. Advance/Off-Peak) and cost;
  - 4.88.4. Booker and Traveller name;
  - 4.88.5. journey details, including, but not limited to, date, time of departure and arrival, departure station, arrival station, rail service provider and seat number (if a seat has been reserved) for all segments of the journey;
  - 4.88.6. terms and conditions associated with the ticket booked and any restrictions;
  - 4.88.7. information on how to make cancellations, exchanges and amendments;
  - 4.88.8. the Supplier's contact telephone number during Core Working Hours and out of Core Working Hours if different; and



- 4.88.9. the Supplier's email address for contact during Core Working Hours and out of Core Working Hours if different.
- 4.89. The Supplier shall provide the facility for the Booker to make rail seat reservations within the booking process whenever the seat reservations are available to be booked in advance.
- 4.90. Where Travellers have specific accessibility requirements the Supplier shall ensure that this is clearly communicated to the rail service provider and any adaptations, such as ramp provision at stations or escorted access are confirmed in writing to the Booker and the Traveller as part of the confirmation. If the adaptations delivered are not suitable, or not provided at the time of travel, the Supplier shall offer alternate solutions. Such events shall be captured in the Complaints Procedure by the Supplier when they become aware and the Supplier shall take up with the rail service provider, updating the Buyer (and CCS) each quarter.
- 4.91. The Supplier shall ensure that the search results displayed on the Online Booking Solution or communicated via the Offline Booking Solution provide a comparison of the lowest fares available for each rail service provider in a format that allows the Booker to make best value for money decisions.
- 4.92. The Supplier shall provide the facility for the Buyer to make Transport for London and rail warrant bookings. In addition, the Supplier shall provide a facility to book a rail ticket that includes underground travel.
- 4.93. The Supplier shall provide the facility for the Buyer to make cross border rail services (e.g. Eurostar) bookings detailing all available fares and class of travel through the online booking solution where the technology exists.
- 4.94. The Supplier shall provide a facility for the provision of Oyster cards and/or rail smartcards and the facility to 'top up' Oyster cards by registering the card on the Supplier's website or through a link to the TfL Website to allow the 'top up' to be billed back to the Buyer. If requested by the Buyer, the Supplier shall allow smartcards UK rail fulfilment through the Online Booking Solution and Offline Booking Solution.
- 4.95. At the time of booking, the Supplier shall provide details of any fees for delivery / collection of tickets. This information shall be clearly visible to allow the Booker to choose the cheapest option.
- 4.96. Where the Buyer does not tailor its rail ticketing option the Online Booking Solution shall default to the lowest cost ticketing option, including free of charge options at the time of booking.
- 4.97. The Supplier shall provide a split ticketing functionality when booking rail tickets online to book cheaper fares on the frequently travelled routes dictated by the Buyer. The split ticketing option shall be the default booking option where a saving can be made over standard or advanced tickets. The split ticketing routes will be agreed during implementation and updated if necessary following regular business reviews.

#### **Accommodation**

- 4.98. The Supplier shall ensure that the Online Booking Solution and Offline Booking Solution(s) for accommodation bookings shall clearly display and communicate (if offline) full and complete details of the services listed below:
- 4.98.1. accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
- 4.98.2. rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);

- 4.98.3. accommodation facilities (e.g. gym, parking, restaurant);
  - 4.98.4. accommodation location (e.g. distance from local transport / nearest station);
  - 4.98.5. disability access and any access restrictions;
  - 4.98.6. accommodation cancellation policy terms and conditions of the booking; and
  - 4.98.7. electric vehicle charging points and other environmentally sustainable options provided by the venue.
- 4.99. The Supplier shall ensure that accommodation providers make the booked accommodation available to Travellers and/or delegates who may be arriving late in the evening or at night, and shall not reallocate the booked accommodation to any other customer. The Supplier shall ensure that confirmations in writing clearly make this point to the accommodation provider. If Travellers and/or delegates are 'booked out' and made to stay at other accommodation providers, this event is to be captured in the Complaints process by the Supplier when they become aware. The Supplier shall ensure alternative accommodation is arranged immediately by the accommodation provider and that no additional cost is passed onto the Booker or Buyer.
- 4.100. The Supplier shall provide the Booker(s)/Traveller(s) with the ability to detail where applicable special requirements (e.g. allergies/dietary needs) on the booking tool to enable ease of travel.
- 4.101. The Supplier must have the facility to exclude certain accommodation providers, as defined by the Buyer, to ensure they are not visible to the online Booker, nor made available to book by the booking agent if offline. This shall be requested on an ad-hoc basis and must be dealt with immediately at no extra cost.
- 4.102. Within the Offline Booking Solution, the Buyer may need to make a request for information about the hotel e.g. if there are height restrictions in hotel car parks, quiet areas in car parks for dogs to sleep in vans and 24 hour check-in. The Supplier will promptly confirm all such information.
- 4.103. For accommodation bookings, the Supplier shall ensure that Bookers and/or Travellers receive an instantaneous confirmation by email, fax or phone app as agreed with the Buyer, once a booking has been confirmed, including as a minimum:
- 4.103.1. unique booking reference code;
  - 4.103.2. Booker email address;
  - 4.103.3. Traveller name;
  - 4.103.4. accommodation name and address including postcode;
  - 4.103.5. map view;
  - 4.103.6. date and duration of stay;
  - 4.103.7. breakdown of costs (e.g. room rate, taxes);
  - 4.103.8. amenities included / not included in the room rate (e.g. Wi-Fi, breakfast);
  - 4.103.9. payment method, for example payment on departure, bill back and or payment card;
  - 4.103.10. cancellation and amendments terms and conditions including the latest cancellation date and time to avoid all charges;
  - 4.103.11. information on how to make cancellations and amendments; and

- 4.103.12. the Supplier's contact telephone number during Core Working Hours and out of Core Working Hours telephone number (if different).
- 4.104. For non-Global Distribution System (GDS) accommodation bookings the Supplier shall provide a process to reduce the number of instances of Travellers arriving at the accommodation and being informed that the bill back is not adequately set up. This may include but not limited to providing a faxed or emailed confirmation to the Traveller to be presented to the accommodation provider on arrival.
- 4.105. The Supplier shall ensure that there is an offline facility to service the Buyer requirements for group bookings.
- 4.106. The Supplier shall have specialist points of contact for group bookings. If there is a need to transfer a call between non-group and group specialists, this must take place without the Booker being asked to re-dial.
- 4.107. The Supplier shall provide a facility as part of the Offline Booking Solution to contact Third Party Providers to fulfil specific requirements for example, staff travelling with working dogs.
- 4.108. The Supplier shall provide a facility to service the Buyer's requirements for "long stay" bookings and accommodation for 'exclusive use'. A "long stay booking" is a booking for Travellers and/or delegates staying more than nine (9) consecutive nights in the same accommodation.

#### **Ferry (including Eurotunnel)**

- 4.109. The Supplier shall provide the facility for the Buyer to book all ferry ticket types for domestic and international scheduled services online and offline.
- 4.110. The Supplier shall provide an Online Booking Solution and Offline Booking Solution service to book passenger vehicles on the Eurotunnel Le Shuttle.

#### **Vehicle Hire & Taxi**

- 4.111. The Supplier shall provide a service for the Buyer to make vehicle hire bookings using either the Online Booking Solution and/or Offline Booking Solution.
- 4.112. Where requested by the Buyer, the Supplier shall place any vehicle hire booking requirements under the relevant Call-Off Contract with the Buyer's nominated vehicle hire services framework provider (as notified to the Supplier), and shall liaise with any such provider to provide an efficient, value for money service to the Buyer.
- 4.113. The Supplier shall provide a service where possible for the Buyer to make minicab car / taxi bookings for a single Traveller or multiple Travellers and/or delegates using either the Online Booking Solution and/or Offline Booking Solution. The Supplier shall notify the Booker where there are taxi-sharing opportunities at the time of booking to assist with best value for money decisions. The process will be in accordance with the Buyer's requirements and agreed with the Buyer during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing).

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

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

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

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

### **Booking Solutions**

- 5.2. The Online Booking Solution shall have the capability to distinguish the CCS Public Sector Negotiated Programme fares/rates from any other public or private fare/rates displayed and ensure all CCS Public Sector Negotiated Programme fares/rates are loaded correctly. The Supplier shall perform two fare/rate audits per year to ensure the CCS Public Sector Negotiated Programme fares/rates are correctly loaded in all Online Booking Solutions and offline equivalent systems.
- 5.3. The Supplier shall provide a real-time Offline Booking Solution to Bookers and Travellers that will deal in real-time with all enquiries from Bookers and Travellers including, but not limited to, making new international and domestic bookings, technical issues with the Online Booking Solution, amendments/cancellations to bookings, refunds and exchanges to tickets. The real-time Offline Booking Solution shall be available during UK Core Working Hours. Calls to the Offline Booking Solution shall cost no more than the UK standard call charge. Outside Core Working Hours, the Supplier shall provide a telephone helpline service that shall be accessible from landlines and mobile telephones and overseas. Through the out of Core Working Hours Service the Supplier will need to provide the following support:
- 5.3.1. making emergency offline bookings;
  - 5.3.2. facilitating cancellations and changes to bookings;
  - 5.3.3. assisting to repatriate Travellers in the event of a security incident or natural disaster; and
  - 5.3.4. rebooking Travellers whose travel has been cancelled by the travel supplier etc.
- 5.4. If requested by the Buyer, the Supplier shall provide an Executive Service. Requirements to be set out or referred to in the relevant Order Form and Call-Off Schedule 5 (Pricing Details) if applicable.

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

- 6.1. The customer demographic for this Lot is to address the following requirements:
- 6.1.1. Buyer(s) with premium requirements above standard service requirements, online adoption under 90%. Considerable international volume.
  - 6.1.2. The booking solutions to be delivered within this Lot are:
    - accommodation;

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

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

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

#### **Booking Solutions Optional Services**

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

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

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

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

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

expense, provided that the price has been agreed between all parties in writing upfront.

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

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

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

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

#### **Booking Solutions that include Overseas Points of Sale**

- 6.6. Where specified in the relevant Order Form, the Buyer may specify the Lot 2 service requirements set out in this paragraph 6 (Booking Solutions UK & overseas points of sale - high touch) will apply to points of sale located in certain countries other than the United Kingdom and those countries will be specified by the Buyer in the relevant Order Form. Unless specified in the relevant Order Form the Lot 2 service requirements set out in this paragraph 6 (Booking Solutions UK & overseas points of sale - high touch) shall only apply to points of sale in the United Kingdom.
- 6.7. The Parties acknowledge and agree that certain amendments to the relevant Call-Off Contract may be required in order to give effect to any requirement of the Buyer for the supply of the Deliverables in accordance with the relevant Call-Off Contract in certain countries outside of the United Kingdom ("**Local Amendments**");
- 6.8. The Parties agree that any Local Amendments:
- 6.8.1. shall be recorded (on a country-by-country basis) substantially in the form set out at Annex 2 (Local Amendments) to this Schedule;
- 6.8.2. shall be strictly limited to changes which are strictly necessary to comply with the local laws of the relevant country that apply in respect of the supply and/or receipt of the Deliverables; and
- 6.8.3. subject always to Paragraph 6.8.2 immediately above (and any consequential changes to the scope and/or cost of supplying the Deliverables), will not amend the commercial aspects of the relevant Call-Off Contract.
- 6.9. The Supplier shall notify the Buyer of all countries in which they have wholly owned, joint-venture, partner, or affiliate partner locations. The Supplier will update the Buyer of any changes to their global footprint during the Call-Off Contract Period.
- 6.10. The Supplier will promptly notify the Buyer during the Implementation Period of any Local Amendments required to the relevant Call-Off Contract in accordance with Call-Off Schedule 13 (Implementation Plan and Testing) and will complete Annex 2 (Local Amendments) to this Schedule with the requested Local Amendments and provide it to the Buyer for its review and approval. The Parties will act reasonably and in good faith in relation to the agreement of the Local Amendments.
- 6.11. The Parties will each be responsible for their own costs and expenses arising out of or in connection with agreeing any required Local Amendments.
- 6.12. The Local Amendments shall not be effective unless and until Annex 2 - Local Amendments to this Schedule is agreed by the duly authorised representatives of the Parties.

- 6.13. If there is any conflict or inconsistency between the Call-Off Contract and the Local Amendments, the Local Amendments shall prevail to the extent they are consistent with Paragraphs 6.7 and 6.8 above.
- 6.14. The Online Booking Solution shall have the capability to distinguish the CCS Public Sector Negotiated Programme fares/rates from any other public or private fare/rates displayed and ensure all CCS Public Sector Negotiated Programme fares/rates are loaded correctly. The Supplier shall perform up to four fare/rate audits per year, one before Go Live if requested, to ensure the CCS Public Sector Negotiated Programme fares/rates are correctly loaded in all Online Booking Solutions and offline equivalent systems. The Supplier shall ensure that Foreign and Commonwealth Office marker hotels (approved on security grounds) are identified as such on the system.
- 6.15. The Supplier shall provide a real-time Offline Booking Solution to Bookers and Travellers that will deal in real-time with all enquiries from Bookers and Travellers including, but not limited to, making new international and domestic bookings, technical issues with the Online Booking Solution, amendments/cancellations to bookings, refunds and exchanges to tickets. The real-time Offline Booking Solution shall be available during Core Working Hours in each country of operation. Calls to the Offline Booking Solution shall cost no more than an in country standard call charge. Outside Core Working Hours, the Supplier shall provide a telephone helpline service that shall be accessible from landlines and mobile telephones and overseas. Through the out of Core Working Hours Service the Supplier will need to provide the following support:
- 6.15.1. making emergency offline bookings;
  - 6.15.2. facilitating cancellations and changes to bookings;
  - 6.15.3. assisting to repatriate Travellers in the event of a security incident or natural disaster; and
  - 6.15.4. rebooking Travellers whose travel has been cancelled by the travel supplier etc.
- 6.16. The Supplier shall provide an Executive Service(s) to approved Bookers and Travellers nominated by the Buyer. Following the award of the Call-Off Contract the Buyer shall, in consultation with the Supplier, define the criteria for access to and identification of Bookers and Travellers permitted to use this Service.
- 6.17. The Online Booking Solution shall assist with travel planning and highlight times of the year when there may be a greater demand for the Services. Information shall be updated on a Monthly basis.
- 6.18. The Supplier, when requested shall:
- 6.18.1. research appropriate flight solutions on the agreed travel dates to and from the specified destination(s) within a timeframe to be provided by the Buyer;
  - 6.18.2. identify the cost, keeping within budget;
  - 6.18.3. provisionally book the most suitable flight(s);
  - 6.18.4. contact the Buyer with the flight option details. The Buyer will agree the chosen option direct with the delegate and advise the Supplier;
  - 6.18.5. book the chosen flight(s) using delegate(s) passport details as required;
  - 6.18.6. send booking confirmations, including flight details to the Buyer; and

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



- 6.25.3. on-line travel requirements capture forms for complex offline bookings. Project managers need the facility to upload groups, project codes and other special requirements for mapping in the booking system;

### **Executive Services**

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

## **Contract Management**

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

## **Crisis Management Services**

- 6.35. The Supplier acknowledges that in the event that the Buyer wishes to access the Services as a contingency arrangement for individuals who have not booked their travel through this Contract (e.g. the repatriation of British Nationals in an emergency), the Supplier will work with the Buyer to facilitate access to the booking solutions under the relevant Call-Off Contract. This service can be priced outside of the Charges where the Supplier can evidence it is not economically viable to use the Charges and approval has been provided to the Supplier by CCS in writing.
- 6.36. The Supplier shall provide the Buyer (where it requests) access to crisis management services (including repatriation, emergency accommodation and MEDEVAC). This will also be applicable to individuals who have not booked their travel through the relevant Call-Off Contract (e.g. the repatriation of British Nationals in an emergency).
- 6.37. The chartering of boats and flights as part of the Buyer's response to a crisis situation are to cover a number of eventualities. For example this could be a global requirement to return British Nationals back to the UK, at short notice, from anywhere in the world. For flights it will ideally be direct, but on occasion will be via a connection hub. Charter flights would be required when there are either no or limited commercial flights.
- 6.38. The Supplier will be responsible for working with airlines to source flights in accordance with the Buyer's detailed requirements.
- 6.39. The Supplier will have global coverage and require extensive knowledge of the air industry. This knowledge and relationships with representatives of the air industry around the world will be critical in allowing the Supplier to work with a number of

stakeholders in the industry including ad hoc markets to liaise with local carriers when required.

- 6.40. Additional services can also be included at anytime, to be delivered when part of a travel project or programme or work for example but not limited to, managed quarantine service (Red, Amber & Green Packages), Repatriations, Asylum Seeker Programmes etc, where there is a requirement for a department and/or member of the public to book and pay for a test kit(s), to administer and/or complete loan/undertaking to repay processes to enable a booking to be made if/when authorised in writing by the Government Department responsible for the project/programme of work.
- 6.41. CCS in partnership with the Buyer can add additional travel and venue services required by framework customers and their travellers at any time to support the response to any crisis situation or event e.g. global pandemics.

## **7. LOT 3: BOOKING SOLUTIONS SPECIALIST NEEDS**

- 7.1. The customer demographic for this Lot is to address the following requirements from the Ministry of Defence (MOD):
- 7.1.1. Premium requirements above standard service requirements, online adoption under 90%. Considerable international volume.
- 7.1.2. The booking solutions to be delivered within this Lot 3 are:
- accommodation;
  - air;
  - ferry;
  - Eurotunnel;
  - ground transportation (including but not limited to international car hire, coach with driver, taxis);
  - rail booking (UK, Europe & International) group accommodation;
  - crisis management services (including repatriation, emergency accommodation and MEDEVAC services); and
  - supporting ancillary services (including but not limited to duty of care, risk alerts, mobile trip booking, Traveller tracking platform and parking).
- 7.1.3. Additional services can also be included at anytime, to be delivered when part of a travel project or programme or work, for example but not limited to, managed quarantine service (red, amber & green Packages), Repatriations, Asylum Seekers Programmes etc, where there is a requirement for a department and/or member of the public to book and pay for a test kit(s), to administer and/or complete loan/undertaking to repay processes to enable a booking to be made if/when authorised in writing by the Buyer responsible for the project/programme of work. CCS in partnership with the Buyer can add additional travel and venue services required by framework customers and their travellers at any time to support the response to any crisis situation or event e.g. global pandemic.

- 7.2. During the lifetime of the Framework Contract it may be necessary for the Supplier to source and subcontract the provision of crisis management services and security and risk management services that include (but are not limited to):
- 7.2.1. country risk assessments;
  - 7.2.2. cyber-security risk management and awareness training for Travellers;
  - 7.2.3. mobile GPS tracking;
  - 7.2.4. 2-way mobile safety messaging with travellers;
  - 7.2.5. bespoke hotel / airline risk assessments;
  - 7.2.6. 24-hour crisis response centre support;
  - 7.2.7. MEDEVAC services;
  - 7.2.8. close protection services;
  - 7.2.9. ground security / asset protection; and
  - 7.2.10. meetings & events / venue safety & security measures etc.
- 7.3. Where required under the relevant Call-Off Contract, the Supplier is permitted to subcontract these services to a third party, passing the agreed price for such services with such third party back to the relevant department at the Buyer on a “pass through” basis without any profit mark-up, cost, administration charge or expense, provided that the price has been agreed between all parties in writing upfront.
- 7.4. Where pricing details for crisis management services and/or security and risk management services are either:
- 7.4.1. not agreed and set out in the relevant Call-Off Contract; or
  - 7.4.2. are deemed by the Buyer to not represent value for money,
- then the Buyer is not obliged to call off any crisis management services and/or security and risk management Services from the Supplier and may procure those services via another provider/procurement route if required.

### **Booking Solutions**

- 7.5. The Supplier shall provide efficient booking solutions that deliver value for money for the Buyer’s relevant department, including the ability to book unusual and complex travel needs.
- 7.6. Such needs might include, but are not limited to facilitating routine and ad-hoc military manoeuvres such as military unit rotations and base moves around the globe. Travel requirements for such might include movement of hundreds of military and civilian personnel, their families, pets and equipment (such as band, medical equipment and luggage) The Supplier will be required to support these large booking requests which include all their travel requirements.
- 7.7. The nature of the Buyer’s business means personnel can be sent to locations all over the world with a day or less notice, therefore it is critical that the Supplier facilitates travel content from a variety of sources to provide cost effective fares to as many locations as possible around the globe and provides a responsive service to meet such booking needs.
- 7.8. Unique to the Buyer is the need to provide travel around the world to recruits who will not have a travel profile, and therefore no name or staff number on record.

- 7.9. The Supplier shall deliver an Offline Booking Solution that must be able to accommodate complex travel needs within 5 Working Days' notice, or sooner where the Supplier is able.
- 7.10. The Buyer is made up of a number of Top Level Budget ("TLB") business areas. Each TLB has its own unique requirements and policy interpretation with the Army and Defence science and training laboratory ("Dstl") having significant differences to the rest of the MOD that are detailed in this requirements document.
- 7.11. The Buyer is under increasing pressure to reduce its high travel spend, and is continuously under scrutiny in the way it conducts travel, internally and externally due to the large user base, high percentage of executives, and affluent areas its personnel visits. Therefore, the Supplier shall be required to support the Buyer in Freedom of Information ("FOI") requests, Parliamentary questions, and detailed Management Information ("MI") reporting to track and analyse travel spend. The Supplier shall support the Buyer to ensure their users adhere to the travel policy in place. The Supplier shall also be required to innovate throughout the Call-Off Period to reduce travel spend and improve the customer experience.
- 7.12. Due to the nature of the Buyer's business the Supplier shall be required to obtain security clearances for some of their staff, and work with the Buyer to ensure the protection of the user's data (including Bookers and Travellers) is secure. Special booking arrangements will need to be put in place to service areas of the Buyer that would be unusual in the commercial sector. Further information on the security clearance required and special booking arrangement is included in the Security Requirements.

#### **Buyer IT system**

- 7.13. Currently the Buyer primarily utilises Microsoft Internet Explorer 11, and Google Chrome version 88, as its internet browsers, however older browsers are still used in some areas of the Buyer business. The Supplier's booking portal shall be fully useable on the specified browsers in this paragraph, and if possible, be accessible on older versions as well.
- 7.14. Additionally, the Information and Communications Technology (ICT) elements of the service and systems shall throughout their life cycle, be proportionate to their functionality, data and operational maturity to ensure:
- 7.14.1. compliance with the latest UK National and Government ICT, security, information, legislation, regulations, good practice guides, standards and policies; and
  - 7.14.2. demonstration of compliance and conformance will be through the Buyer's Defence Assurance and Information Security (DAIS) accreditation process, as the Defence Authority for Information Security and Assurance. The Supplier will be required to work with DAIS and the Security Assurance Coordinator (SAC) to obtain accreditation.
- 7.15. The Supplier shall apply Industry Security Notice (ISN) 2017/01 requirements to every industry owned IT and communication system used to store, process or generate MOD information including those systems containing OFFICIAL and/or OFFICIAL-SENSITIVE information. ISN 2017/01 details Defence Assurance and Risk Tool (DART) registration, IT security accreditation processes, risk assessment and risk management requirements. The ISN is available at [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/594320/DART\\_ISN\\_-\\_V2\\_3.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/594320/DART_ISN_-_V2_3.pdf).

- 7.16. Dstl utilises a different operating system and accreditation process to the other business areas of the Buyer, therefore the successful Supplier shall be required to implement their booking tool on multiple IT systems and support multiple accreditation processes concurrently.

**The requirement**

- 7.17. The Online Booking System shall provide a facility for Bookers/Travellers to provide feedback on the quality of the booking system or service and third-party supplier performance and quality. The Supplier shall review this feedback as part of account management and to provide recommendations to remedy these and avoid issues occurring again.
- 7.18. The Supplier shall provide, within the Online Booking System, a facility for the Booker and/or the Traveller to register Complaints.
- 7.19. The Supplier shall ensure that third party travellers, such as families, recruits, and contractors, shall only be able to book travel via an authorised Booker and only via Offline Booking Solution methods.
- 7.20. The Supplier shall provide the ability to allow named Bookers to book on behalf of an entire department using a list of Traveller's names that the Supplier will use to provide the Bookers access to the listed Travellers profiles.
- 7.21. The Supplier shall provide the facility to customize the booking experience for each business area of the Buyer. The nature of the customisation of the Online Booking System will be agreed during implementation in accordance with Schedule 13 (Implementation Plan and Testing), but unique changes could include, limited hotel choices, differing policy thresholds, and unique fields for management information. The Supplier shall allow for further customisation of the Online Booking System, to satisfy any changes to any of the business unit's travel policy, during the course of the contract, up to four times a year, free of charge. The Supplier shall provide these customisations per business area under one booking tool where possible. Specific differences that may require the use of multiple tools are detailed below and the Supplier is to specify in their Framework Tender Response whether this can be provided under one tool or multiple:
- 7.21.1. **ARMY.** Remove the ability to search for a specific hotel. A three-mile radius limit on hotel search. Unique messaging and data capture on the portal compared to other TLB's. On hotel search results - show the lowest cost programme hotel (when available) at the top of the list and include all hotels up to (+15% of lowest rate) as green bookable hotels. Hotels in red will require entry of approver name authorisation in a reason field pop up. The ability for a specific team to book guest rail bookings online for recruits (where otherwise the tool disallows the facility to make guest bookings).
- 7.21.2. **BRITISH DEFENCE STAFF – UNITED STATES (BDS-US).** Search for all travel needs by US Zip Codes. View the price of bookings in USD. Retrieve reports for BDS-US's bookings only, and in USD.
- 7.21.3. **Dstl.** This TLB has a different travel policy, data and payment requirements which will require the use of a separate tool. Further details on Dstl requirements are provided at paragraph 7.50 (Dstl Only Requirements) below.
- 7.22. The Supplier shall provide an indication on their Online Booking Solution portal which hotels support lone Travellers. List of supported hotels to be supplied by the Supplier.

- 7.23. The Supplier shall provide location-based alerts to the Booker when the Booker completes a booking for accommodation or a flight, and any updates after the booking, up to and during the journey, to warn them of publicly available security concerns for that area.
- 7.24. The Supplier shall provide an interactive map as an alternative to the list view when the Booker wishes to select hotels.
- 7.25. The Supplier shall provide a separate phone number, that will not be published, allowing users of this number to be prioritised on the Supplier's telephony waitlist. This is for use by limited areas of the Buyer's business that require urgent bookings in all scenarios and its use will be controlled by the Buyer.
- 7.26. The Supplier shall remove all complete itineraries from the Booker's profile 24 hours after the trip is complete.
- 7.27. The Supplier shall not have the ability for the Traveller to enter air or hotel membership rewards on their Online Booking Solution.
- 7.28. The Supplier shall validate the UIN on all bookings, online and offline, and where possible, the staff or service number.
- 7.29. The Supplier shall make available on the Online Booking Solution portal, content from multiple sources such as, but not limited to, Global Distribution System (GDS's), Application Programming Interfaces and rates retrieved by booking sites and offer said rates ensuring that the lowest available fare in the market is always presented to the Booker/Traveller.

#### **Desirable Requirements**

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

#### **OFFLINE SERVICE ACCESS & CAPABILITY**

- 7.36. The Supplier shall provide the facility to capture each overseas business booking for certain at-risk destinations in line with the Buyer's own policy/guidance. This requirement will be agreed with the Buyer as part of the Implementation Plan and for this requirement to be met by the Go Live stage, including but not limited to whether pre-ticketing approval will be required for certain 'at risk' destinations.
- 7.37. The Supplier shall, as part of the Offline Booking Solution service, be able to book travel for a customer's family for duty reasons, via an authorised Booker, such as, but not limited to, family moves, unaccompanied minors and Dangerously Ill Forwarding of Relatives ("DILFOR").

- 7.38. The Supplier shall provide the facility for users to book large, complex Group Bookings as part of the Offline Booking Solution service. Group Bookings can be in excess of 300+ travellers, requiring accommodation, rail and flight needs. Unique to this requirement the Supplier shall provide the option for coaches, to be booked offline for the Group Booking.
- 7.39. The Supplier shall provide the facility to make bookings for winter sports which can include but is not limited to, accommodation (including self-catering), rail, air, ferry, Eurotunnel, coach, ski equipment hire, ski slope and lift passes, meals and packed lunches. It is up to the Supplier how to facilitate this request, such as either through a third party package, locally managed, or a mix of the two. The Supplier shall provide three quotes upon each winter sports request for consideration by the Booker. The Supplier shall provide detailed costings and management information on such bookings including a full list of Travellers. The Supplier shall state in their Framework Tender Response how they propose to meet this requirement. For the purposes of the bid the winter sports requirement will result in an indicative 20 bookings per year ranging from 10-200 passengers, however the Supplier is to expect a larger number of quote requests that do not result in a completed booking. Requests are to be expected between May and July. Possible locations include, but are not limited to, UK, France, Bulgaria and Austria.

#### **AIR REQUIREMENTS**

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

#### **RAIL REQUIREMENTS**

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



## **ACCOMMODATION REQUIREMENTS**

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

## **FERRY REQUIREMENTS**

- 7.47. The Supplier shall not make freight bookings for Ferry or Eurotunnel.
- 7.48. The Supplier shall provide the ability for Travellers to pay for their own additional services out of scope of approved travel bookings, such as adding trailers, and upgrade of cabins.

## **TICKET PRINTERS**

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

## **DSTL ONLY REQUIREMENTS**

- 7.50. Dstl, whilst part of the MOD, has a different travel policy, payment system, and travel requirements. The following requirements are specific to Dstl only. The Supplier shall be required to work with separate Dstl representatives during, and after, the implementation stage to ensure the following requirements are implemented:
  - 7.50.1. The Supplier shall produce a crisis management report to be sent to a pre-defined email address as soon as possible after an event has occurred.
  - 7.50.2. The crisis management process, which will be agreed at implementation stage in accordance with Schedule 13 (Implementation Plan and Testing), will include contacting the Travellers directly and reporting back to Dstl if this is unsuccessful.
  - 7.50.3. The Supplier's named account manager shall attend monthly meetings with Dstl during the first 12 months from contract start, followed by quarterly thereafter. To be held virtually where possible but at Porton Down if not and when requested by the Dstl lead.
  - 7.50.4. The Supplier's named account manager shall also attend ad hoc meetings with Dstl post implementation stage when requested by the Dstl travel manager.
  - 7.50.5. The Supplier shall submit weekly consolidated invoicing with 30-day payment terms, and this shall be done by utilising a Simple Mail Transfer Protocol (SMTP) server link. Invoice is to be provided at line detail in excel format to be agreed during implementation in accordance with Schedule 13 (Implementation Plan and Testing).

- 7.50.6. For train journeys, the Supplier shall not make postal options available to the user.
- 7.50.7. The Supplier shall provide to Dstl only the ability to enter one of over 20,000 DSTL cost codes that the online booking tool must validate before a booking is placed. Supplier shall receive a daily file of updated cost codes and upload to their booking portal FOC.
- 7.50.8. The Supplier shall receive weekly uploads of Dstl's line management organisation data to facilitate line management approval on the booking tool.
- 7.50.9. The Supplier shall provide, and manage, a virtual card solution, using the Supplier's own credit card, for Dstl only. Payment will be made via weekly consolidated invoicing as detailed above. Reconciliation of the payments on this virtual card solution is to be FOC.
- 7.50.10. The Supplier shall provide the ability for Dstl to make vehicle hire bookings online and offline where the point of collection and return of the vehicle is outside the UK.
- 7.50.11. The Supplier shall for Dstl only, provide a service for the facilitation and/or processing and submission of travel visas and passports, including a visa and or passport query(s) and or support service.
- 7.50.12. To ensure Dstl's booking times are not adversely affected during peak periods for the rest of the MOD, the Supplier shall provide a separate phone number and email address for use by Dstl only. For reference in 2019-20 Dstl made 10,000 calls and sent 5,000 emails. The Supplier shall provide the Buyer with separate SLA reports in respect of Dstl on a monthly basis showing Dstl performance for telephone/email response and booking completion, separated from the rest of the MOD.

#### **Army Only Requirements**

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

#### **Account Management**

- 7.53. The Supplier shall provide an account management and relationship management service which fully supports all of the requirements of the Framework Contract and any Call-Off Contract and the needs of the Buyer which fully supports all of the requirements as detailed within this Specification and any Statement of Requirements issued in accordance with the Call-Off Procedure.
- 7.54. The Supplier shall provide the Buyer with a named account manager, within 5 Working Days of signing the Call-Off Contract. The nominated account manager shall have a minimum of two years business travel industry experience in a similar role and shall work closely with the nominated commercial agreement manager to deliver the Services.
- 7.55. The Supplier shall provide the Buyer with a written account management structure.
- 7.56. The Supplier's account manager shall hold regular meetings with the Buyer. Monthly meetings will be held with the Buyer's contract manager.
- 7.57. The Supplier's account manager shall promote, deliver and communicate transparency of pricing, and savings to the Buyer respectively.

- 7.58. The Supplier shall support the Buyer in providing frequent communications to the Buyer's user base about the Supplier's booking abilities. One such requirement is for production of a quarterly newsletter for distribution to all MOD Bookers, highlighting booking behaviours and ways to reduce travel spend and important updates regarding the travel service. Full details of what the newsletter shall include will be agreed during the implementation stage and the monthly performance meetings.
- 7.59. The Supplier shall, in an effort to reduce the Buyer's travel spend, provide audit programmes with the aim to alter high value bookings to more cost-effective options, when within the agreed criteria. The audit thresholds to target such bookings will be agreed at the implementation stage in accordance with Schedule 13 (Implementation Plan and Testing), as well as a savings target for the Supplier, and the savings generated from such activity is to be presented at each monthly review meeting. The method of audit is to be presented by the Supplier in their Framework Tender Response bid, however such methods could include identifying high value flights that can be altered to a substantially cheaper flight but at a similar time and quality of service, or amending hotel bookings when lower rates have become available on the market, or issuing messaging to prompt Travellers that they can alter their ticket for a lower rate, post booking completion. As a minimum the Supplier shall provide a hotel and air auditing facility. The number of potential transactions that could result in a successful saving opportunity will vary depending on the parameters set up at implementation, however for the purposes of the Framework Tender Response bid the Supplier should assume a minimum of 5% of all travel bookings will have a successful saving opportunity, and bid accordingly. The Supplier shall only charge for this task where the saving results in an additional offline activity, made by the Supplier, in addition to any applicable amendment fees in Call-Off Schedule 5 (Pricing Details). The Supplier shall only charge for successful instances of a fare reduction, in line with the criteria set out and agreed during implementation. As an example, the Buyer currently utilises a TMC delivered hotel auditing model and a third-party air auditing model delivered by Fairfly. Where the auditing activity is delivered by a third party, the third party's pricing structure shall be used. Where the audit has been delivered by the Supplier's own travel tools, without any manual intervention required, the audit shall be FOC (less any applicable amendment fees).
- 7.60. The Supplier shall accept a monthly file of MOD staff leavers/joiners FOC to activate and deactivate user accounts ensuring its accuracy at all times. The upload format will be agreed during the implementation stage in accordance with Schedule 13 (Implementation Plan and Testing).

#### **BUYER IMPLEMENTATION**

- 7.61. The Supplier shall outline its proposed project implementation plan to clearly state how they plan to manage the transition of services and provide assurance that the Buyer's Go Live date is met. The proposed plan will form part of the Call Off Contract in Call Off Schedule 13 (Implementation Plan and Testing).
- 7.62. This project implementation plan shall include a range of named personnel charged with overseeing specific aspects of the agreed Implementation Plan encompassing the agreed Implementation Period, who hold the relevant expertise and knowledge to do so effectively (e.g. Personnel who have an expert knowledge of security considerations to oversee this aspect of implementation).
- 7.63. This project implementation plan shall also contain a comprehensive and realistic timescale, ensuring that all requirements outlined within this Specification are in place and ready to 'go live' at the time of Call-Off Contract Start Date.

- 7.64. This project implementation plan will also contain a comprehensive and fully mapped risk register, highlighting and providing mitigations for any anticipated or potential risks to the Call-Off Contract or services provided as part of it.
- 7.65. This risk register will inform a business continuity plan which will also be required which will show how the Supplier intends to react swiftly and comprehensively in the event that the Services were to go down (at the point of implementation, or at any time within the Contract Period).
- 7.66. The Supplier shall carry out due diligence as part of the bid preparation process to ensure that implementation plans and costs take account of all potential dependencies and risks inclusive of those associated to system/process integration, installation, connectivity or other I.T. activity as required by the Buyer.
- 7.67. The Supplier shall ensure that implementation and Go Live requirements are detailed within Call Off Schedule 13 (Implementation Plan and Testing).
- 7.68. The Supplier will provide the Implementation Plan as part of their bid and will arrange a meeting with key personnel between themselves and the Buyer to agree and refine this within 30 Working Days of entering into the Call-Off Contract.

### **Reporting**

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

- 7.76. The Supplier shall submit additional files to Buyer's lodge card provider for any data that is not part of the normal daily submission yet still requires to be matched by lodge card provider.
- 7.77. The Supplier shall populate the Resource Account Code (RAC) in travel data and submit to the lodge card provider as part of the daily upload which is to be determined by a combination of the Purpose of Travel (POT) code and Service Code that is captured at the time of booking. The combination to determine the RAC will be provided during transition.
- 7.78. The Supplier shall provide a report that details any rail, air, or accommodation bookings, paid for by the MOD lodged cards or the Supplier's own payment system (i.e. not bookings where the traveller pays on departure), when a specific POT codes have been used. The file is to be submitted in a CSV format and the contents will be shared during transition.
- 7.79. The Supplier shall access the lodge card supplier's platform to obtain a file, to be agreed during implementation, that will aid the Supplier in performing data reconciliation within the month. The Supplier's nominated users of the platform will be required to use a verification card and pin entry system to access the platform.
- 7.80. The Supplier is to retrieve a monthly file from Defence Business Services (DBS) containing up to date UIN's. The Supplier shall validate UIN's captured at the booking stage with this file.
- 7.81. The Supplier shall submit a file following the end of the financial year to the Buyer detailing the VAT paid by the Buyer on all Booking and merchant fees. The report shall detail the VAT paid at each line level.
- 7.82. The Supplier shall submit a quarterly report to the Buyer detailing the booking fees charged to the Buyer in that quarter.
- 7.83. The Supplier shall provide a monthly report to the Buyer that details the full travel costs and travel data on one line per transaction, such as ticket fare, booking fee and merchant fee.
- 7.84. The Supplier shall provide a facility to capture any business bookings that are deemed to be taxable under the Buyer's own policy / guidance. Additional information requiring capture may also include:
- 7.84.1. Travellers on a posting term of less than 24 Months, for example detached duty tax relief;
  - 7.84.2. the type of posting term the Traveller is on;
  - 7.84.3. confirmation that the booking is in relation to the posting term; and
  - 7.84.4. Reason for Travel codes (RFT).
- 7.85. The Supplier shall provide a separate report on bookings that are deemed to be taxable for both online and offline bookings.
- 7.86. The Supplier shall provide the Buyer with an online reporting tool, allowing nominated users to produce their own tailored multi-dimensional reports using any and / or all the reporting fields as set out.
- 7.87. The Supplier shall complete and upload (to a secure portal) all supplementary/out of policy/missed saving reports, by no later than the 14th of each month, (the template for reports shall be detailed during the implementation stage) however the name and the frequency of the reports required are as follows:
- 7.87.1. First Class Air – Monthly;
  - 7.87.2. First Class Air less than 4 hours – Monthly;

- 7.87.3. First Class Rail – Monthly;
  - 7.87.4. Rail Warrants – Quarterly;
  - 7.87.5. Out of Hours – Monthly;
  - 7.87.6. C02 Emissions Cabinet Office – Quarterly;
  - 7.87.7. C02 Emissions MOD – Quarterly;
  - 7.87.8. Hotel No Show/Non-Payer – Monthly;
  - 7.87.9. Hotel Over Cap Rate – Monthly; and
  - 7.87.10. 2\* and 3\* Reports – Quarterly.
- 7.88. When receiving monthly supplementary reports (which will hold information including, but not limited to, out of policy bookings, or bookings made against non-lodged cards), the Buyer requires the information/data to be split out by each business area to allow the Buyer to disseminate them accordingly. Business areas shall also have access to their own reporting information and have the ability to run their own bespoke reports through the reporting tool. Access shall be locked down so that only nominated personnel are able to access information pertinent to their own area.

#### **Complaints/Issue Management and Dispute Resolution**

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

#### **Security Requirements**

- 7.92. The data security classification for this Lot 3 is OFFICIAL SENSITIVE (Personal).
- 7.93. The Supplier shall comply with the Government Security Classification on .gov.uk. The version current at the time of this procurement, Government Security Classification 2018 may be found here:
  - 7.93.1. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/715778/May-2018\\_Government-Security-Classifications-2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/715778/May-2018_Government-Security-Classifications-2.pdf).
- 7.94. The Supplier shall read, understand and respond to the Buyer in accordance with Call-Off Schedule 9B (MOD Security) in respect of the security requirements for the Services.
- 7.95. The Supplier shall provide, when requested by the Buyer, the architectural design of the Supplier's booking system software and hardware construction.
- 7.96. The Supplier shall comply with the requirements of the Defence Cyber Protection Partnership throughout the contract term and Call-Off Schedule 17 (MOD Terms) meeting the current risk level requirements of MODERATE. The risk assessment is reviewed annually, and the Supplier shall comply with the revised risk assessment, and security requirements that fall out of that risk assessment, should it change during the life of the contract.
- 7.97. The Supplier shall ensure that information held by the Supplier shall be protected regardless of location as detailed in Call-Off Schedule 9B (MOD Security).

- 7.98. The Supplier shall obtain approval from the Buyer's Data Controller/Information Risk Owner(s) through the Security Working Group for any off-shored data in accordance with Call-Off Schedule 9B (MOD Security).
- 7.99. The Supplier shall provide evidence that the infrastructure devices storing any bulk Buyer data shall not be directly accessible from a device hosted on the internet. In addition, the devices storing bulk data shall be located in the UK only, including any supporting or backup devices.
- 7.100. The Supplier must ensure that personnel have the appropriate level of national security vetting clearance and have been vetted in accordance with Schedule 9B (MOD Security). Under the Framework Contract and each Call-Off Contract the Supplier shall obtain, and maintain for the life of the relevant Contract, the security vetting clearances below:
- 7.100.1. employees who hold sensitive roles under the relevant Contract, namely having access to the Buyer's bulk data, shall hold Security Check (SC) level clearance; and
  - 7.100.2. all remaining employees working for the Supplier under the relevant Contract, but do not have access to the Buyer's bulk data, shall be Counter Terrorist Check (CTC) cleared.
- 7.101. The Supplier must ensure that its employees, personnel and sub-suppliers have the appropriate level of security clearance. Security clearance costs are to be borne by the Supplier.
- 7.102. The Supplier must accommodate the Buyer's audit in relation to assurance governance and compliance during implementation and throughout the duration of the Call-Off Contract. This will include but is not limited to physical security, Personnel security and documentary security (policies, procedures, international standards and legislative requirements) in accordance with the requirements of Call-Off Schedule 9B (MOD Security).
- 7.103. The Supplier must report promptly any security incidents or breaches directly to the Buyer. The Buyer will decide the reporting chain of any security incidents or breaches.
- 7.104. If required, the Supplier shall ensure that all documents or correspondence relating to the Services must have the Government Security Classification (GSC) applied whether in hard or soft copy format.
- 7.105. The Online Booking Solution tool shall be compliant with PCI DSS for the handling of card payments.
- 7.106. The Supplier shall not process contract data via anti-virus software developed by any of the following nations; Belarus, China, Egypt, Iran, Libya, North Korea, Russia, Syria, Ukraine or Vietnam. Should this occur during the term of the Call-Off Contract the Supplier is to notify the Buyer (MOD) immediately after the Supplier has been made aware of the incident happening.

### **Payment**

- 7.107. The Buyer utilises lodged cards, which the Supplier will charge directly for travel and booking charges, for all modes of travel, except accommodation the process for which is detailed below. The Supplier shall provide a billback service for DILFOR only.
- 7.108. For accommodation the Supplier shall utilise the Buyer lodged single use virtual card set up with Conferma where the Buyer has allowed its use and where the accommodation provider will accept it. All other accommodation payments are to be

paid on departure by the Traveller. The Supplier shall submit data to Conferma following a booking to allow the enhanced data to be viewable on the Conferma SNAP portal. For accommodation bookings where the Conferma virtual card is not used, the Supplier shall use its own corporate card to guarantee the booking and be responsible for any reconciliation that is required on that card FOC.

- 7.109. The Supplier shall provide a billback service for DILFOR, and accommodation where the guarantee card was charged, only.
- 7.110. As per the requirement in paragraph 7.50 (Dstl Only Requirements) Dstl have different payment requirements that the Supplier shall comply with.

## **8. LOT 4: BOOKING SOLUTIONS VENUES & EVENTS**

### **Accommodation and Venue Find**

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

### **Venue Find – Including Virtual/Digital & Hybrid Meetings**

- 8.7. The Supplier shall provide a comprehensive and cost effective service to provide full facilities for meetings, conferences, interviews and training courses on a residential and non-residential basis throughout the United Kingdom and overseas



to the Buyer and other nominated individuals. This includes the booking of venues for exclusive use and group accommodation.

8.8. The Supplier shall deliver the venue find services using the following three tier approach:

8.8.1. **Tier 1:** The Shared Facilities Register, which shall be provided to the Supplier, shall always be the first consideration for fulfilling all venue finding requirements from the Buyer. If a suitable venue is identified, either by the Supplier or the Buyer directly, then the Supplier shall seek confirmation of suitability before booking the venue and sending a confirmation to the Booker via email. The Government Property Unit (GPU) shall provide the successful Supplier with a list of venues which are registered on the Shared Facilities Register, and provide details of any changes to this list to the Supplier on a regular basis. The Supplier shall ensure that their list of venues is available to Bookers and delegates to provide the best free of charge opportunities to the Buyer. The Shared Facilities Register is not a comprehensive list of all meeting space available and the successful Supplier shall liaise with the GPU to identify opportunities where free Government Estate can be added to the Shared Facilities Register. Booking and usage of government space is at the discretion of the government entity that is responsible for that space and, unless indicated otherwise, it shall not be assumed that non-government bodies would be accommodated in these facilities.

8.8.2. **Tier 2:** In the event that the Buyer's requirement cannot be fulfilled from Tier 1 and there is an audit trail to confirm this, then the Supplier's second consideration shall be the paid government estate and the voluntary and community sector, for example, but not limited to:

- Queen Elizabeth II Conference Centre;
- No 1 Victoria Street;
- Government departmental training centres;
- University post graduate centres;
- Local Government town halls, community centres, etc.; or
- Voluntary and community sector providers of meeting space

8.8.3. **Tier 3:** In the event that the Buyer's requirement cannot be fulfilled from Tier 1 or 2, then the third consideration shall be the paid commercial providers, for example, but not limited to:

- Meeting venues;
- Hotels; or
- Conference and Meeting Centres.

8.9. Volume data is included in the Data Set. The Data Set outlines a historical split of bookings of which the higher proportion is currently serviced by Tier 3 venues.

8.10. The Supplier shall present the HM Government/CCS Preferred Venue Terms and Conditions to the venues with every enquiry, and encourage compliance. Where the venue will not comply, the Supplier shall advise the Booker and provide a copy of the venue's terms and conditions prior to the booking being confirmed in writing.

8.11. The Supplier shall work with the venue to manage all requirements including but not limited to food and beverage, audio-visual, internet, room set-up, timings, liaison with venue staff.

8.12. The Supplier shall highlight to the Buyer the most cost-effective choices when presenting available venue options. The Supplier shall provide the facility for the

Buyer to select a 'Reason' (from a predetermined and pre-populated standard list of reason codes approved by the Buyer) where the most cost-effective option is not booked. When required by the Buyer, the Supplier shall provide the facility to refer to such bookings for pre-authorisation before the booking is confirmed. Details of such pre-authorisation shall be in accordance with the Buyer's requirements and agreed with the Buyer during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing).

- 8.13. The Supplier shall provide the facility to record pre-confirmation approval information (at a minimum, a field that captures a typed response by the Booker to indicate approval has been given) e.g. the name of the approver and date, in accordance with the Buyer's requirements.
- 8.14. The Supplier shall provide the Booker(s) with a minimum of three venue options and provide a quotation (that meets the stated Booker's requirements) detailing the following:
  - 8.14.1. name and location of the venue, with directions;
  - 8.14.2. 24-hour meeting rate and / or day delegate meeting rate
  - 8.14.3. room hire rate with refreshments comparison, if applicable;
  - 8.14.4. best value for money / most cost-effective option;
  - 8.14.5. syndicate rooms requested and any additional cost;
  - 8.14.6. additional equipment requested and any additional cost and
  - 8.14.7. cancellation policy (particularly cut off dates for no charge cancellation); and
  - 8.14.8. detailed specification relevant to the Booker's requirement e.g. menus, room layout, additional equipment, dietary requirements, meeting arrangements to the venue e.g. car parking, locality to public transport etc.
- 8.15. The Supplier shall seek to achieve best value for money and present the same to the Buyer by considering day delegate meeting rate(s) against room hire and refreshments individual pricing.
- 8.16. Where catering is booked it must be in compliance with the Government Buying Standard for Food and Catering or equivalent. The Government Buying Standard for Food and Catering may be accessed here: <https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services>. The Supplier shall communicate this requirement to the venue where catering is requested, and obtain and collate any verification evidence and pass the same to the Buyer and CCS on request.
- 8.17. When required by the Buyer, and allowed by the venue, the Supplier shall arrange refreshments/catering through a Third Party Provider on a standalone basis. The Supplier shall ensure that these refreshments/catering services are purchased in the most cost effective way.
- 8.18. The Supplier shall ensure that the Buyer can clearly notify the Supplier at the time of booking whether the attendee(s) are lone and/or vulnerable attendee(s) and/or have any special requirements, either by phone, email, enquiry form or the booking system.
- 8.19. The Supplier shall be able to exclude specific venues, as defined by the Buyer, to ensure they are not made available to book, either by phone, email, enquiry form or the booking system (when this becomes available).

- 8.20. The Buyer will require pricing (if not cost effective to package as a 24-hour rate) for single rooms, in accordance with the Buyer's Travel/Expenses/Meeting Policy. The Supplier shall also make available all other Inventory, for example double rooms for sole occupancy, that accommodation venues may have available at the time of booking the meeting.
- 8.21. The Supplier shall be able to deal with complex requirements including, but not limited to, requirements of delegates with Protected Characteristics, secure parking, specific room requirements.
- 8.22. When required, the Supplier shall provide the Buyer with a liaison service with the venue and or any other necessary third parties to ensure that the venue layout and correct audio and or visual and or presentation aids are provided, prior to the start of the meeting. The Supplier shall also ensure that any refreshments booked are available at the times requested, to ensure that meetings or conferences run promptly to time.
- 8.23. When required by the Buyer, the Supplier may need to subcontract certain elements of the meeting where additional expertise may be needed. If this is the case, the Buyer will have final approval on the sub-contractor's proposed costs.
- 8.24. If required by the Buyer, the Supplier shall provide an onsite single point of contact to the Buyer for venue liaison purposes.
- 8.25. When required by the Buyer the Supplier shall arrange for transportation from a Third Party Provider to and from the venue, display stands, equipment and or other materials for the meeting. The Supplier must ensure that such transportation is carried out in a safe and secure manner, with the items arriving or leaving at the time agreed with the Buyer. The Supplier shall ensure that sufficient insurance cover is in place to cover any risk to the materials transported.
- 8.26. If required by the Buyer, the Supplier shall provide delegate management service(s) incorporating registration, provision of information, reception and management e.g. facilitating delegates around the meeting / event during the meeting. The specific needs of delegates with Protected Characteristics shall be addressed within this provision in terms of access to the registration service and recording of any special requirements, including, but not limited to, access and dietary requirements.
- 8.27. If required by the Buyer, the Supplier shall provide the Buyer with a delegate registration service. The delegate registration service includes but is not limited to pre-registration of delegates, onsite registration and administration support, provision of name badges and provision of approved delegate packs.
- 8.28. If required by the Buyer, the Supplier shall provide the Buyer with secure access to the full list of all registered delegates attending the event at least 24 hours prior to the start of the event.
- 8.29. If required by the Buyer, the Supplier shall provide any approved delegate packs to all registered delegates at least 24 hours prior to the start of an event (48 hours in the case of delegates travelling from outside the UK). The Supplier shall liaise with the Buyer and where necessary with third parties to coordinate the pack. The delegate pack must be approved by the Buyer's meeting organiser before being issued to delegates.
- 8.30. If required by the Buyer, the Supplier shall provide the Buyer, where it has been indicated that a meeting will include attendees designated as VIPs or executives, with appropriate arrangements, which may include increased security arrangements. The exact arrangements shall be agreed between the Supplier and the Booker.

- 8.31. The Supplier shall ensure that Bookers receive a confirmation(s) by email or fax once a booking has been confirmed to include, but not be limited to:
- 8.31.1. unique meeting ID number;
  - 8.31.2. confirmation number and or reference number;
  - 8.31.3. Booker email address;
  - 8.31.4. Booker and or organiser name;
  - 8.31.5. venue name;
  - 8.31.6. venue address including postcode and map view;
  - 8.31.7. contact details for the venue and a named contact at the venue;
  - 8.31.8. date of meeting and timings;
  - 8.31.9. itemised pricing for example: room hire, day delegate rate, 24-hour delegate rate, food and beverages, AV equipment, local taxes, room rate. If any items are bundled into a packaged rate, the email or fax must state what is included within the packaged rate;
  - 8.31.10. payment method, for example payment on departure, bill back and or payment card;
  - 8.31.11. cancellation and amendments terms and conditions in accordance with the HM Government/ CCS Preferred Venue Terms and Conditions or the venue providers' own conditions including, but not limited to, the latest cancellation date and time to avoid all charges;
  - 8.31.12. clear information on how to make cancellations and amendments;
  - 8.31.13. the Supplier's out of hour's emergency telephone number;
  - 8.31.14. staff number and or cost centre;
  - 8.31.15. notification of whether any additional documentation i.e. tickets needed prior to the date of the meeting;
  - 8.31.16. accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
  - 8.31.17. rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);
  - 8.31.18. accommodation facilities (e.g. gym, parking, restaurant);
  - 8.31.19. accommodation location (e.g. distance from local transport / nearest station);
  - 8.31.20. disability access and any access restrictions;
  - 8.31.21. the venue's green credentials and/or sustainability credentials; and
  - 8.31.22. planned venue renovations coinciding with the date of the meeting/event.
- 8.32. The Supplier shall ensure that all invoices shall contain the following information (the minimum standard is Level 3 Data), together with any other information required by the Buyer:
- 8.32.1. purchase Order number;
  - 8.32.2. invoice number;
  - 8.32.3. venue name;

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

## Annex 1: Supplementary definitions

<b>“Application Programming Interface (API)”</b>	a collection of prewritten packages, classes, and interfaces with their respective methods, fields and constructors;
<b>“Authorising Officers”</b>	the Buyer’s authorised representatives who are permitted to approve out of policy bookings, as confirmed by the Buyer to the Supplier in writing from time to time;
<b>“Booker”</b>	has the meaning set out in Joint Schedule 1 (Definitions);
<b>“CCS Preferred Venue Terms and Conditions”</b>	the document detailing the preferred terms and conditions of CCS for when booking a meeting venue. It contains things like cancellation and payment terms;
<b>“CCS Public Sector Negotiated Programme” or “Public Sector Programme”</b>	the current range of Commissionable Inventory and Non-Commissionable Inventory negotiated by CCS and made available to central government, wider public sector and third sector through current and future commercial arrangements with suppliers of travel services and/or venue find services that have entered into an agreement with CCS;
<b>“Commissionable Inventory”</b>	the Inventory which earns Commissions;
<b>“Commissionable”</b>	capable of earning Commissions;
<b>“Commissions”</b>	all monies, gifts, rewards, other income or benefits earned from Third Party Providers on Public Sector and third sector spend through RM6217 that is given or made available to the Supplier; this includes, but is not limited to, monies paid per-booking, gifts, rewards, overrides, growth incentives, financial and non-financial sales & marketing incentives/funds, GDS payments, merchant rebates, other rebates and any other type of revenue or benefit;
<b>“Complaint”</b>	any written complaint in relation to the Supplier’s performance of the Services, which shall be handled in accordance with the Complaints Procedure;
<b>“Complaints Procedure”</b>	the procedure for processing Complaints as set out in this Schedule and the relevant Call-Off Contract;
<b>“Core Working Hours”</b>	the standard core working hours in each country are between 08.00 and 18:00 (local time);
<b>“Data Set”</b>	a collection of information on the Buyer’s travel requirements that is composed of separate elements;
<b>“Environmental Management System” or (“EMS”)</b>	the management of an organisation’s environmental programs in a comprehensive, systematic, planned and documented manner. It includes the organisational structure, planning and resources for developing, implementing and maintaining policy for environmental protection;
<b>“Executive Services”</b>	means the Services set out in paragraphs 6.26 to 6.29 (inclusive) of this Schedule;

<b>“Global Distribution System (GDS)”</b>	a network operated by a company that enables automated transactions between travel service providers (mainly airlines, hotels and car rental companies) and travel agencies in order to provide travel-related service e.g. booking airline tickets and hotel accommodation. Airlines, hotel chains, etc. use these systems to distribute their products: seat/room availability and prices, etc.;
<b>“Go Live”</b>	the date from which the Supplier shall ensure that all discounted Commissionable Inventory and Non-Commissionable Inventory rates are available to book by the Buyer and which date shall be specified in either: (a) (where applicable) the Implementation Plan; or (b) the Order Form;
<b>“Group Booking”</b>	a booking made for nine (9) or more Travellers and/or delegates;
<b>“Implant”</b>	has the meaning set out in Joint Schedule 1 (Definitions);
<b>“Implementation Period”</b>	(where applicable) has the meaning given in Call-Off Schedule 13 (Implementation Plan and Testing);
<b>“Inventory”</b>	the complete list of fares and/or rates on the open market (regardless of whether Commissionable or not), including all CCS Public Sector Negotiated Programme rates and fares;
<b>“LCC”</b>	low cost carrier e.g. Easyjet, Ryanair;
<b>“Level 3 Data”</b>	level 3 processing requires the capture of specific line item data in credit card transactions. These additional data fields include merchant name and address, invoice number and tax amount, plus line item details such as item description, quantity and unit of measure, freight amount, and commodity and product codes;
<b>“Multi Modal Booking”</b>	a booking for a journey combining two or more modes of travel e.g. air + rail or rail + ferry;
<b>“Multi-City Flight”</b>	an itinerary that doesn’t follow a typical there-and-back pattern, but instead goes from Point A to Point B and on to Point C (and possibly Point D, etc.). A multi-city itinerary can be used to create a layover, visit several cities in one trip, or fly back to a different airport than where you started. The flights do not need to be with the same airline;
<b>“New Distribution Capability” (“NDC”)</b>	the travel industry-supported program (NDC Program) launched by IATA for the development and market adoption of a new, XML-based data transmission standard (NDC Standard). The NDC Standard enhances the capability of communications between airlines and travel agents;
<b>“Non-Commissionable Inventory”</b>	the Inventory which does not earn Commissions;
<b>“Non-Commissionable”</b>	not capable of earning Commissions;
<b>“Offline Booking Solution”</b>	has the meaning set out in Joint Schedule 1 (Definitions);

<b>“Online Booking Solution”</b>	has the meaning set out in Joint Schedule 1 (Definitions);
<b>“Online Booking System”</b>	the Supplier’s information and communications technology system (including any hardware, software, programs and databases, whether belonging to the Supplier or a third party, that are required to enable Bookers and Travellers to make bookings in accordance with this Contract) used for the provision of the Online Booking Solution;
<b>“Price Match”</b>	<p>a mechanism where the Supplier shall be given the opportunity to match the cheaper fare/rate via secure channels using secure/approved payment means in UK Sterling only, within realistic timelines. If the Supplier cannot match the price, then the Supplier shall refund the difference in fare or rate to the Buyer. For the purposes of Price Match:</p> <ul style="list-style-type: none"> <li>a) the airfare or rail ticket needs to be ‘like for like’ (exact origin, destination and routing) in the same class, at the exact same times and dates of travel and with the same ticketing restrictions and penalties, and include any ancillary fees and taxes; and</li> <li>b) the accommodation, booking terms and conditions must be the same; including, but not limited to, cancellation policy, payment terms, room type, meal plan, VAT or local taxes, credit card fees;</li> </ul>
<b>“Protected Characteristics”</b>	age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation;
<b>“Quality Management System” (QMS)</b>	a collection of business processes focused on achieving quality policy and quality objectives to meet the Buyer’s requirements. It is expressed as the organisational structure, policies, procedures, processes and resources needed to implement quality management;
<b>“Reason for Travel Codes” (RFT)</b>	a code to capture Travellers’ business reasons for travel or nature of the business benefit derived or expected to be derived as a result of travel;
<b>“Reasons”</b>	a cause, explanation, or justification for selecting a specific journey and/or accommodation;
<b>“Security Requirements”</b>	<p>means the security requirements set out or referred to in:</p> <ul style="list-style-type: none"> <li>a) this Schedule (as applicable to the relevant Lot in question);</li> <li>b) Framework Schedule 9 (Cyber Essentials Scheme);</li> <li>c) Call-Off Schedule 9A (Security) or Call-Off Schedule 9B (MOD Security) (as applicable); and</li> <li>d) any Security Management Plan;</li> </ul>
<b>“Shared Facilities Register”</b>	a list of meeting spaces across the Government estate which can be used without charge. The register is owned and managed by the Government Property Unit (GPU) within the Cabinet Office and provides the host departments’ contact details of the local administrator that will book the rooms subject to availability;



<b>“Super User”</b>	has the meaning set out in Joint Schedule 1 (Definitions);
<b>“Third Party Provider”</b>	the end provider of the travel and/or venue services that has a direct contract with the Buyer (for example: a Train Operating Company (TOC), a hotel, an airline);
<b>“Ticket on Departure” “(TOD)”</b>	collection of tickets at the train station;
<b>“TOC”</b>	is an acronym for Train Operating Company; a business operating passenger train services;
<b>“Travel/Expenses/ Meeting Policy”</b>	the Buyer’s policy, which clarifies its position on business travel, expenses and meetings and defines the procedures to be followed by employees, agents or representatives of the Buyer for authorised business travel and tells them what they can and can't spend on travel, expenses and meetings;
<b>“Traveller”</b>	has the meaning set out in Joint Schedule 1 (Definitions); and
<b>“Unit Identification Number” or “UIN”</b>	a common ‘data item’ to identify units, sub-units, organisations or groupings of organisations within the Buyer organisation.

## Annex 2: Local Amendments

**[Guidance note:** See paragraphs 6.8 to 6.13 of the main body of this Schedule for the scope of Local Amendments. This Annex 2 is to be completed by the Supplier for the Buyer's approval if the Supplier is required to perform the Services in a country that has mandatory law requirements that cannot be contracted out of and that are either:

- (a) not covered in the relevant Call-Off Contract, but must as a matter of law be included; or
- (b) contrary to the Call-Off Contract terms, which requires an amendment to the Call-Off Contract terms in that country only to make the terms lawful.

Where required, this Annex 2 should be completed on a per country basis.

Buyer to obtain its own legal advice as to in-country legal requirements and any proposed amendments.]

Call-Off Contract Reference Number: **[INSERT]**

### 1. Parties

This Annex 2 is made between:

- (1) **[INSERT BUYER'S DETAILS]** (the "Buyer"); and
- (2) **[INSERT SUPPLIER'S DETAILS]** (the "Supplier").

### 2. Scope

This Annex 2 shall:

- 2.1 only applies in respect of Deliverables supplied by the Supplier in **[insert country]**; and
- 2.2 be completed strictly in accordance with Paragraphs 6.8 to 6.13 of Call-Off Schedule 20 (Call-Off Specification) of the Call-Off Contract.

### 3. Local Amendments

The Parties have agreed that, in accordance with the provisions of Paragraphs 6.8 to 6.13 of Call-Off Schedule 20 (Call-Off Specification) of the Call-Off Contract, the following amendments will be made to the Call-Off Contract:

**[Supplier to complete with mandatory legal requirements only:**

- 3.1 **[Insert local law amendments:]**
- 3.2 **[Insert local law amendments:]**
- 3.3 **[Insert consequential amendments, e.g. changes to the scope and/or cost of supplying the Deliverables].**

### 4. Execution

Signed by the duly authorised representatives of the Parties:

For and on behalf of the Supplier:  
Signed:  
Print Name:  
Date:

For and on behalf of the Buyer:  
Signed:  
Print Name:  
Date: