

SCHEDULE 18 - ENABLING AGREEMENT FOR SOLUTION 4
ENABLING AGREEMENT
CABINET OFFICE

THIS ENABLING AGREEMENT is made the 6th day of January 2020

BETWEEN:

- (1) Cabinet Office of **REDACTED TEXT** (the "Customer"); and
- (2) Corporate Travel Management (North) Limited (a company registered in England, Scotland and Wales under company number 213089972 (the "Supplier") whose main or registered office is at **REDACTED TEXT**

together referred to as the "Parties" and is effective as of the Commencement Date for the Enabling Agreement.

WHEREAS:

RECITALS

- (A) The Customer wishes for the Supplier to provide Offline and Online Travel Solutions to the Customer under the centralised arrangements that the Authority has put in under the Commercial Agreement for purchasing such services by the Customer.
- (B) The Commercial Agreement referenced in Recital A above for the Services was entered into between the Authority and the Supplier on the 27th February 2018.
- (C) With reference to Recitals (A) and (B) above, the Customer wishes, and the Supplier has agreed to provide the Services in accordance with the terms and conditions of the Enabling Agreement.

NOW IT IS HEREBY AGREED as follows:

PART A

IA PART A PROVISIONS

IAI Initial Enabling Agreement Period

IAI.1 The Enabling Agreement shall take effect on the Commencement Date of the Enabling Agreement and, subject to Clause IAI.2 below, shall continue until the end of the Initial Commercial Agreement Period of the Commercial Agreement.

IAI.2 The Enabling Agreement shall continue:

- (a) until its expiry;
- (b) The Customer shall have the right at the end of the Initial Enabling Agreement Period to elect to extend this Enabling Agreement for one or more further periods, totalling no more than twelve (12) months in aggregate (each an "Extension Period") on and from the expiry of the Initial Enabling Agreement Period by giving the Supplier not less than six (6) months' written notice prior to the date of expiry of the Initial Enabling Agreement Period or the then-existing Enabling Agreement Period (if previously extended), as applicable;
- (c) unless the Enabling Agreement is terminated in accordance with the terms of the Enabling Agreement provided always that such termination is escalated to the Authority and the Supplier for resolution in accordance with the Dispute Resolution Procedures in Schedule 14 (Governance) of the Commercial Agreement, as more particularly described in Clause AI 9.4 of the Commercial Agreement.

IA2 Beneficiaries — the Customer

IA2.1 The Supplier acknowledges and agrees that the rights and benefits of the Authority as set out in the Clauses of Part A of the Commercial Agreement, Schedule 5 (Security Requirements), Schedule 22 (Business Continuity and Disaster Recovery) and Schedule 7 (Implementation Schedule) to Schedule 17 (Exit) of the Commercial Agreement are not solely for the benefit of the Authority and will, where applicable, also be for the benefit of the Customer. Unless otherwise stated in the Enabling Agreement, the Customer will be a Third Party Beneficiary under the Commercial Agreement in respect of rights and benefits under the Clauses of Part A of the Commercial Agreement, Schedule 5 (Security Requirement), and Schedules 7 (Implementation Schedule) to Schedule 17 (Exit), as more particularly described in Clause A6 of the Commercial Agreement.

IA3 Beneficiaries — the Authority

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IA3.1 The Customer and the Supplier agree that the Authority is a beneficiary under the Enabling Agreement and has a right to enforce the relevant terms of the Enabling Agreement in accordance with Clause B35.12 of the Commercial Agreement.

IA4 Performance of the Services

1 A4.1 The Supplier shall provide the Services in accordance with the terms of the Enabling Agreement, including Schedule 1 (Definitions) to Schedule 4 (Pricing and Invoicing) and Schedule 6 (Staff Transfer and Pensions).

IA5 Termination and Dispute Resolution Procedure

IA5.1 Notwithstanding any other provision of the Enabling Agreement, the Parties agree that any termination right that either the Supplier and/or a Customer may wish to exercise under the Enabling Agreement, shall be escalated to the Authority and the Supplier for resolution in accordance with Dispute Resolution Procedure in Schedule 14 (Governance) of the Commercial Agreement. The Parties agree that the relevant Enabling Agreement cannot be terminated unless and until the Dispute Resolution Procedure is followed in accordance with this Clause IA5.1 and Clause AI 9.4 of the Commercial Agreement.

IA5.2 Notwithstanding any other provision of the Enabling Agreement, in respect of all Disputes between the Customer and the Supplier that are being attempted to be resolved in accordance with the terms of the Enabling Agreement, if such Dispute has not been resolved by the end of the commercial negotiation phase under Clause ICI.6 of the Enabling Agreement, such Dispute shall be escalated to the Authority and the Supplier for resolution in accordance with Dispute Resolution Procedure in Schedule 14 (Governance). For the avoidance of doubt, the escalation pursuant to this Clause A5.2 to the Authority and the Supplier under Schedule 14 (Governance) shall commence at the level beginning at paragraph 6.1 (2) of Schedule 14 (Governance).

IA6 Consent of the Authority

IA6.1 The Parties agree that any changes that need to be made to the Enabling Agreement (including prior to its execution by the Parties) shall require the prior written approval of the Authority. Such prior written approval shall be in accordance with Schedule 16 (Variation of Commercial Agreement Form). Any amendment made in the Enabling Agreement or an attempt in the Enabling

Agreement to amend the Commercial Agreement shall be void and of no effect unless such amendment has been made in accordance with this Clause AI 6.1 .

IA6.2 The Customer and the Supplier shall inform the Authority in writing prior to entering into an Enabling Agreement. Such prior written approval shall be in accordance with Schedule 16 (Variation of Commercial Agreement Form).

IA6.3 The Customer and the Supplier shall not agree or incorporate any Special Requirements in Annex 2 (Customer Bespoke Service Requirements) without the prior written approval of the Authority. Such prior written approval shall be in accordance with Schedule 16 (Variation of Commercial Agreement Form).

IA7 Incorporation of the Clauses and Schedules of the Commercial Agreement into the Enabling Agreement

IA7.1 Part B and Part C of the Enabling Agreement sets out the terms and conditions dealing with which Clauses (or parts thereof) of the Commercial Agreement and which Schedules (or parts thereof) of the Commercial Agreement are incorporated into the Enabling Agreement

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PART B

1B PART B PROVISIONS

IBI Incorporation of the Clauses of Part B of the Commercial Agreement

IBI.I Save as otherwise set out in Part C below, from the Commencement Date of the Enabling Agreement, the Clauses of Part B of the Commercial Agreement are incorporated into this Part B of the Enabling Agreement.

1B2 Incorporation of Schedule 1 (Definitions) to Schedule 6 (Staff Transfer and Pensions)

1B2.1 Save as otherwise set out in Part C below, from the Commencement Date of the Enabling Agreement, Schedule 1 (Definitions) to Schedule 6 (Staff Transfer and Pensions) of the Commercial Agreement are incorporated into the Enabling Agreement as Schedule 1 (Definitions) to Schedule 6 (Staff Transfer and Pensions) of the Enabling Agreement. .

1B3 Clauses of Part A of the Commercial Agreement, Schedule 5 (Security Requirements) and Schedule 7 (Implementation Schedule) to Schedule 17 (Exit) of the Commercial Agreement

1B3.1 Subject to Clause A2.1 of the Enabling Agreement, the Parties acknowledge and agree that the Clauses of Part A of the Commercial Agreement, Schedule 5 (Security Requirements), and Schedule 7 (Implementation Schedule) to Schedule 17 (Exit) are not incorporated into the Enabling Agreement.

PART C

C PART C PROVISIONS

ICI Changes to Clauses of Part B of the Commercial Agreement

ICI.1 Unless otherwise stated in this Part C, all references to "Authority" and "Commercial Agreement" in the Clauses of Part B of the Commercial Agreement or Schedule 1 (Definitions) of the Commercial Agreement shall, as incorporated into the Enabling Agreement in accordance with the Clauses in Part B of the Enabling Agreement, be regarded as references to the "Customer" and "Enabling Agreement", respectively.

ICI.2 Unless otherwise stated in this Part C, all references to "Customer" and "Enabling Agreement" in the Clauses of Part B of the Commercial Agreement or Schedule 1 (Definitions) of the Commercial Agreement shall, as incorporated into the Enabling Agreement in accordance with the Clauses in Part B of the Enabling Agreement, be regarded as references to the "Authority" and "Commercial Agreement", respectively.

ICI.3 Unless otherwise stated in this Part C, all references to "Enabling Agreements", "any Enabling Agreements" or "an Enabling Agreement" in the Clauses of Part B of the Commercial Agreement or Schedule 1 (Definitions of the Commercial Agreement) shall, as incorporated into the Enabling Agreement in accordance with the Clauses in Part B of the Enabling Agreement, be regarded as references to the "the Enabling Agreement".

ICI.4 Unless otherwise stated in this Part C, all references to "Commencement Date" in the Clauses of Part B of the Commercial Agreement or Schedule 1 (Definitions) shall, as incorporated into the Enabling Agreement in accordance with the Clauses in Part B of the Enabling Agreement, be regarded as references to the "Commencement Date" of the Enabling Agreement.

ICI.5 For the purposes of incorporation of Clause B35.12 (a) of the Commercial Agreement into the Enabling Agreement, it shall be deemed to include the Authority as a Third Party Beneficiary in respect of Clause A3 of the Enabling Agreement.

ICI.6 The Dispute Resolution Procedure for the Enabling Agreement is the same as the Dispute Resolution Procedure set out in paragraph 6 of Schedule 14 (Governance) of the Commercial Agreement save that if the Dispute between the Customer and the Supplier is not resolved after the commercial negotiations phase described in paragraph 6.2(1) Schedule 14 (Governance), the Parties will escalate such unresolved dispute to the Authority and the Supplier for resolution under the Dispute Resolution Procedure of the Commercial Agreement in accordance with Clause A5.2 of the Enabling Agreement and Clause A1 9.5 of the Commercial Agreement.

ICI.7 The following Clauses are incorporated into the Enabling Agreement in accordance with this Part C subject to the following terms:

- (a) the text in Clause B1.2(a)(ix) shall be replaced with: "any reference to the Enabling Agreement includes Schedule 1 (Definitions) to Schedule 4 (Pricing and Invoicing) and Schedule 6 (Staff Transfer and Pensions);"
- (b) [NOT USED]
- (c) Clause B1.2(c) shall not be amended on incorporation into the Enabling Agreement;
- (d) Clause B2.1 (Key Personnel) shall not be amended on incorporation into the Enabling Agreement;
- (e) Clause B.2.2 (Supplier Personnel) shall not be amended on incorporation into the Enabling Agreement;
- (f) Clause B6.5(a) shall not be amended on incorporation into the Enabling Agreement except that "Commercial Agreement" shall be changed to "Commercial Agreement and the Enabling Agreement";
- (g) Clause B6.5(c) shall not be amended on incorporation into the Enabling Agreement except that "Authority" shall be changed to "Authority and/or Customer";
- (h) [NOT USED]
- (i) the text in Clause B7.2(d) shall be replaced with:

"The Supplier acknowledges and agrees that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the relevant Customer as a result of the Supplier's failure to meet the Service Levels in accordance with Schedule 3 (Service Levels and Service Credits)";
- (j) any reference to "Management Charge" in the text in Clause B8 (Variation Procedure) shall be changed to "Charges";
- (k) a new Clause B8.1(e) shall be added to Clause B8 (Variation Procedure) which states:

"notwithstanding the provisions of this Clause B8 above, any variation of the Enabling Agreement is subject to the terms of Clause A6 (Consent of the Authority) of the Enabling Agreement;"

c)

1) the text in Clause B1 7.2(k)) shall not be amended on incorporation into the Enabling Agreement;

(m) Clauses B21 to B23 shall not be amended on incorporation into the Enabling Agreement;

IC2 Changes to Schedules 1 (Definitions) to Schedule 4 (Pricing & Invoicing) and Schedule 6 (Staff Transfer and Pensions)

IC2.1 [NOT USED]

Signed for on behalf of the Customer, and Cabinet Office

By:

Name **REDACTED TEXT**

My position is **REDACTED TEXT** and I confirm that I have authority to sign this Enabling Agreement on behalf of Cabinet Office.

Date **REDACTED TEXT**

Signed for and on behalf of Corporate Travel Management (North) Limited

By: **REDACTED TEXT**

Name: **REDACTED TEXT**

Annex 1 — Pick List

The Customer must provide the following information to the Supplier upon signing the Enabling Agreement, to assist the successful set up and implementation of this new account for Commercial Agreement RM6016.

Customer Name: - Cabinet Office

Names of all Departments I ALB's etc. that will be using this Enabling Agreement:
Advisory Committee on Business Appointments

Civil Service Commission

Commissioner for Public Appointments

Committee on Standards in Public Life

Government Property Agency

House of Lords Appointments Commission

Parliamentary Boundary Commission for England

Parliamentary Boundary Commission for Wales

Registrar of Consultant Lobbyists

Security Vetting Appeals Panel

Senior Salaries Review Body

Your Name: - **REDACTED TEXT**

Key Customer Contacts for this Enabling Agreement			
Name	Position	Telephone	Email

Attachment 6D – Enabling Agreement – Solution 4

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REDACTED TEXT	REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT	REDACTED TEXT

Customer address, including postcode
100 Parliament Street, London SW1A 2BQ

Billing Address (if different)
REDACTED TEXT

SECTION A- SERVICE REQUIREMENTS:

The Services required from Commercial Agreement Solution 4 are:-

To be bookable Online	Yes	No	Later
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Rail			
Air			
Accommodation			
Eurostar			

International Vehicle Hire (Authority approval required)			
To be bookable Offline	Yes	No	Later
Rail			
Air			
Accommodation			
Eurostar			
Group accommodation			
Long stay accommodation			
International Vehicle Hire (Authority approval required)			
Airport, train station, port parking			

Group Booking Service (with individual PNR)			
Group Booking Service (without individual PNR)			
Season Tickets			
Transport for London bookings (including Oyster cards)			
Rail warrant bookings			
Meet and Greet Service			
Book for third party travellers			

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Visa, passport, G.U.C.C.E.A.Y		currency	
Coach or bus tickets			
Coach hire with driver			
Ferry Bookings			
Taxi Bookings			
Executive Services			

Air charter			
Special assistance for exceptional circumstances, e.g. escorted travellers, unaccompanied minors or an accompanied traveller service requirement for visually impaired travellers			
Travel Service •Implants			
Additional Requirements as per paragraph 17 of Schedule 2 (please specify below)			a L
Any other services: VIP Named travellers and bookers to have policy ceilings rates removed and a dedicated phone line for their bookings. First class rail tickets allowed to all staff if it is the cheapest ticket. The facility to book business travel for Third Party Travellers whose travel needs			

<p>are associated with the business requirements of the Customer(s).</p> <p>Provide the facility to set up profiles for Travellers with nonUK passports at no additional cost. An Offline facility to service the Customer(s) requirements for "long stay" bookings. A "long stay booking" is a booking for Travellers staying more than 9 consecutive nights in the same accommodation. The Supplier shall make bookings for "long stay" accommodation; "long stay" bookings are booking for Travellers staying more than 9 consecutive nights in the same accommodation. The Supplier shall provide, where requested by a Customer, a dedicated offline team for Ministerial and VIP services.</p>			
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Insert here any non-mandatory online and/or offline requirements from Schedule 2 as well as any requirements under Paragraph 17 of Schedule 2 which you would like to discuss with the Supplier during Implementation: .

Provide a facility as part of the Online Booking System and/or Offline Service to contact third party suppliers to fulfil specific requirements for example, staff travelling with working dogs.	
The Supplier shall provide the facility for the Customer/Authority to pull a report in realtime to locate Travellers in accordance with the Customer duty of care policy provided to the Supplier at the Customer(s)'s Implementation and Go Live stage.	
The Online Booking System shall provide access to a feedback facility. The feedback facility must request the user's email address as a minimum so as to identify the provider of the feedback.	
The Online Booking System shall provide a facility for Customer(s) to provide feedback on the quality of the booking system or service and third party supplier performance and quality. The Supplier shall review this feedback as part of account management and to provide recommendations to remedy these and avoid issues occurring again.	
The Supplier shall provide, within the Online Booking System a facility for the Authority and or the Customer to register complaints.	

SECTION B - PAYMENT OPTIONS REQUIREMENTS:

Pricing Option	<p>A — Booking Service Fee Model</p> <p>B — Commissions Share Model</p> <p>A and C — Booking Service Fee Model and Implant Services B and C — Commissions Share Model and (Implant Services</p>
Payment Options	<p>Corporate payment cards</p> <p>Billing to project and or cost centre</p> <p>Lodge cards / enhanced lodge cards</p> <p>Consolidated invoice accounts, for example 10 or 30 days</p> <p>Individual and / or single bill back, for example not consolidated invoices</p> <p>Payment on departure by Traveller for accommodation bookings</p> <p>u</p>
Invoicing Options	<p>N/A</p> <p>Weekly Consolidated Invoice - 10 Day Settlement Terms</p> <p>Weekly Consolidated Invoice - 30 Day Settlement Terms</p> <p>Fortnightly Consolidated Invoice - 10 Day Settlement Terms</p> <p>Fortnightly Consolidated Invoice - 30 Day Settlement Terms</p> <p>Monthly Consolidated Invoice - 10 Day Settlement Terms</p> <p>a Monthly Consolidated Invoice - 30 Day Settlement Terms</p> <p>a Other</p>
Returned Commissions	

SECTION C - TRAVEL POLICY & PROCESS REQUIREMENTS:

The Customer must provide contact details of the individual/s that are to receive the agreed invoice (if applicable). The Supplier shall email all invoices. Please complete the table below.

Email Address	Finance Contact Name	Telephone Number
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT

The Customer must list all mandatory cost codes, purchase order numbers or any other codes that need capturing: Please complete the table below.

Code Fields title: (e.g. Cost Centre, PO Number etc.)	Mandatory Field: (Yes/No)	Format: (e.g. Validation table, Mask, Drop down). *Please also provide any list of codes.	Shown on Invoice	Additional comments:
Parent and child cost centre	Yes	Pre populated (list to be shared as part of implementation plan to ensure that the most up to date version is uploaded for go live).	Yes	All fields to be confirmed during implementation as part of Feeder File onboarding process
Reason codes	Yes	Drop down. List as defined in Schedule 2, Annex 1 with the addition of Event Attendance and Incident.	Yes	

Staff numbers	Yes	Free text field	Yes	<p>Check to see if we can avoid users entering "1111111" etc.</p> <p>Only those approved bookers who are booking travel for "guests" (i.e. non CO staff) should use dummy staff numbers for the traveller.</p>
Office location	Yes	Drop down. List to be shared as part of implementation.	Yes	<p>Question to be asked as to whether a traveller is on a posting term. 5 possible answers to the question:</p> <p>No</p> <p>Yes - Area Based Working</p> <p>Yes - Cost Only Dual Workplace</p> <p>Yes - Costs and Tax Dual Workplace</p> <p>Yes - Detached Duty</p>

Online Booking System Policy Configuration and Offline Service(s) Access	Customer Response
Do you have any other reason codes than listed in Schedule 2?	Yes No
If Yes, please specify:	Event Attendance; Incident
Do you have any policies on class of rail travel?	Yes No
If Yes, please specify:	No First Class travel allowed, unless First Class is cheaper than standard class.
Do you have a preferred default method for rail ticket fulfilment?	Yes No

<p>If Yes, please specify:</p>	<p>Customer onsite Printer (own) Customer onsite Printer (New/Suppliers) Ticket on Departure First Class Post Second Class Post Print at Home/Self Print Collection at Station Window</p> <p>Recorded or Special Delivery Post Courier Service Smartcard / Bar Code / Smart Phone Application s/ Other</p>
<p>Do you wish to purchase or lease desktop or kiosk printers?</p>	<p>Yes No</p>

If Yes, please specify: i.e. The number, type, whether purchases or leased and location of the printers.	
Do you require maintenance contracts associated with either purchased, leased or Customer Owned ticket printers?	Yes TBC No
If Yes, please specify:	
Do you have any policies on class of air travel?	Yes No
If Yes, please specify: e.g. do not display / provide first class air fares	Only display fares that are economy class for flights of less than 5 hours. For flights of more than 5 hours, Economy Premium can be displayed. On flights more than 5 hours where Economy Premium is not available, Business Class is permitted. Do not display First class air fares.
Do you have any policies on flight duration? If Yes, please specify below*	Yes
Do you have any policies on accommodation? If Yes, please specify below**	Yes
Do you want the Supplier to operate a rate cap management policy? ***	Yes

If Yes, please specify:	REDACTED TEXT
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Do you require the exclusion of sale of certain routes or airlines? Locations or accommodation providers?	Yes	No
If Yes, please explain the reasons behind such exclusion:		
Do you require pre-trip authorisation?	Yes	No
If Yes, please specify:		
Do you require a bespoke automated attendant model and/or interactive voice response telephone script?	Yes	No
If Yes, please specify:	To be confirmed	
Do you require the facility to book valuable or sensitive items on flight or rail bookings?	Yes	No

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If Yes, please specify:	
Do you require the facility for offline bookings to be made without the need to create or store permanent traveller profile?	Yes No

If Yes, please specify:	Guest bookings only to be made by specified dedicated bookers, with the ability to change the names of bookers who can or can't book for guests (i.e. non-CO staff).
Have you provided a copy of your Travel Policy?	Yes No
Do you need to update the list of cost centre codes, employee numbers, GL strings, Project Codes or WPS numbers more than 12 times per year?.	Yes - possibly No
Any other policy requirements? If Yes, please specify:	
Any other special booking requirements? If Yes, please specify:	Seat reservation facility for individual travelers and people travelling together who also wish to sit together.

Flight Duration Policy*

Flight Duration in hours	Class of Travel Permitted	Comments:
For flights less than 5 hours.	Economy Class	

For flights more than 5 hours	Economy Premium is permitted.	
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Flights more than 5 hours where Economy Premium is not available.	Business Class is permitted.	

Accommodation Spend Limits**

Location:	Accommodation cap/Amber Policy	Cut off cap/Red Policy (if applicable)	Comments:
London	REDACTED TEXT	REDACTED TEXT	Anything above Amber rate needs to be flagged with a reason for going above policy. Reasons for going above

Attachment 6D – Enabling Agreement – Solution 4

			policy to be confirmed
Outside of London	REDACTED TEXT	REDACTED TEXT	Anything above Amber rate needs to be flagged with a reason for going above policy. Reasons for going above policy to be confirmed

Other major cities (up to 5)	REDACTED TEXT	REDACTED TEXT	Anything above Amber rate needs to be flagged with a reason for going above policy. Reasons for going above policy to be confirmed.
Tier 1 outside of UK	REDACTED TEXT	REDACTED TEXT	Anything above Amber rate needs to be flagged with a reason for going above policy. Reasons for going above policy to be confirmed.
Tier 2 outside of UK	REDACTED TEXT	REDACTED TEXT	Anything above Amber rate needs to be flagged with a reason for going above policy. Reasons for going above policy to be confirmed.

Rate Cap Management Policy

An example policy may be to use a Green, Amber and Red approach as above. Please note use of a Red policy may restrict people booking hotels when prices fluctuate.

- 1 . Green — Anything under the hotel policy cap is within policy and can be booked
2. Amber — Anything over the hotel policy cap can be booked, but the booker will have to provide a reason code to explain why they are booking over an agreed rate.
3. Red- Anything over the hotel policy cap can be booked, but the booker will have to provide a reason code to explain why they are booking over an agreed rate. .

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ANNEX 2 -Customer Bespoke Service Requirements

REDACTED TEXT

ANNEX 2a — Specification of Requirements, tenders for Further Competition. REDACTED TEXT

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ANNEX 2b - Outputs from Direct Award I Further Competition

REDACTED TEXT

ANNEX 3 -Customer-Level Go Live Implementation Plan

REDACTED TEXT

ANNEX 4 — Reporting

1. Accurate, timely and comprehensive Management Information (MI) will be required by the Customer to effectively manage the Commercial Agreement.
2. In accordance with Schedule 13 (Management Information), the Supplier shall provide the following MI reports to the Customer:
 - 2.1 .
 - 2.2.
3. Accurate, timely and comprehensive Management Information (MI) will be required by the Enabling Authority to effectively manage the Contract. In accordance with Paragraph 7 of Schedule 13 (Management Information), the Supplier shall provide the following MI reports to the Enabling Authority:
 - a) Bookings that have been made outside of the Enabling Authority's Travel policy
 - b) Number of accommodation non arrivals (no shows) that has resulted in the accommodation venue applying charges
 - c) Changes made throughout the booking lifecycle, enabling Enabling Authorities to identify behavioural trends which occur between booking and travel
 - d) "Missed savings", including the value (£s) of missed savings
 - e) Dashboard summarising the following information, in both a graphical and table format:
 - i. Spend by individual month and cumulative for the reporting year, for each category (i.e. rail, accommodation, air, and booking fees) detailing total spend, number of transactions and average ticket price/room rate in table format, with % spend split in graphical format.
 - ii. Number and value of refunds and cancellations across air, rail and accommodation.
 - f) For all Travel Booking Services:
 - i. Spend by individual month and cumulative for the reporting year, for each category (i.e. rail, accommodation, air, and booking fees) detailing total spend, number of transactions and average ticket price/room rate in table format, with % spend split in graphical format.
 - ii. Number and value of refunds and cancellations across air, rail and accommodation.
 - g) For air:
 - i. Top 10 suppliers by spend and number of journeys including average fares
 - ii. Top 10 routes by spend and number of journeys
 - iii. Top 10 travellers by spend and number of journeys
 - iv. Number and % of journeys under 300 miles

Domestic (UK), short haul and long haul flights, split by spend and volume.

h) For rail:

- i. Top 10 routes by spend and number of journeys including average fares ii. Top 10 travellers by spend and number of journeys
 - Out of policy bookings detailing number of bookings and spend split by the reason codes defined in Annex 1 of Contract 3 Schedule 2 . Services Part A: Specification of Requirements
 - % restricted and out of policy tickets for journeys over 50 miles
- v. Total value and volume of missed savings opportunities vi % spend by ticket type in graphical format vii. Number and % of bookings by despatch method viii. Number of first class bookings.

i) For accommodation:

- i. Top 10 locations by spend and number of room nights including average room rates
 - Top 10 accommodation venues by spend and number of room nights Top 10 accommodation travellers by spend and number of room nights iv. Out of policy bookings detailing number of bookings and spend split by the reason codes defined in Annex 1 of Contract 3 Schedule 2 :Services Part A: Specification of Requirements
 - Cost incurred where the cost of cancellation or refunds, and fees incurred in administering the cancellation or refunds, outweighs the original transaction cost

4. In addition to the MI reports and information set out above in this Schedule, the Customer and the Supplier agree that the Supplier shall provide the following MI reports and information to the Customer (templates to be provided by the Authority following award of the Commercial Agreement):

ANNEX 5 — Key Personnel

1 General

- 1.1 The Supplier has assigned the following Key Personnel to the Enabling Agreement in the Key Roles detailed below:

Key Role	Key Personnel

REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT

ANNEX 6 Transferring Employees

REDACTED