



Crown
Commercial
Service

LIVE DEMONSTRATION DOCUMENT

**CROWN TRAVEL AND VENUE SERVICES CONTRACTS
APPLICABLE TO CONTRACTS 1 – 3 ONLY**

REFERENCE NUMBER

**RM3735
ATTACHMENT 20**

1. INTRODUCTION

All Potential Providers successfully passing the Selection Stage (Attachment 2) and the Award Stage (Attachment 3) will be required to provide a live demonstration of their Online Booking System.

The live demonstration will verify in a live environment that the requirements defined in:

- CONTRACT 1 SCHEDULE 2: SERVICES PART A: SPECIFICATION OF REQUIREMENTS
- CONTRACT 2 SCHEDULE 2: SERVICES PART A: SPECIFICATION OF REQUIREMENTS
- CONTRACT 3 SCHEDULE 2: SERVICES PART A: SPECIFICATION OF REQUIREMENTS

Can be delivered by Potential Providers, and Potential Providers must ensure that all requirements are available within the Online Booking System on the date of the demonstration.

On the day of the live demonstration Potential Providers will be asked to demonstrate a range of the requirements of:

- CONTRACT 1 SCHEDULE 2: SERVICES PART A: SPECIFICATION OF REQUIREMENTS
- CONTRACT 2 SCHEDULE 2: SERVICES PART A: SPECIFICATION OF REQUIREMENTS
- CONTRACT 3 SCHEDULE 2: SERVICES PART A: SPECIFICATION OF REQUIREMENTS

Potential Providers should note the Live Demonstration Output Document that will be completed by evaluators is shown at Paragraph 7 below.

2. PRE-DEMONSTRATION ACTIVITY

A minimum of 48 hours before the start of their demonstration, Potential Providers will supply a “URL” for their online system to travel@ccs.gsi.gov.uk Potential Providers will use this “URL” during the demonstration. The dates of the demonstrations are set out in the ITT. The “URL” will be available, on the day in the demonstration room, along with a large screen, networked to a PC, with keyboard and mouse. Should the “URL” fail to load and this is demonstrably due to issues within the control of the Potential Provider, the Potential Provider will be excluded from the Procurement.

Potential Providers will create a traveller profile **ahead of the demonstration** using the following details; this profile must be accessible on the day of the demonstration, as it supports a successful outcome:

Traveller Name: David Kendall

Company: Crown Commercial Service

E Mail Address: david.kendall@ccs.gsi.gov.uk

3. LOCATION & AVAILABILITY

All demonstrations will take place at the offices of Crown Commercial Service, 9th Floor Capital Building, Old Hall Street, Liverpool, L3 9PP. Potential Providers will report to reception on the ground floor of the Capital Building 45 minutes before the start of their demonstration.

Potential Providers will be escorted to the demonstration room, and 30 minutes before the start of the demonstration will be given a “Scenario Information Pack” based on the scenarios set out at Paragraph 6 below.

This “Scenario Information Pack” will provide the actual detail behind the scenarios i.e. specific locations and route information.

4. PARTICIPANTS

Potential Providers will be able to bring a maximum of 3 people to take part in the demonstration.

5. DEMONSTRATION

The output requirements will be demonstrated to the evaluators following a series of scenarios as defined in the “Scenario Information Pack”. The scenarios will allow Potential Providers to manage the demonstration as they see fit within an allotted timescale of **2 hours**, rather than allocate timings to each requirement. It is the responsibility of the Potential Provider to ensure that they demonstrate all the required outputs within the provided time.

Questions may be asked during the demonstration for clarification purposes only, but it is up to the Potential Provider to use the demonstration time to its maximum and to highlight where the output requirements have been met. Potential Providers must advise when they have demonstrated an output and when they are moving from output to output.

Potential Providers must not waste time by demonstrating additional functionality which is outside of the scope of the relevant Contract(s), as this will not be taken into account by the Authority; all scenarios must be fully demonstrated within the allotted timescale of 2 hours.

Please note that the time allocation will not commence until the Potential Provider has established the required IT connection; in the unlikely event that there are any technical issues on the day, beyond the control of the Potential Provider, then this will **not** result in exclusion from the Procurement.

The live demonstration will be verified using **Pass / Fail** criteria and a Potential Provider **will** be excluded from the Procurement if it fails to satisfy any one or more of the requirements in the Live Demonstration Output Document.

6. SCENARIOS

Scenario 1 - System Access	
1.1	The Tenderer will demonstrate a single sign on to the Booking System which provides access to the service inventories as required.
Scenario 2 - Profiles	
2.1	The Tenderer will retrieve the pre-populated traveller profile and will amend the details by adding in an address which will be provided on the day of the demonstration; and
2.2	The Tenderer will create a new profile using details that will be provided on the day of the demonstration.
2.3	The Tenderer will show (or describe if the demonstration system is not configured) where regular journey templates can be stored for future bookings.
Scenario 3 - Research	
3.1	<p>The Tenderer will be provided with two named geographical locations within the UK and specified dates and one named European or International location and a specified date. The Tenderer will demonstrate a range of accommodation inventories within these locations with rates, offers/promotions and locations.</p> <p>The Tenderer will demonstrate the search functionality including how T&C's are shown and functionality to assist visual/hearing impairments.</p>
3.2	<p>The Tenderer will be provided with two named routes within the UK and specified dates and one named European or International route and a specified date.</p> <p>The Tenderer will demonstrate a range of rail ticketing options between these locations with price, route, time and ticket type.</p> <p>The Tenderer will demonstrate the search functionality including how T&C's are shown and functionality to assist visual/hearing impairments.</p>
3.3	<p>The Tenderer will be provided with two named routes within the UK and specified dates and one named European or international route and a specified date.</p> <p>The Tenderer will demonstrate a range of air ticketing options between these locations with price, route, time and ticket type.</p> <p>The Tenderer will demonstrate the search functionality including how T&C's are shown and functionality to assist visual/hearing impairments.</p>
Scenario 4 - Bookings and Administration	
4.1	<p>The Tenderer will be provided with a named UK, European or International geographical location and a specified date to make a confirmed accommodation booking. The Tenderer will use one of the traveller profiles to populate the booking information.</p> <p>The Tenderer will demonstrate availability, price options, confirmation options and payment options.</p> <p>The Tenderer will demonstrate the search functionality including how T&C's are shown and functionality to assist visual/hearing impairments.</p>
4.2	The Tenderer will amend the confirmed booking to add an additional night's stay at the confirmed venue, and once confirmation has been demonstrated will cancel the booking.
4.3	The Tenderer will be provided with a named UK, European, International or mixed air route and a specified date to make a confirmed booking. The Tenderer will use one of the traveller

	profiles to populate the booking information.
4.4	The Tenderer will amend the confirmed booking to change the date of travel and once confirmation has been demonstrated will cancel and refund the booking.
4.5	The Tenderer will be provided with a named UK, European, International or mixed rail route and a specified date to make a confirmed booking. The Tenderer will use one of the traveller profiles to populate the booking information.
4.6	The Tenderer will amend the confirmed booking to change the date of travel and once confirmation has been demonstrated will cancel and refund the booking.
4.7	The Tenderer will make (or describe if the demonstration system is not configured) how a Group Booking can be made for 9 passengers for Air, Rail and / or Accommodation.
4.8	The Tenderer will show (or describe if the demonstration system is not configured) where rates/fares are not compliant with the Contracting Customer Travel Policy i.e. No First Class Travel permitted.
4.9	The Tenderer will show (or describe if the demonstration system is not configured) what the booker will see if a booking fails i.e. all segments of travel have not been confirmed
4.10	The Tenderer will show (or describe if the demonstration system is not configured) how only bookings with authorised cost centres/codes/UINs will be permitted and others will be rejected.
4.11	The Tenderer will show (or describe if the demonstration system is not configured) how the Online Booking System can “hide” certain fares and /or airlines if requested.
4.12	The Tenderer will make (or describe if the demonstration system is not configured) a multi modal booking i.e a rail and accommodation booking during the same booking process.
4.13	The Tenderer will make (or describe if demonstration system is not configured) a London Underground Ticket Booking either independently or as part of an over ground train journey.
Scenario 5 - Management Information	
5.1	The Tenderer will demonstrate how Customers will be able to view historical, current and future bookings. This will include MI to support traveller monitoring and crisis management, and how MI can be exported into excel.
Scenario 6 - Feedback & Complaints	
6.1	A Customer has stayed in a hotel in a named location; the Tenderer will demonstrate how feedback on a poor experience can be recorded.

7. LIVE DEMONSTRATION OUTPUT DOCUMENT

LIVE DEMONSTRATION OUTPUT DOCUMENT CROWN TRAVEL & VENUE SERVICES (RM3735)

Evaluation Criteria

Pass = Fully Compliant

Fail = Not Compliant

System Access	Requirement	Output (Evaluators to record notes to confirm if Compliant or Not Compliant)	Evaluated Response (PASS / FAIL)
1.1	The Tenderer will demonstrate a single sign on to the Online Booking System which provides access to the service inventories as requested		

Profiles	Requirement	Output (Evaluators to record notes to confirm if Compliant or Not Compliant)	Evaluated Response (PASS / FAIL)
2.1	The Tenderer will retrieve the pre-populated traveller profile and will amend the details by adding in an address which will be provided on the day of the demonstration		
2.2	The Tenderer will create a new profile using details that will be provided on the day of the demonstration		

Research	Requirement	Output (Evaluators to record notes to confirm if Compliant or Not Compliant)	Evaluated Response (PASS / FAIL)
3.1	The Tenderer will be provided with two named geographical locations within the UK and specified dates and one named European or International location and a specified date. The Tenderer will demonstrate a range of accommodation inventories within these locations with rates, offers/promotions and locations. The Tenderer will demonstrate the search functionality including how T&C's are shown and functionality to assist visual/hearing impairments		

3.2	<p>The Tenderer will be provided with two named routes within the UK and specified dates and one named European or International route and a specified date.</p> <p>The Tenderer will demonstrate a range of rail ticketing options between these locations with price, route, time and ticket type.</p> <p>The Tenderer will demonstrate the search functionality including how T&C's are shown and functionality to assist visual/hearing impairments</p>		
3.3	<p>The Tenderer will be provided with two named routes within the UK and specified dates and one named European or international route and a specified date.</p> <p>The Tenderer will demonstrate a range of air ticketing options between these locations with price, route, time and ticket type.</p> <p>The Tenderer will demonstrate the search functionality including how T&C's are shown and functionality to assist visual/hearing impairments</p>		

Bookings and Administration	Requirement	Output (Evaluators to record notes to confirm if Compliant or Not Compliant)	Evaluated Response (PASS / FAIL)
4.1	<p>The Tenderer will be provided with a named UK, European or International geographical location and a specified date to make a confirmed accommodation booking. The Tenderer will use one of the traveller profiles to populate the booking information.</p> <p>The Tenderer will demonstrate availability, price options, confirmation options, payment options</p> <p>The Tenderer will demonstrate the search functionality including how T&C's are shown and functionality to assist visual/hearing impairments</p>		
4.2	<p>The Tenderer will amend the confirmed accommodation booking to add an additional night's stay at the confirmed venue, and once confirmation has been demonstrated will cancel the booking.</p>		

4.3	The Tenderer will be provided with a named UK, European, International or mixed air route and a specified date to make a confirmed booking. The Tenderer will use one of the traveller profiles to populate the booking information.		
4.4	The Tenderer will amend the confirmed air booking to change the date of travel and once confirmation has been demonstrated will cancel and refund the booking.		
4.5	The Tenderer will be provided with a named UK, European, International or mixed rail route and a specified date to make a confirmed booking. The Tenderer will use one of the traveller profiles to populate the booking information.		
4.6	The Tenderer will amend the confirmed air booking to change the date of travel and once confirmation has been demonstrated will cancel and refund the booking.		
4.7	The Tenderer will make (or describe if the demonstration system is not configured) how a Group Booking can be made for 9 passengers for Air, Rail and / or Accommodation.		
4.8	The Tenderer will show (or describe if the demonstration system is not configured) where rates/fares are not compliant with the Contracting Customer Travel Policy i.e. No First Class Travel permitted.		
4.9	The Tenderer will show (or describe if the demonstration system is not configured) what the booker will see if a booking fails i.e. all segments of travel have not been confirmed		

4.1	The Tenderer will show (or describe if the demonstration system is not configured) how only bookings with authorised cost centres/codes/UINs will be permitted and others will be rejected		
4.11	The Tenderer will show (or describe if the demonstration system is not configured) how the Online Booking System can “hide” certain fares and/or airlines if requested		
4.12	The Tenderer will make (or describe if the demonstration system is not configured) a multi modal booking i.e. a rail and accommodation booking during the same booking process		
4.13	The Tenderer will make (or describe if demonstration system is not configured) a London Underground Ticket Booking either independently or as part of an over ground train journey		

Management Information	Requirement	Output (Evaluators to record notes to confirm if Compliant or Not Compliant)	Evaluated Response (PASS / FAIL)
5.1	The Tenderer will demonstrate how Customers will be able to view historical, current and future bookings. This will include MI to support traveller monitoring and crisis management, and how MI can be exported into excel		

Feedback and Complaints	Requirement	Output (Evaluators to record notes to confirm if Compliant or Not Compliant)	Evaluated Response (PASS / FAIL)
6.1	A Customer has stayed in a hotel in a named location; the Tenderer will demonstrate how feedback on a poor experience can be recorded.		