

ATTACHMENT 10

CONTRACT 3

SCHEDULE 2: SERVICES

PART A: SPECIFICATION OF REQUIREMENTS

1 INTRODUCTION

- 1.1** Crown Commercial Service (the Contracting Authority) is seeking to establish Contracts for the provision of Crown Travel and Venue Services. This Contract 3 will be awarded to a single successful Supplier. The Supplier who is awarded Contract 3 may also be awarded Contract 4.
- 1.2** All UK central government bodies (see the OJEU Notice for further information) are currently mandated by Her Majesty's Government (HMG) to purchase their business travel booking Services through a CCS (Contracting Authority) arrangement. Notwithstanding Clause A3.1 of the Contract, the Contracting Authority does not warrant that each Enabling Authority will either a) enter into an Enabling Agreement or b) that even if it signed up to an Enabling Agreement, the Enabling Authority will always use the Contract to purchase the Services Each Contracting Customer(s) will refine its requirements through an Enabling Agreement that will be signed by the Supplier and Contracting Customer(s).
- 1.3** The Contracting Customer(s) listed in Attachment 30: Implementation and Go Live Schedule Contract 3 current online and offline combined air, rail and accommodation transactional and spend Data Set is taken from historical Management Information provided by the current incumbents of the Contracting Authority's Framework Agreement RM918 and other legacy Framework Agreements and includes amendments, exchanges and cancellations. However suppliers shall note the government's objective is to reduce expenditure on Travel and Venue Services by UK Central Government Departments and their Arm's Length Bodies and Agencies, Non-Ministerial Departments and Executive Agencies.
- 1.4** During the lifetime of this Contract 3 the Contracting Authority will be working with additional Contracting Customer(s) who are not identified in Attachment 30: Implementation and Go Live Schedule Contract 3 but are currently mandated to use this Contract 3. A full list of Contracting Customer(s) who are able to use this Contract 3 from its commencement can be found in the OJEU Contract Notice.
- 1.5** The assignment of the Contracting Customer(s) to this Contract 3 is established on the basis of their specific business travel booking requirements, as listed in section 2 of this Schedule 2. This approach has been designed to ensure the best strategic fit including value for money, based on the individual travel booking requirements of each of the Contracting Customer(s). The Contracting Customer(s) has made (or will make) the decision which Contract they wish to enable.
- 1.6** This Contract will be managed centrally by Crown Commercial Service (CCS) in its capacity as the Contracting Authority.
- 1.7** The Contracting Authority placed a Prior Information Notice 2015/S 012-017191 on 17/01/2015 (the PIN notice) in the Official Journal of the European Union (OJEU).
- 1.8** The procurement has been advertised by publishing a Contract Notice in the OJEU, advertising the Open Procedure under the Public Contracts Regulations 2015 (the "Regulations").

- 1.9** The purpose of this Part A Specification of Requirements is to provide a description of the Services that the Supplier shall be required to deliver to Contracting Customer(s) under this Contract 3.
- 1.10** Current Net Crown Programmes will remain in place until the end of March 2016 and will continue to be accessible through the Central Government Travel Management Services (CGTMS) incumbents. As Customers move to the new Crown Travel and Venues Services (CTVS) arrangements, the Contracted Suppliers will make a range of commissionable and non-commissionable inventories available. The new commissionable Crown Programmes will be managed by CCS, through a spot buy approach once the award of CTVS has been concluded. The spot buy approach will either be directly to the accommodation and airline providers to request pricing OR it will be to seek third party expertise to undertake these negotiations in partnership with the Contracting Authority. Supplier awarded contracts under CTVS will be included in the invite to submit their proposals as appropriate.

2 DESCRIPTION OF CONTRACT 3

- 2.1** Please note that Contracting Customer(s) may not necessarily procure their service requirements through the same Contract as their parent Central Government Department e.g. Department of Energy and Climate Change (parent) may use a different contract from The Coal Authority (Contracting Customer).
- 2.2** The description for Contract 3 is outlined below:

Contract 3 – Provision of Domestic and International Business Travel Booking and Management Services for Contracting Customer(s) with a combination of Online and Offline transactions including Visa/Passport services/implants, Air Chartering, Oyster Card, Coach / Taxi Services, Executive Service(s), Currency Services (Purchases) and Ferry Services.

The Supplier of Contract 3 shall provide business travel booking and management service, the distinguishing factor is that :

This Contract 3 will be accessible by Contracting Customer(s) who have a current combined level of rail, air and accommodation bookings made in the online environment of between 0% and 89%.

There will also be a number of bookings that have complex or multiple requirements as part of one booking.

Attachment 30: Implementation and Go Live Schedule Contract 3 provides an indicative list of Central Government Departments who are currently mandated to procure their Services through Contract 3.

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

This section provides details of the mandatory requirements that Suppliers shall be expected to fulfil in their entirety in order to meet the Service delivery requirements of this Contract 3. It is essential that Suppliers take time to fully understand this important part of the Service delivery requirement, and in particular, the need for full compliance with the prescribed Security Mandatory Requirements (a and k as set out below) shall be met by Suppliers from the Contract 3 commencement date, as is further described in section 3.1. All other Mandatory Service Requirements, as listed below in b) through to n (excluding k) shall commence on the Implementation Date of the Contracting Customer's Enabling Agreement.

- a) Security Mandatory Requirements** – It is a mandatory requirement for the Supplier to read, understand and respond to the Contracting Authority in accordance with Contract Schedule 5: Security Requirement and Plan. Please refer to section 3.1.
- b) Implementation and Go Live Mandatory Requirements** – The Supplier shall fulfil all aspects of the Implementation and Go Live requirements for Contracting Customer(s). Please refer to section 3.2.
- c) Online Booking System and Offline Services Access and Capability Mandatory Requirements** – The Supplier shall provide an Online Booking System and Offline Service(s) for air, rail, accommodation and aircraft charter and other listed components for Contracting Customer(s). Please refer to section 3.3.
- d) Ticketing Options and Booking Confirmation Mandatory Requirements** – The Supplier shall provide a range of ticket delivery fulfilment and booking confirmation options for Contracting Customer(s). Please refer to section 3.4.
- e) Booking Amendments, Exchanges, Cancellations and Refunds Mandatory Requirements** – The Supplier shall make amendments, exchanges and cancellations to bookings and provide refunds to Contracting Customer(s). Please refer to section 3.5.
- f) Payments and Invoicing Mandatory Requirements** – The Supplier shall provide a range of payments and invoicing processes for Contracting Customer(s). Please refer to section 3.6.
- g) Account Management Mandatory Requirements** – The Supplier shall provide an account management service which fully supports all of the requirements of this Contract 3 and the needs of the Contracting Customer(s). Please refer to section 3.7.
- h) Management Information and Data Reporting Mandatory Requirements** – The Supplier shall have the capability and capacity to provide all of the Management Information and Data Reporting requirements as prescribed in Contract Schedule 13. Please also refer to section 3.8.
- i) Complaints Procedure Mandatory Requirements** – The Supplier shall have in place a complaints procedure which fully satisfies the requirements as described in section 3.9.
- j) Sustainability and Environmental Impact Mandatory Requirements** – The Supplier shall fully comply with all aspects of the sustainability requirements as described in section 3.10.

- k) Business Continuity Mandatory Requirements and Crisis Management Mandatory Requirements** – The Supplier shall have in place on the commencement date of this Contract 3, robust Business Continuity and Crisis Management plans to ensure continuity of service and the safe wellbeing of Travellers in the event of an emergency situation. Please refer to section 3.11.
- l) Assurance Management System Mandatory Requirements** – The Supplier shall have Assurance Management Systems which comply with the standards of ISO 9001, ISO 14001 and ISO 27001 or the European Foundation for Quality Management. Please refer to section 3.12.
- m) Transition and Exit Mandatory Requirements** - The Supplier shall comply with all aspects of the transition and exit requirements. Please refer to section 3.13.
- n) Additional Requirements – Mandatory For One Or More Customers - The** Supplier shall deliver these additional requirements to Contracting Customer(s) under this Contract 3, from their go live date. The Additional Requirements described in sections 4 and 5 may be refined within the Contracting Customers Enabling Agreement .

3.1 SECURITY - MANDATORY REQUIREMENTS

- 3.1.1.** This section describes the mandatory security requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Crown Travel and Venue Services (Services).
- 3.1.2.** The data security classification for Contract 3 shall be **OFFICIAL TIER**.
- 3.1.3.** The Government Security Classification 2014 may be accessed here: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf
- 3.1.4.** It is a mandatory requirement for the Supplier to read, understand and respond to the Contracting Authority in accordance with Contract Schedule 5: Security Requirement and Plan, in respect of Crown Travel and Venue Services security requirements and to submit all of the complete answers to security questions as part of their mandatory security response bid.
- 3.1.5.** As part of the mandatory security requirements the Supplier shall provide, when requested by the Contracting Authority full details of the Supplier's booking system software and hardware construction including, but not limited to, the current architectural design associated with this requirement.
- 3.1.6.** The supplier shall have Cyber Essentials Scheme Certificate or equivalent at the commencement date of the Implementation and Go Live stage. Cyber Essential Scheme requirements can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

3.2 IMPLEMENTATION AND GO LIVE – MANDATORY REQUIREMENTS

- 3.2.1** This section describes the mandatory implementation requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Services. Suppliers should read this information in conjunction with Attachment 30: Implementation and Go Live Schedule Contract 3.
- 3.2.2** The Contracting Authority requires that the Contracting Customer(s) business travel booking and management Services are implemented by the Supplier and

Go Live in accordance with Attachment 30: Implementation and Go Live Schedule Contract 3. The Contracting Authority reserves the right to amend Attachment 30: Implementation and Go Live Schedule Contract 3 at any time.

- 3.2.3** The Supplier shall appoint an implementation team with a named implementation manager, who shall have a minimum of two years' relevant industry experience and appropriate project management qualifications such as Prince 2 or equivalent, to oversee the entire implementation plan as detailed in Attachment 30: Implementation and Go Live Schedule Contract 3. The Supplier shall provide details of the named implementation manager(s) to the Contracting Authority within 5 working days of this Contract 3 being awarded and stay in place until an agreed date.
- 3.2.4** The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that service levels for Contracting Customer(s) are not compromised during times of peak demand, for instance at times when the implementation of additional Contracting Customer(s) is taking place.
- 3.2.5** The Contracting Authority shall require the Supplier to work co-operatively with the Contracting Customer(s) incumbent supplier to ensure a systematic, planned and robust transfer of all validated historic data and active profiles from the incumbent supplier, which must be updated and uploaded by the Supplier into their system Free Of Charge (FOC) during implementation, in accordance with the Data Protection Act (1998).
- 3.2.6** The Supplier shall note that across all Contracting Customer(s) both hardware and software versions vary significantly, including Internet browser and operating systems. Consultation at Implementation and Go Live stage with the Contracting Customer(s) IT infrastructure and/or network departments is mandatory. A testing period during the Implementation and Go Live stage shall be agreed with the Contracting Customer(s) IT Infrastructure and/or network departments as part of the implementation.
- 3.2.7** When requested at Implementation and Go Live stage by the Contracting Customer(s) designated contact in accordance with the Data Security Policy, the Supplier shall provide the support, access and functionality of the Online Booking System to the Contracting Customer(s) personnel via home computers and use of mobile devices such as tablets and smartphones. The Contracting Customer(s) designated contact will only request this, where it does not compromise data security in any way and or increase security risks to the Contracting Customer(s) or HMG. Any security risk will be assessed by the Security Working Group comprising the Contracting Authority, designated Contracting Customer(s) and the Pan Government Accreditor.
- 3.2.8** Where there is compatibility, the Supplier must utilise existing rail ticket printers, located within the Contracting Customer(s)' premises and make other free-of-charge ticket fulfilment options known and available to Contracting Customer(s)
- 3.2.9** The implementation process shall allow Contracting Customer(s) to define their requirement for individuals to register as a Super User, Booker only, Self-Booker (i.e. Booker is the Traveller), Bookers for immediate colleagues (i.e. smaller groups <50), or Bookers for large numbers of people.
- 3.2.10** The Supplier will provide their relevant URL to their Supplier test site to allow Contracting Customer(s) to test and ensure the compatibility with the Contracting Customer(s) systems.
- 3.2.11** As part of the Implementation, when requested by the Contracting Customer(s), the Supplier shall ensure a representative sample of bookers with specific needs

are able to test the system for ease of use and system compatibility and feedback comments to the Supplier. The Supplier shall make any reasonable adjustments to ensure that Bookers with specific needs have access to the Online Booking System and that this meets the Contracting Customer(s) requirements.

- 3.2.12** During implementation the Supplier shall provide unlimited but as necessary training to Contracting Customer(s) on the use of the Online Booking System, including but not limited to classroom, one-to-one training sessions, videos and road shows, as appropriate to the Contracting Customer(s) location free of charge. The Supplier shall liaise with the Contracting Customer(s) regarding the number of sessions, dates, timings and locations.
- 3.2.13** The Supplier shall provide to each Contracting Customer(s), a staffed helpline free of charge for the first 3 months after each go live stage has been completed, to assist with any system difficulties, for example where assistance is required to log onto the Online Booking System. The helpline support must be provided by Supplier personnel who are competent and experienced in the Online Booking System.
- 3.2.14** Additional support must include, but not be limited to telephone support and / or LiveChat / instant messaging type solutions. The Supplier must not rely on Frequently Asked Questions (FAQs) alone to provide guidance.
- 3.2.15** The telephone helpline (for both Implementation and up to Go Live) shall be available from Monday to Friday 08:00 to 17:30 GMT (or BST as appropriate) including UK Bank Holidays.

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

- 3.3.1** This section describes the mandatory Online Booking System and Offline Services access and capability requirements that the Supplier shall fulfil as part of the delivery of the Services.
- 3.3.2** The Contracting Customer(s) require consistent adherence to the service response times as agreed in the Key Performance Indicators (KPIs). The Supplier shall ensure effective and timely resources are in place to meet any peaks in demand (hourly / daily) so that the Contracting Customer(s) do not experience any degradation of service.
- 3.3.3** The Supplier shall provide four free of charge training sessions per Contracting Customer(s) per year throughout the duration of this Contract after the go live date to accommodate new users to the Online Booking System.
- 3.3.4 ONLINE BOOKING SYSTEM ACCESS**
- 3.3.4.1** The Supplier shall ensure that the Online Booking System for air, rail and accommodation is available 24 hours a day throughout the entire duration of this Contract. This excludes any agreed scheduled system maintenance and/or system upgrades.
- 3.3.4.2** In the event that the Online Booking System is unavailable to the Contracting Customer(s), and the booking activity has to be undertaken via the Offline Services(s), the Supplier shall not apply Offline Booking Fee(s), they shall only apply the Online Booking Fee(s) and for out of hours fees for

next working day bookings, this includes but not limited to offline booking enquiries, amendments, exchanges, cancellations and bookings where the booking would otherwise have been made Online if the Online Booking System were available and where the unavailability of the Online Booking System can be attributed to the Supplier. The Supplier shall log any such instances and ensure they are auditable, and share with the Contracting Authority.

- 3.3.4.3** Booker access to the Online Booking System shall be via an individual's secure user name and password in accordance with the requirements of the Data Security policy. The password should be a minimum of 9 characters, comprising of alpha and numeric characters. The Online Booking System shall prompt all Bookers to change their password every 45 days, or as agreed with the Contracting Customer(s) and Security Working Group. Once the user has signed onto the Online Booking System, all booking icons for the Services shall be available on a single screen. The Booker shall only need to sign on once to access all booking Services.
- 3.3.4.4** The Online Booking System shall have the facility for users to change passwords or request forgotten passwords free of charge.
- 3.3.4.5** The Supplier shall provide on-going technical system support via a dedicated and named team (names of all team members shall be provided by the Supplier and be kept up to date) who have the appropriate technical ability to support each Contracting Customer(s). Support must include, but not be limited to, phone support and /or LiveChat / instant messaging type services. The Supplier shall not rely on Frequently Asked Questions (FAQs) alone to provide guidance. The dedicated team shall be agreed with each Contracting Customer(s) at Implementation and Go Live stage. All incident reporting will be through the dedicated and named individuals who are part of the implementation team.
- 3.3.4.6** The Supplier shall note that across all Contracting Customer(s) both hardware and software versions vary significantly, including Internet browser and operating systems. Consultation at Implementation and Go Live stage with the Contracting Customer(s) IT infrastructure and/or network departments is mandatory. A testing period during Implementation and Go Live shall be agreed with the Contracting Customer(s) IT Infrastructure and/or Network Departments as part of the Implementation and Go Live requirements. Please see section 3.2 – Implementation and Go Live Mandatory Requirements.
- 3.3.4.7** When requested, by the Contracting Customer(s) designated contact in accordance with the Data Security Policy, the Supplier shall provide the support, access and functionality of the Online Booking System to the Contracting Customer(s) personnel via home computers and use of mobile devices such as tablets and smartphones. The Contracting Customer(s) designated contact will only request this, where it does not compromise data security in any way and or increase security risks to the Contracting Customer(s) or HMG. Any security risk will be assessed by the Security Working Group comprising the Contracting Authority, designated Contracting Customer(s) and the Pan Government Accreditor. This requirement will be discussed and agreed at the Implementation and Go Live Stage

3.3.5 ONLINE BOOKING SYSTEM MAINTENANCE AND UPGRADES

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

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

3.3.5.2 The Supplier shall inform the Contracting Authority and the Contracting Customer(s), a minimum of 2 weeks' notice of any system upgrade, the benefits that any system upgrades shall deliver, any inconvenience or disruption and /or any actions required to be undertaken by the Contracting Customer(s).

3.3.6 ONLINE BOOKING SYSTEM CAPABILITY

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

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

- 3.3.6.2** The Online Booking System shall have the capability for users to select either pre-registered profiles or use a guest profile
- 3.3.6.3** The Supplier shall delete inactive profiles following a period of 13 months of inactivity from the last date of travel. The process for deleting traveller profiles will be detailed as part of the Contracting Customer's Enabling Agreement with the Supplier under this Contract 3. The Supplier shall on request inform the Contracting Customer(s) in writing when inactive profiles have been deleted.
- 3.3.6.4** The Supplier shall ensure that the Online Booking System includes a pre-trip approval at booking stage, or authorisation process of bookings, including but not limited to the reason for travel. This process may not be required by all Contracting Customer(s)
- 3.3.6.5** The Supplier shall ensure a booking cannot be made via the Online Booking System unless a valid cost centre code is provided by the Booker (unless the Contracting Customer(s) Travel Policy states otherwise). The cost centre code shall be validated against a list provided by the Contracting Customer(s) at the Implementation and Go Live. This list shall be updated at least once a month by the Contracting Customer(s) and given to the Supplier and, if requested shall be uploaded. This shall be done FOC. Alternatively a notification of no change will be sent by the Contracting Customer(s) to the Supplier.
- 3.3.6.6** The Supplier shall ensure that when using the Online Booking System, the Contracting Customer(s) are able to search for and be presented with the best value fares, rates and options in the market from multiple search engines and this information shall be visible without the need to book. The results of the search shall ensure that all possible options are clearly visible and appropriate to the type of search. Examples include but are not limited to the accommodation locations where possible, accommodation specification. In addition the Online Booking System should provide access to all known fare rules including restrictions and any Terms and Conditions. including but not limited to the rules for penalty clauses, amendment, exchange and cancellation periods.
- 3.3.6.7** Unless impossible to do so, the Online Booking System options shall be shown on a single screen, with price comparisons between travel modes for example appropriate rail and air journeys, and should in become available during the life of this Contract 3 whole journey costs and where technology permits price and CO2 emissions comparisons. The search results shall provide information including but not limited to routes, times and CO2 emissions, which will be calculated in accordance with the DEFRA Guidelines following the Climate Change Act 2008 (or EU equivalent) for measuring environmental impacts, as updated. The Supplier shall ensure that the methodology used for calculation is current at the time the figures are produced. For reference the methodology may be accessed here:
<https://www.gov.uk/measuring-and-reporting-environmental-impacts-guidance-for-businesses>
- 3.3.6.8** The Supplier shall provide the Contracting Customer(s) with a facility to tailor search options in the Online Booking System including, but not limited

to price, distance from specified location, postcode, radius, or specific accommodation name and/ or hotel group, to provide the most efficient search results using a quick list, or equivalent if required by the Contracting Customer. Where readily available in the industry, the results of the search shall provide maps and directions which display the distance, depending on the search criteria and mode of transport (for example, driving, walking, near rail and/or tube station).

- 3.3.6.9** The Online Booking System shall prioritise all air, rail and accommodation rates by price, from lowest to highest, highlighting those that are within policy as defined in the Contracting Customer(s) Travel Policy(s). The Online Booking System shall also have the functionality to identify when savings are about to be accepted/declined, and alert the booker before they confirm the booking. Reasons for booking out of policy must be captured at time of booking and recorded through the Management Information (MI) process. The Supplier shall report against the reason codes provided in Annex 1: (points 2 and 3) Reason Codes.
- 3.3.6.10** The Supplier shall provide an Online Booking System with sufficient functionality to display all commissionable and non-commissionable rates including last minute offers, advance booking promotions, Supplier owned rates and Crown Travel Programmes rates. This information shall be reflected in the Offline Service environment. Suppliers must not restrict the content and inventories to give their own preferred partners and/or to rates and/or fares that give the Supplier a greater financial return or other benefits.
- 3.3.6.11** The Supplier shall provide an up to date calendar of Key Events e.g. Wimbledon, Farnborough Air Show for locations frequently visited by Contracting Customer(s). Where the Supplier's Online Booking System allows, a solution shall be provided to share this information with the Booker for the applicable destination / date, the Online Booking System will assist with travel planning and highlight times of the year when there may be a greater demand for the Services. Information in the calendar shall be updated on a monthly basis to keep content up to date and relevant.
- 3.3.6.12** The Online Booking System shall provide, at the time of booking, any known travel issues that may disrupt travel. For example flight delays and/or weather conditions.
- 3.3.6.13** The Online Booking System shall support requirements of users with specific needs, for example compatibility with Dragon and Jaws or similar applications as specified by the Contracting Customer(s) at the Implementation and Go Live stage.
- 3.3.6.14** The Supplier shall be required to disable any Service(s) which are not included in the scope (e.g. if the scope of this Contract does not include vehicle hire then the relative icon should not be shown) of either mandatory services or additional services within this Contract 3, unless the Contracting Authority formally requests otherwise.
- 3.3.6.15** The Supplier shall ensure a history of confirmed itineraries is available to Bookers and Travellers of the Contracting Customer(s). The Online Booking System shall allow Bookers to be able to store favourite and or frequently used routes and accommodation venues as a template for future reference to enable efficient processing of bookings for popular or favourite journeys

3.3.6.16 The Online Booking System shall have the facility to communicate important messages to Travellers. Any important messages to be published on the Online Booking System that are not related to travel disruptions shall be submitted to the Contracting Authority for approval, no later than 48 hours prior to publication.

3.3.6.17 The Supplier shall ensure that there is a facility to book Multi Modal Bookings e.g. air and rail as part of one booking fee. The Supplier shall provide cost saving advice and other benefits available when meeting the Booker's needs. Such bookings should attract a single transaction fee providing all elements are booked at the same time- see Attachment 14 Pricing Matrix Contract 3. Whilst no specific data is available, Suppliers may wish to use Industry averages to estimate usage.

3.3.7 OFFLINE SERVICE ACCESS

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

3.3.7.2 Accommodation Core Hours: The core hours of service for offline (telephone, fax if required by the Contracting Customer(s), or email) bookings for accommodation shall be as a minimum 07:30 GMT – 20:00 GMT (or BST as appropriate) Monday to Friday including UK Bank Holidays. The telephone and fax service shall require a dedicated non premium rate, and/or no call connection charge telephone number, which must be accessible from mobile telephones and overseas, via a UK dialling code.

3.3.7.3 The Supplier shall provide an out- of- core- hours service, 7 days a week, for offline enquiries including but not limited to amendments, exchanges, cancellations and bookings. The service shall require a dedicated non premium rate, and/or no call connection charge telephone number, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code.

3.3.7.4 The Supplier and the Contracting Customer(s) shall agree the wording for any proposed / available automated attendant model and/or interactive voice response telephone script, which is clear, efficient and used when processing offline bookings by telephone.

3.3.7.5 The Supplier shall provide an Offline Service technical helpline to assist with any system difficulties, for example where assistance is required to log onto the Online Booking System. Support must include, but not be limited to telephone support and / or LiveChat / instant messaging type services. The Supplier shall not rely on Frequently Asked Questions (FAQs) alone to provide guidance to Contracting Customers. This service will be available during core hours.

3.3.7.6 The Supplier shall provide a non premium rate, and/or no call connection charge, telephone number which is accessible from UK landlines, mobile telephones and overseas via a UK dialling code. The telephone helpline

shall be available from Monday to Friday 08:00 to 17:30 GMT (or BST as appropriate) including UK Bank Holidays. The Supplier may charge a transaction fee for calls to the telephone helpline after the mandatory initial 3 month free of charge period has expired, as detailed in Attachment 14 - Pricing Matrix Contract 3.

3.3.8 OFFLINE SERVICE CAPABILITY

- 3.3.8.1** The Supplier shall provide an Offline Service which offers the Contracting Customer(s) a complete choice of options including last minute rate offers, advance booking promotions, Crown Travel Programmes rates and Supplier's own rates, as reflected on the Online Booking System. Supplier's must not restrict the content and inventories to their own preferred partners and/or to rates and/or fares that give the Supplier a greater financial return, or other benefits.
- 3.3.8.2** Where the Contracting Customer(s) Travel Policy states, the Supplier shall highlight all additional charges applicable to the booking, including but not limited to transaction and delivery fees, and provide advice to Travellers and or Bookers in order to minimise these charges.
- 3.3.8.3** The Supplier shall arrange any supporting services required by Travellers with specific needs, the details of which will be provided at the time of booking, for example, assistance upon arrival at a venue, wheelchair ramps at a station and assistance to board a train.
- 3.3.8.4** The Supplier shall provide a facility to book valuable or sensitive items, for example government papers, firearms or musical instruments on flight or rail bookings. The Supplier shall advise of the best method of doing this, for example, the need to book an additional seat, or to book the item as increased baggage allowance.
- 3.3.8.5** The Supplier shall ensure that there is a process to book Multi Modal Bookings. The Supplier shall provide cost saving advice and or other benefits available when meeting the Booker's needs. These bookings should attract a single booking fee - see Attachment 14 Pricing Matrix Contract 3.
- 3.3.8.6** The Supplier shall advise, at the time of booking, any known travel issues that may disrupt the Traveller's journey or booking for example, maintenance work on rail networks or at airports, for both domestic and international travel.
- 3.3.8.7** The Supplier shall ensure that the information communicated to Bookers using the Offline Service(s) for travel within the United Kingdom, clearly explains whether the search result complies with Traveller's requirements, and is compliant with the requirements of the Equality Act 2010 and other relevant legislation and regulations, including Health and Safety Standards. This information shall be provided by the Supplier's staff who are assigned to handle such bookings.
- 3.3.8.8** When requested by Contracting Customer(s), the Supplier shall provide the facility for offline bookings to be made without the need to create or store a permanent Traveller profile.
- 3.3.8.9** The Supplier shall provide Offline Service support to Travellers who may be visually, auditory or mobility impaired ensuring their travel arrangements, are catered for in accordance with the Equality Act 2010.

3.3.9 AIR BOOKINGS ONLY – ONLINE BOOKING SYSTEM AND OFFLINE SERVICE

3.3.9.1 The Supplier shall ensure that both the Offline Service and Online Booking System shall have the functionality or process to provide the services below in relation to air bookings:

- a) discounted and net fares of all carriers;
- b) promotional fares and deals;
- c) upgrades and/or added value offers;
- d) group purchase tickets (offline only);
- e) excess baggage deals (subject to the carrier having the facility to display);
- f) pre-booking of seat reservations;
- g) special assistance for exceptional circumstances, for example escorted travellers, unaccompanied minors or an accompanied traveller service requirement for visually impaired Travellers (offline only);
- h) the ability to 'turn off' certain routes or airlines when requested by the Contracting Customer(s);
- i) Make available charity / academic / humanitarian / missionary fares for use by Contracting Customer(s) who qualify under the terms of the airline's programme.

3.3.9.2 The Supplier shall ensure that the search results displayed on the Online Booking System provide a comparison of the lowest fares available from each carrier in a format that allows the Booker to make best value for money decisions. Additionally, a comparison with UK rail costs and CO2 emissions, where appropriate, shall be provided.

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

3.3.9.4 The Supplier shall ensure that all air fares are loaded correctly and that full fare options shall be presented, including as a minimum:

- a) Global Distribution System (GDS) fares for scheduled airlines and low cost carriers (where the low cost airline provides this facility).
- b) Web fares for all carriers are to be accessed via an API link where available at no extra cost to the Contracting Customer(s). The Online Booking System shall also have the ability to book baggage for low cost carriers, plus the addition of excess weight where possible, or a solution to assist the Booker or Traveller.
- c) Non-flexible and flexible fare options. The Supplier shall provide a flexible fares search facility on the Online Booking System. The Online Booking System shall be able to exclude low cost carrier web fares

which are either not flexible or flexible when requested by the Contracting Customer(s).

- d) The Supplier shall ensure that the search results displayed on the Online Booking System provide a comparison of the lowest fares available from each carrier in a format that allows the booker to make best value for money decisions. Additionally, a comparison with UK rail costs and CO2 emissions, where appropriate, shall be provided.
- e) The Supplier shall, if requested by the Contracting Customer(s) provide the facility to book baggage entitlement and excess baggage as part of the booking process in the online and Offline Booking Service.

3.3.9.4 The Supplier shall ensure, where the carriers make this information available to the Supplier, that the number of available flight seats are shown on the Online Booking System. This is to avoid situations where flight seats become unavailable and/or run out part way through a booking for multiple Travellers as, where possible, the Contracting Customer(s) requires individual Passenger Name Records (PNR's) where seats are still available, but at a different fare.

3.3.9.5 The Contracting Authority recognises that on multi sector itineraries (3 sectors or more), there maybe an opportunity to use creative and split ticketing techniques to reduce the overall price for the Contracting Customer(s). The Supplier shall use their expertise to issue all multi sector journeys in the most cost effective way (considering the aggregate of both fee and fare) and where this goal is not compromised, this should be offered via the Online Booking System.

3.3.10 RAIL BOOKING ONLY - ONLINE BOOKING SYSTEM AND OFFLINE SERVICE

- a) The Supplier shall present all available fares (including those detailed in 3.4.9.1) and all known promotional fares and deals.
- b) The Supplier shall provide the facility for the Contracting Customer(s) to make Transport for London travel card bookings. In addition, the Supplier shall provide a facility to book an overground ticket that includes underground travel.
- c) The Supplier shall provide the facility for the Contracting Customer(s) to make Cross Channel Rail Services (Eurostar) bookings and/or to make a Eurotunnel booking detailing all available fares and class of travel .
- d) Where stated in the Contracting Customer(s) Travel Policy, and when it becomes available in the market, the Supplier shall provide the facility for the Contracting Customer(s) to purchase Rail Season Tickets.
- e) The Supplier shall provide the facility for the Contracting Customer(s) to make a rail seat booking in respect of a Carnet ticket, where such facilities are available, for one or multiple Travellers.
- f) The Supplier shall ensure that the search results displayed on the Online Booking System provides a comparison of the lowest fares available for each

carrier in a format that allows the Booker to make best value for money decisions.

Additionally, a comparison with UK air costs and CO₂ emissions, where appropriate shall be provided.

3.3.11 ACCOMMODATION BOOKING ONLY - ONLINE BOOKING SYSTEM AND OFFLINE SERVICE

3.3.11.1 The Supplier shall provide a full range of accommodation choice (including, but not limited to bed and breakfast, serviced apartments and 'sharing economy' type web sites such as Airbnb type service (where readily available in the industry.) via both the Online Booking System and Offline Service(s). The Supplier shall be able to identify and add specific properties e.g. properties in remote locations when requested by Contracting Customer(s).

3.3.11.2 With effect from the first Contracting Customer's "go live" date the Supplier shall ensure that all discounted commissionable and non-commissionable rates are available to book by the Contracting Customer(s).

3.3.11.3 The Supplier shall ensure they make available, at all times, non-commissionable inventory (e.g. Premier Inn, Travelodge, B&Bs etc.) and non-commissionable special offers for the Contracting Customer(s) to book.

3.3.11.4 When Contracting Customers book accommodation using the Crown Hotel Programme rates, the Supplier shall advise whether the accommodation venues displayed at the time of a search (online bookings), or through the booking agent (offline bookings), meet the minimum standard as defined in Contract Schedule 2 Part A Services Annex 2: Hotel Minimum Standards. For the Crown Hotel Programme rates, the Online Booking System shall highlight by the use of icons whether: 1 – the property meets **all** of the minimum standards defined including the requirements of the Equality Act 2010 and other relevant legislation and regulations including Health and Safety Standards; or 2 – the property meets **some** of the minimum standards defined.

3.3.11.5 The Supplier shall ensure that the Online Booking System and Offline Service(s) for accommodation bookings will clearly display or communicate (if Offline) full and complete details of the services listed below (a) to (f):

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

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

- 3.3.11.7** The Supplier must have the facility to exclude certain accommodation venues, as required by the Contracting Customer(s), to ensure they are not visible to the online booker, or made available to book by the booking agent if Offline. This will be requested on an ad-hoc basis and must be dealt with immediately at no extra cost.
- 3.3.11.8** The Contracting Customer(s) will require pricing for single rooms, as this is the Travel Policy for some Contracting Customer(s). The Supplier shall also make available all other inventories, for example double rooms for sole occupancy, which may be available at the time of booking. The Supplier shall ensure that the Online Booking System displays the room specification, rates and terms of the booking.
- 3.3.11.9** The Contracting Customer(s) requires that accommodation venues shall make the booked accommodation available to Travellers who may be arriving late in the evening or at night, and shall not reallocate the booked accommodation to any other customers. The Supplier shall ensure that confirmations clearly make this point to the accommodation venue provider. If Travellers are 'booked out' and made to stay at other accommodation providers, this event is to be captured in the complaints process by the supplier when they become aware.
- 3.3.11.10** The Supplier shall if requested by the Contracting Customer(s), provide a mechanism for booking advance purchase rooms both Online and Offline.

3.3.12 GROUP BOOKINGS ONLY - OFFLINE SERVICE FOR ALL TRAVEL MODES

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

- a) the definition of a Group Booking is where there are 9 Travellers or more.
- b) The Supplier shall charge a reduced transaction fee per person for Group Bookings where all travellers have the same requirement, for example for air, departing from the same airport and/or to the same destination on the same date and time and provision to allow individual Passenger Name Reference PNRs shall be included.
- c) Where stated in the Contracting Customer(s) travel policy and an individual PNR is not required, the Supplier shall bundle together one transaction fee for air, rail and accommodation when booked together. This is where the booker requires a booking to be made via the Offline Service(s) for a combination of air, rail, accommodation and any additional services required.
- d) the Supplier shall have specialist points of contact for group, air and accommodation bookings. If there is a need to transfer a call between air and accommodation specialists, this must take place without the booker being asked to re-dial.

3.4 TICKETING OPTIONS AND BOOKING CONFIRMATION - MANDATORY REQUIREMENTS
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- 3.4.1** This section describes the mandatory ticket options and booking confirmation requirements that the Supplier shall fulfil as part of the delivery of the Services.
- 3.4.2** At the time of booking, the Supplier shall provide details of any fees for delivery of tickets. This information shall be clearly visible to allow the Booker to choose

the best value for money option, as detailed in the Attachment 14 Pricing Matrix Contract 4.

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

Where the Contracting Customer(s) do not tailor their ticketing option the Online Booking System shall default to the lowest cost ticketing option, including Free Of Charge (FOC) option(s) at the time of booking.

- 3.4.4** The Contracting Customer(s) currently have a number of existing rail ticket printers (some supplied by the current Travel Management Company (TMC) and some they own) see Attachment 27 Printer List Contract 3 for the full inventory of printers both owned by the Contracting Customer(s) and the current incumbent supplier. The Contracting Authority requires the Supplier to re-configure the existing ticket printer portfolio (where serial numbers and passwords to the printers are available) in order to suit the Supplier's needs.

The Contracting Customer(s) would like to retain this FOC arrangement and / or have other FOC ticketing options and fulfilment. The Supplier will complete Attachment 14 Pricing matrix Contract 3 to confirm the number of FOC printers to be provided under this arrangement. The number of FOC printers must also include FOC installation, maintenance and training. Any ticket printer software updates required (not including the Contracting Customer's system software) shall be provided FOC. The Supplier shall advise details of ticket printer usage on a monthly basis and provide a report to the Contracting Customer(s) FOC.

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

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

- 3.4.6** The rail ticket printers, which are installed by the Supplier on behalf of the Contracting Customer(s), shall be fully compliant with all relevant Health and Safety Standards and the requirements, as specified in Article 6 of the Energy Efficiency Directive.

http://ec.europa.eu/energy/efficiency/eed/eed_en.htm

- 3.4.7** The Supplier shall when required by the Contracting Customer(s), provide both service and repair maintenance contracts associated with either new purchase or lease options as detailed in Attachment 14 Pricing Matrix Contract 3.

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

3.4.9 RAIL BOOKING, TICKETING OPTIONS AND CONFIRMATIONS

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

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

3.4.9.2 Rail Bookers shall have the facility to select their default rail ticket fulfilment option during Implementation and Go Live stage and before a booking has been confirmed. The mandatory ticket fulfilment options shall include:

- a) Ticket On Departure (TOD) from station ticket machine
- b) first class or second class posted tickets
- c) recorded or special delivery posted tickets
- d) train tickets collected at the station ticket office where applicable / available (where no ticket machines are available)
- e) new or existing in-house ticket printing facilities, subject to compatibility / cost;
- f) courier delivered tickets
- g) smartcard or equivalent where TOCs (Train Operating Companies) support and/or technology exists
- h) When requested by the Contracting Customer(s), the Supplier shall place bulk loads of ticket envelopes into a collection bag, to be collected by the Contracting Customer(s) nominated representative
- i) home print, self print, phone application and/or bar codes, where Operator TOCs support and/or technology exists, and any other no cost option that becomes available in the market during the life of this Contract 3.

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

- a) confirmation number and / or reference
- b) ticket type (i.e. Advance/Off-Peak)
- c) Booker and Traveller name
- d) journey details, including date, time of travel, carrier and seat number (where applicable)
- e) ticket fulfilment option TOD reference number where applicable
- f) unique reference number to enable tickets to be printed and or collected prior to departure
- g) amendments to terms of travel and exchanges and cancellations in accordance with the TOC's own conditions
- h) clear information on how to make cancellations, exchanges and amendments

- i) the Supplier's office telephone number and out of hours telephone number if different.
- j) price/cost

3.4.10 AIR BOOKING CONFIRMATIONS

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

- a) confirmation number and / or reference
- b) Booker email address
- c) Traveller name (as shown on passport)
- d) journey details, including date, time of travel, carrier, flight number and seat number where applicable
- e) check in details, including terminal information
- f) baggage entitlement
- g) amendments to terms of travel and exchanges and cancellations in accordance with the air carrier's own conditions
- h) clear information on how to make cancellations, exchanges and amendments
- i) the Supplier's office telephone number and out of hours telephone number if different.
- j) price / cost
- k) If readily available in the industry CO2

3.4.11 ACCOMMODATION BOOKINGS CONFIRMATIONS

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

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

- k) the Supplier's office telephone number out of hour's telephone number if different

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

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

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

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

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

3.5.4 RAIL BOOKING AMENDMENTS, EXCHANGES, CANCELLATIONS and REFUNDS

a) The Online Booking System shall enable Bookers to process all refunds and / or amendments, exchanges and cancellations (in accordance with the TOC conditions). The Supplier shall process all refunds and / or amendments, exchanges and cancellations via the Offline Service that cannot be facilitated through the Online Booking System. This process shall include the acknowledgement of receipt of refund requests sent to the Supplier by post.

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

3.5.5 AIR BOOKINGS AMENDMENTS, EXCHANGES, CANCELLATIONS AND REFUNDS

a) The Online Booking System and Offline Service shall enable Contracting Customer(s) to amend, exchange and/or cancel air bookings (in accordance with the carrier's own conditions).

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

3.5.6 ACCOMMODATION VENUE BOOKING AMENDMENTS AND CANCELLATIONS

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

3.6 PAYMENTS AND INVOICING – MANDATORY REQUIREMENTS

- 3.6.1** This describes the mandatory payment and invoicing requirements that the Supplier shall fulfil as part of the delivery of the Services. Suppliers shall read this information in conjunction with the Contract Schedule 4 Pricing and Invoicing.
- 3.6.2** The Contracting Customer(s) shall specify which payment option(s) they will require at the Contracting Customer(s) Implementation and Go Live stage. The Supplier's Online Booking System and Offline Service(s) shall have the ability to support payment options as directed by Contracting Customer(s) to include:
 - a) corporate payment cards
 - b) billing to project and or
 - c) cost centre codes
 - d) lodged cards
 - e) consolidated invoice accounts, for example 10 or 30 days
 - f) individual and / or single bill back ,for example not consolidated invoices
 - g) payment on departure by Traveller for accommodation bookings.
- 3.6.3** When required with the Contracting Customer(s), the Supplier shall interface with the Contracting Customer(s) e-Commerce (Purchase2Pay) system.
- 3.6.4** Where the Contracting Customer(s) do not require a full e-Commerce (Purchase2Pay) system, the Supplier shall provide an alternative solution as agreed at the Contracting Customer(s) Implementation and Go Live stage.
- 3.6.5** The Online Booking System shall have the functionality in place to handle accommodation provider's advance purchase payments when requested by the Contracting Customer(s). The Offline process shall have the functionality in place to handle accommodation providers' deposits. When required with the Contracting Customer(s), the Supplier shall accept individual payment card solutions to facilitate all bookings that require pre-payment.
- 3.6.6** The Online Booking System shall entering and / or provide the facility for the Booker to insert the three / four-digit CVV security code.

- 3.6.7** The Supplier shall provide invoice solutions to support the Contracting Customer(s) selected payment options in accordance with Contract Schedule 4 Pricing and Invoicing.
- 3.6.8** The Supplier shall be able to identify travel detail by any of the data set definitions, defined at Contract Schedule 2 – Services Part A Annex 3: MI Reporting Fields.
- 3.6.9** The Supplier shall capture details of the approving manager's name and/or staff number for each Online and Offline out of policy booking and this will be agreed with the Contracting Customer(s) at Implementation and Go Live stage.
- 3.6.10** The Contracting Customer(s) shall require the Booker's and Traveller's staff number, service number where appropriate and Contracting Customer(s) specific, name, (Unit Identify Number), cost centre, email address and where possible whether it is a taxable journey, to be recorded for each Online and Offline booking and where requested by Contracting Customer(s), the tax classification.
- 3.6.11** The Supplier shall provide a full itemised breakdown of fees, e.g. booking fees, TOD fees, credit card fees, air baggage fees and any additional charges indicated on the Supplier's invoice.
- 3.6.12** Where the carrier's system and ticket type allow, the supplier shall ensure that all Online and Offline bookings for air baggage are itemised separately on the invoice and are not included in the airfare total amount.
- When required by the Contracting Customer(s), the Supplier shall use their own corporate payment card solution to facilitate all bookings that require pre-payment. The Supplier shall not charge the Contracting Customer(s) any additional supplier merchant fees other than the card provider's published merchant fees.
- 3.6.13** In the event that the Contracting Customer(s) is required to book accommodation on behalf of third parties (e.g. EU projects), the Supplier shall, when requested, be responsible for promptly obtaining the relevant accommodation provider's invoice to allow the Contracting Customer(s) to claim reimbursement costs through the relevant project.

3.7 ACCOUNT MANAGEMENT - MANDATORY REQUIREMENTS

- 3.7.1** This section describes the mandatory account management requirements that the Supplier shall fulfil as part of the delivery of the Services.
- 3.7.2** The Account Manager shall be accountable for all implementations and agreed transition periods.
- 3.7.3** The Supplier shall provide the Contracting Authority with a named Contract Account Manager, by email, within 5 working days of signing this Contract 3. The nominated Contract Account Manager shall have a minimum of two years' relevant industry experience.
- 3.7.4** The Contracting Authority requires that all communications to the Supplier be acknowledged within 4 core working hours as defined in clause 3.3.7 Offline Service Access. The Contracting Authority requires a Deputy Contract Account Manager to cover periods of unavailability and absence.
- 3.7.5** The Contract Account Manager shall promote, deliver and communicate transparency of pricing, savings, commissions and or rebates and provide to the Contracting Authority as a minimum :

- a) a written recommendation report every quarter, outlining how Contracting Customer(s) can buy more effectively and make incremental savings;
- b) a written performance report as defined within Contract Schedule 9 Key Performance Indicators and the Contracting Customer(s) Contract Service Levels;
- c) an agreed summarised Continuous Improvement Plan to be submitted 3 months after the first Contracting Customer(s) go Live date, with quarterly communication of progress on actions for the duration of this Contract 3. The entire Continuous Improvement Plan will be updated annually for the duration of this Contract 3
- d) a quarterly written communication, which includes details of changes, improvements, risks, issues, complaints, concerns and identified future opportunities in relation to the Services.

3.7.6 The Contract Account Manager shall attend strategic review meetings with the Contracting Authority. The frequency of these meeting shall be on a monthly basis unless the Contracting Authority states otherwise.

3.7.7 The Supplier shall provide the Contracting Customer(s) with a named Customer Relationship Manager, with a minimum of two years' relevant industry experience. The amount of account management provided by the Supplier shall be proportionate to the size and requirements of the Contracting Customer(s). This will be agreed at the Implementation and Go Live stage.

3.7.8 The Customer Relationship Manager shall hold operational service review meetings with the Contracting Customer(s) as agreed at the Implementation and Go Live stage.

3.8 MANAGEMENT INFORMATION AND DATA REPORTING – MANDATORY REQUIREMENTS

3.8.1 This section describes the mandatory Management Information and Data Reporting requirements that the Supplier shall fulfil as part of the delivery of the Services. Suppliers shall read this information in conjunction with Contract Schedule 9.

3.8.2 Management Information and Data Reporting shall be provided to the Contracting Authority and to the Contracting Customer(s) FOC in accordance with Contract Schedule 13.

3.8.3 The Supplier shall complete and upload the MISO template, issued by the Contracting Authority. The MISO template shall be completed and uploaded by the Supplier no later than the 7th of each month for the duration of this Contract 3.

3.8.4 The Supplier shall complete a template to report actual savings and calculations each month against a set of Contracting Authority's Savings Project Charters (including year on year savings) by the 12th of each month for the duration of this contract 3. The template shall be provided by the Contracting Authority.

3.8.5 The Supplier shall complete the Supplier Action Plan (SAP) issued by the Contracting Authority and this shall be completed and updated by the Supplier no later than 12th of each month for the duration of this Contract 3.

3.8.6 The Supplier shall complete Monthly Review Meeting Action Points including any identified risk plans agreed at the meetings with the Contracting Authority. To be completed and updated no later than the 12th of each month for the duration of this Contract 3.

- 3.8.7** The Supplier shall complete Accreditation Management Plans (AMP) issued by the Contracting Authority. To be completed and updated no later than 12th of each month for the duration of this Contract 3.
- 3.8.8** The Supplier shall complete KPI/SLA/Service Credit Performance Reports issued by the Contracting Authority. To be completed no later than 12th of each month for the duration of this Contract 3.
- 3.8.9** The Supplier shall provide the Contracting Authority with a minimum of one case study per quarter for the duration of this Contract 3 to evidence the savings, benefits or added value of this Contract 3.
- 3.8.10** The Supplier shall arrange and attend 1 meeting per quarter between a forum of key Private Sector customers and the Contracting Authority, to share ideas, good practice and market updates.
- 3.8.11** The Supplier shall provide the Contracting Authority with a summary document by the 12th of each month by Contracting Customer(s) to advise why spend is either up or down on the previous month and previous year.
- 3.8.12** The Supplier shall provide the Contracting Authority with a summary document by 12th of each month for the duration of this Contract 3 to show savings by Contracting Customer(s) against the 2013/2014 baseline. This to include:
- a) Savings against initiatives highlighted by the Contracting Authority e.g. increase online adoption, reduction in first class travel, etc.
 - b) A summary report identifying further savings opportunities for each Contracting Customer. This summary to include value of savings opportunities and actions required to achieve these savings.
- 3.8.13** The Supplier shall provide the Contracting Authority by 12th of each month for the duration of this Contract 3, a report detailing, by Contracting Customer(s), the percentage of accommodation and air bookings that have been made against a Crown Programme rate/fare by Contracting Customer(s). Where a booking has not been made against a Crown Programme rate/fare the report should identify the reason, using the reason codes detailed in Annex 1.
- 3.8.14** The Supplier shall notify the Contracting Authority of any unplanned “spikes or troughs” (increases/decreases) in spend to ensure this can be investigated and reported by the Contracting Authority.
- 3.8.15** The Supplier shall provide a 3rd party Small to Medium Enterprise (SME) (e.g. independent hotel) spend within their supply chain report by the 12th of each month for the duration of this Contract 3. The proposed format to be agreed by the Contracting Authority.

3.9 COMPLAINTS PROCEDURE – MANDATORY REQUIREMENTS

- 3.9.1** This section describes the mandatory complaints procedure that the Supplier shall provide as part of the delivery of the Services. Suppliers shall read this information in conjunction with the Escalation Procedure.
- 3.9.2** The Supplier shall ensure that any issues raised directly by Travellers who are encountering problems whilst undertaking their business travel are dealt with as a matter of priority and the Supplier shall assist in seeking a speedy resolution for the situation, irrespective of where the fault lies. Types of complaints that shall be supported in this way include, but are not limited to, no hotel accommodation available upon arrival, hotel refusing to bill back to the Supplier and poor service.

- 3.9.3** Complaints made by Contracting Customer(s) and/or the Contracting Authority i.e. verbal, formal or informal and written shall be acknowledged by the Supplier within 4 core working hours of the details of the complaint being received by the Supplier. Thereafter updates on how the Supplier is proactively working to seek a resolution of the complaint shall be made by the Supplier to the Contracting Customer(s) and/or the Contracting Authority at intervals of 2 working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.
- 3.9.4** The Supplier shall provide the Contracting Authority with one consolidated report per month for the duration of this Contract 3 capturing all customer complaints detailed by Contracting Customer(s). These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the programme and lessons learnt. The Contracting Customer(s) will define any additional complaints process including escalation and reporting requirements within the Enabling Agreement and with the Supplier during Implementation and Go Live stage.
- 3.9.5** The Supplier shall have a process in place to direct complaints (including those from third party providers e.g. hotels) against a Traveller to the relevant Contracting Customer(s) for investigation and resolution.

3.10 SUSTAINABILITY AND ENVIRONMENTAL IMPACT- MANDATORY REQUIREMENTS

- 3.10.1** This section describes the mandatory sustainability requirements that the Supplier shall fulfil as part of the delivery of the Services. Suppliers shall read this information in conjunction with Contract Clause B5.
- 3.10.2** The Supplier shall comply with the legislative requirements as prescribed in Article 6 of the Energy Efficiency Directive 2012/27/EU (EED) and ensure that any goods required by the Supplier to fulfil the service delivery requirements are purchased with a high energy efficiency performance.
- 3.10.3** Ticket printers, and any office equipment including network and desktop printers and multi functional devices which are wholly or partially used by the Supplier for the delivery of this Service shall meet the requirements of the EED. It should be noted that this requirement does not necessitate that a Supplier is required to upgrade their existing equipment. However any new equipment purchased for the purposes of delivering the Services shall be required to meet the levels set out in the EED.
- 3.10.4** The Supplier shall make a declaration of compliance to the Contracting Authority on an annual basis regarding the purchase of any new equipment purchased either wholly or partially for the delivery of the service, as covered in the EED.
- 3.10.5** When requested by the Contracting Authority and or Contracting Customer(s), the Supplier shall make available and publish data on its supply chain impacts via the SID4Gov platform, or any other platform as nominated by the Contracting Authority. This shall include spend with SMEs; prompt payment; carbon; waste and water impacts associated with its organisation and compliance details on EED.
- 3.10.6** The Supplier shall deliver the obligations in respect of CO₂ reporting requirements on travel undertaken as part of the delivery of the Services. CO₂ emissions shall be calculated in accordance with the DEFRA Guidelines for

measuring environmental impacts. The Supplier shall ensure that the version used for calculation is current at the time the figures are produced. For reference the current version may be accessed here:

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

- 3.10.7** The Supplier shall proactively support the delivery of the Contracting Customers' respective Travel Policy(s). This includes targets for reduction in carbon emissions resulting from travel undertaken. This should be in accordance with, but not limited to, the Greening Government Commitments. Greening Government Commitments can be accessed here:

<https://www.gov.uk/government/publications/greening-government-commitments-targets/greening-government-commitment-targets#reduce-greenhouse-gas-emissions-by-25-from-a-2009-to-2010-baseline-from-the-whole-estate-and-business-related-transport>

- 3.10.8** The Supplier shall proactively work with their supply chain to help quantify and reduce the environmental impacts of the Services. When requested by the Contracting Authority and or Contracting Customer(s), the Supplier shall communicate annually on progress and reductions made on the environmental impact of the Services. The Supplier shall work to provide details on this progress to customers to assist them in selecting the travel and or accommodation options that have the least impact on the environment.
- 3.10.9** The Supplier shall, by the second year of this Contract, be able to provide sustainability information on the Online Booking System and / or Offline Booking Service, to assist Bookers in selecting the travel and/or accommodation with the least impact on the environment.
- 3.10.10** Should it become available during the life of this Contract 3, the Supplier shall provide carbon emission data on accommodation stays. The Supplier shall provide CO2 emissions reporting on all travel undertaken in the previous month to the Authority by the 15th of each month for the duration of this Contract 3. The Supplier shall reduce the environmental impact of the Services throughout the life of this Contract 3.

3.11 BUSINESS CONTINUITY – MANDATORY REQUIREMENTS AND CRISIS MANAGEMENT – MANDATORY REQUIREMENTS

- 3.11.1** This section describes the mandatory Business Continuity and Crisis Management requirements that the Supplier shall fulfil as part of the delivery of the Services and should be in place from Contract Award.
- 3.11.2** The Supplier shall provide separate Business Continuity and Crisis Management plans, relevant to the service delivery of this Contract 3, to the Contracting Authority upon signing the Contract. These should be reviewed annually or after any major incident.
- 3.11.3** The Supplier shall have a robust Business Continuity Plan in place to maintain the delivery of Services during periods of unplanned unavailability of the Online Booking System and / or Offline Service(s) and shall share this plan with the Contracting Authority and Contracting Customer(s) upon signing this Contract 3.
- 3.11.4** The Supplier shall maintain its readiness with a Business Continuity Plan in accordance with the principles and operation of ISO22301 and ISO22313 and any new or emergent or updated standards throughout the lifetime of the Contract.

- 3.11.5** The Supplier shall provide a comprehensive Crisis Management Plan to the Contracting Authority upon signing this Contract 3 which will detail the processes by which significant disruptions will be managed to support Travellers in the event of disruptions of significant scale and impact.
- 3.11.6** In the event of an emergency or crisis management situation, the Supplier shall notify the Contracting Authority and Contracting Customer(s) immediately and within an hour of being made aware of the emergency or crisis, providing a full list of Travellers potentially impacted. The details of the Supplier process for the management of the potential emergency shall be clearly defined in the Crisis Management Plan
- 3.11.7** When requested, the Supplier must make every reasonable effort to assist the Traveller with repatriation and / or on-going travel to a safe area with the least disruption to the Traveller. The Supplier shall provide a robust process for the Contracting Authority and Contracting Customer(s) to record Traveller's movements, by all relevant travel modes during their travel. The Contracting Customer(s) will require:
- 3.11.8** Immediate visibility of the Traveller's identity, disabilities if previously notified, times and mode of travel, provider of travel, start point and destination.
- 3.11.9** provision of data relating to travel and accommodation bookings at accommodation property, or location level during a major disruption.
- 3.11.10** The Supplier shall provide a facility for the Contracting Customer(s) to request a report to locate Travellers in accordance with the Contracting Customer(s) Duty of Care Policy provided to the Supplier at the Contracting Customer(s) Implementation and Go Live stage.
- 3.11.11** The Supplier shall ensure that all solutions and support provide Traveller safety and security.

3.12 ASSURANCE MANAGEMENT SYSTEMS – MANDATORY REQUIREMENTS

- 3.12.1** This section describes the mandatory assurance management system requirements that the Supplier shall fulfil as part of the delivery of the Services.
- 3.12.2** The Supplier shall at all times for the duration of this Contract 3, and the term of any Contracting Customer's Enabling Agreement, comply with the relevant standards, for the scope of the Services offered, including but not limited to the following:
- a) a Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent.
 - b) an Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent.
 - c) an Information Security Management System supported by the International Organisation for Standardisation ISO 27001 Security Management standard, or equivalent.
 - d) Cyber Essential Scheme requirements which can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>.

3.13 TRANSITION AND EXIT MANDATORY REQUIREMENTS

- 3.13.1** This section describes the mandatory transition and exit requirements that the Supplier shall fulfil as part of the delivery of the Services, in accordance with Contract Schedule 17 – Exit Management.
- 3.13.2** At the start of the Contract Period the Contracting Authority shall require the Supplier to provide details of a proposed exit strategy and plan for all Contracting Customer(s). The exit strategy and plan shall be agreed in writing with the Contracting Authority prior to any transitioning of Contracting Customer(s) to this Contract 3. In implementing the exit strategy and plan the Supplier shall ensure that a smooth transition is effected for all Contracting Customer(s) from their current contract with the Supplier across to new contract arrangements with any new supplier, and that the Supplier shall work collaboratively with any new supplier appointed.
- 3.13.3** At the end of this Contract 3, the Contracting Authority shall require all current and historic data and all profiles to be cleansed and transferred by the Supplier to any new supplier and shall maintain and destroy data in accordance with Contract Schedule 17 – Exit Management at no extra cost to the Contracting Customer(s). The Supplier shall confirm in writing when all data has been destroyed.
- 3.13.4** Upon expiry of this Contract 3, the Supplier shall deliver the same requirement to the successful supplier of the next Contract, sourced by the Contracting Authority or Contracting Customer(s).
- 3.13.5** The Supplier shall accept all active profiles and the transfer of all bookings with a travel date greater than 8 weeks from the start of the Implementation and Go Live stage. At the end of the Contract term, the Supplier shall provide the Contracting Customer(s) and any new supplier with details of all profiles, all bookings with a travel date greater than 8 weeks from Contract expiry date and all spend and savings data.
- 3.13.6** The new supplier shall work with the Contracting Customer(s) incumbent Supplier to affect a systematic, planned and robust transfer of bookings, profiles and management information to ensure continuity of service. Where the travel is to take place within 8 weeks of go live of the new contract the bookings shall remain with the incumbent Supplier, to avoid the need to cancel bookings and transfer enquiries that are in mid completion.
- 3.13.7** In anticipation of the expiry of this Contract 3, the Supplier shall be required to deliver their robust exit strategy that has been agreed with the Contracting Authority pursuant to the above. The exit strategy shall include but not be limited to the following:

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

1. The Contracting Authority with named Supplier personnel who will work with the Contracting Authority to develop and implement the agreed exit strategy.
2. Each Contracting Customer(s) updated Enabling Agreement Check List (clearly outlining where things have changed during the lifetime of this Contract 3 i.e. preferred payment terms, policy for use of first class travel, rail ticket fulfilment default choice etc.
3. All Traveller profiles broken down by the Contracting Customer(s), including email address and contact number.

4. Spend volume and transaction numbers broken down by Contracting Customer(s) and further broken down by air, accommodation, rail, & other services.
5. Payment methods used by Contracting Customer(s).
6. Service Levels – booking policies by Contracting Customer(s).
7. A mutually agreed communications plan to the Contracting Authority.
8. Executing mutually agreed strategy around live bookings, including but not limited to supporting live bookings after Contract expiry date including refunds, changes and exchanges

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

1. A refreshed Final Data Set, to capture any bookings that had a longer lead time or paid invoices that have come in after the Contract expiry date.

4. ADDITIONAL REQUIREMENTS – MANDATORY FOR ONE OR MORE CONTRACTING CUSTOMER(S)

- 4.1.1** This section is to advise that the travel requirements of the Contracting Customer(s) grouped together within this Contract 3 are of a similar type and profile. It is possible however, that a small number of Central Government Departments who are assigned to this Contract 3 will have differing requirements and/or multiple travel policies. In these circumstances, the details will be established at Implementation and Go Live stage.
- 4.1.2** The Supplier shall, if requested by the Contracting Customer(s), offer an Online Booking System and Offline Service(s) for Contracting Customer(s) who have internal teams with different Travel Policies.
- 4.1.3** The Supplier shall, if requested by the Contracting Customer(s), offer the facility to book business travel for Third Party Travellers whose travel needs are associated with the business requirements of the Contracting Customer(s).
- 4.1.4** The Supplier shall, if requested by the Contracting Customer(s) have sufficient resources to provide a facility as part of the Online Booking System and or Offline Service(s) to contact Third Party Suppliers to fulfil specific requirements for example, staff travelling with working dogs.
- 4.1.5** Where readily available in the industry, the Supplier shall, if requested by the Contracting Customer(s) provide the facility to book baggage entitlement and excess baggage as part of the booking process in the offline environment.
- 4.1.6** The Supplier shall, if requested by the Contracting Customer(s), provide the facility to set up profiles for travellers with non-UK passports at no additional cost.
- 4.1.7** For both Online and Offline bookings The Supplier shall, if required by the Contracting Customer's Travel Policy, inform the Contracting Customer of all flight options where:
- a) flights comprise 3 or more sectors and / or
 - b) individual flight tickets have a total cost of £4,000 or more.
- 4.1.8** The Supplier shall, if requested by the Contracting Customer(s), provide a facility to capture any business bookings that are deemed to be taxable under the Contracting

Customer(s) own policy / guidance. Additional information requiring capture may include :

- a) travellers on a posting term of less than 24 months, for example Detached Duty Tax Relief;
- b) the type of posting term the traveller is on; and
- c) confirmation that the booking is in relation to the posting term.
- d) Reason For Travel Codes (RFT)

4.1.9 The supplier shall, if requested by the Contracting Customer(s), provide a separate MI report on bookings that are deemed to be taxable for both Online and Offline bookings.

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

4.1.11 The Supplier shall, if requested by the Contracting Customer(s), provide an Offline Service(s) for overseas Travellers where internet reception is restricted or unavailable. These bookings shall be accepted by the Supplier and the Traveller shall not be referred to the Online Booking System.

4.1.12 The Supplier shall, if requested by the Contracting Customer(s), be able to provide an overseas presence. The Supplier shall provide details of the countries where this service is available to the Contracting Customer(s) prior to Implementation and Go Live commencement.

4.1.13 The Supplier shall, if requested by the Contracting Customer(s), provide a dedicated resource to analyse Management Information to assist Contracting Customer(s) with the management of travel category spend. This shall be charged on an hourly rate or annual rate basis in accordance with the Attachment 14 – Pricing Matrix.

4.1.14 The Supplier shall, if requested by the Contracting Customer(s), provide the booker with the facility to have a suppressed or unsuppressed invoice facility for reporting purposes, for example an invoice displaying full itemised details, or a high level summarised version.

4.1.15 The Supplier shall, if requested by the Contracting Customer(s), provide the facility to capture and record service personnel codes and the purpose of travel codes, plus beneficiaries and objective codes, or a combination of both.

4.1.16 The Supplier shall, if requested by the Contracting Customer(s), be expected to manage the Contracting Customer(s) own bedroom inventory.

4.1.17 The Supplier shall, if requested by the Contracting Customer(s) and approved by the Contracting Authority, provide an implant service (as described in a to i) below) specifically for visa services that shall include:

- a) On-going onsite presence of an individual (i.e. the implant) at a secure lockable office from 08:30 – 17:30 hrs.
- b) Named passport & visa processing staff (i.e. the implant) to have a minimum of 2 years' relevant travel industry and passport & visa experience.
- c) The implant staff to be security cleared to a minimum of SC (Security Clearance).
- d) Where a visa or "to whom it may concern" letter is required, the implant will check the application for accuracy and completeness, and where required,

place a diplomatic stamp on the application. The diplomatic stamp is to be held securely in the implant office by the Supplier's staff.

- e) Detailed logging of applications and production of "Note Verbale" on appropriate paper.
- f) Dispatch of application to relevant source (e.g. embassy / high commission), chasing of application and updating the requester (as appropriate), and on receipt of returned/collected application from source, the checking of applications for accuracy and completeness.
- g) Return of documentation and visa (including collection in person) to the requester as per the instructions on the visa request form.
- h) Charging of application to the relevant cost centre or credit card of the requester. Requests will primarily be from the Foreign and Commonwealth Office (FCO), but may include a significant proportion of other government departments.
- i) Monthly reporting to include but not limited to:
 - applications processed by department
 - by visa country
 - time and date of receipt
 - error detection and process efficiency.

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

4.1.19 In unique situations where a travel implant service is required by a Contracting Customer, and only when approved by the Contracting Authority, the Supplier shall meet with all parties, including the Contracting Authority, to discuss and agree a bespoke implementation over and above that required for core travel services. All pricing related to this service must be kept totally separate from all other Services, as per the pricing request in Attachment 14 Pricing Matrix Contract 3.

4.1.20 Additional services may also include administration of flexi-travel schemes (this essentially covers the off duty travel bookings for Home Civil Servants and their families stationed abroad e.g. when returning home or to a third country whilst on leave).

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

4.2 AIR CHARTERING – ADDITIONAL REQUIREMENTS

4.2.1 Contracting Customer(s), shall where requested, require a value for money air service to move personnel and or goods when commercial options are not available, or are unsuitable to the requirements, for example air transportation for UK hosted international conferences and emergency situations.

4.2.2 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 Contracting Customer(s) is also required.

4.2.3 The Supplier shall take overall responsibility for ensuring that all Sub-Contractors engaged for the provision of air chartering services under this Contract 3 are compliant with the current and future legislation pertaining to all of the required air charter services.

4.2.4 The Supplier shall provide the Contracting Authority and/or Contracting Customer(s) with CO₂ emissions reporting for air charter journeys, in accordance with Contract Schedule 13

4.3 VISA, PASSPORT AND CURRENCY SERVICES - ADDITIONAL REQUIREMENTS

4.3.1 If requested by the Contracting Customer(s) the Supplier shall provide a travel visa and passport application support service, which will include:

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

4.3.2 If requested by the Contracting Customer(s) the Supplier shall provide a dedicated resource to assist with the full completion and management of the passport and visa applications.

4.4 AIRPORT, RAILWAY STATION AND PORT PARKING - ADDITIONAL REQUIREMENTS

4.4.1 If requested by the Contracting Customer(s) the Supplier shall provide:

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

4.5 OTHER REQUIREMENTS INCLUDING BUS / PUBLIC TRANSPORT, COACH TICKETS AND COACH HIRE WITH DRIVER / OYSTER AND TRANSPORT FOR LONDON CARDS

4.5.1 If requested by the Contracting Customer(s) the Supplier shall provide the facility for the Contracting Customer(s) to:

- a) When readily available in the industry, the Supplier shall be able to book tickets for all scheduled coach journeys for example on intercity coach journeys; and
- b) hire a coach with a driver.

4.5.2 The Supplier shall take overall responsibility for ensuring that all Sub-Contractors that they engage under this Contract 3 are compliant with the current and future legislation pertaining to all the Services, including but not limited to coach hire and driver services.

- 4.5.3** The Supplier shall provide a facility for the provision of Oyster cards and Transport For London cards where appropriate. Should it become available during the life of this Contract 2 then the facility to 'top up' Oyster Cards by registering the card with on the Suppliers web site or through a link to the TFL Website to allow the 'top up' to be billed back to the Contracting Customer(s).

4.6 FERRY BOOKINGS - ADDITIONAL REQUIREMENTS

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

4.7 TAXI BOOKINGS - ADDITIONAL REQUIREMENTS

- 4.7.1** If requested by the Contracting Customer(s), the Supplier shall provide a facility where possible for the Contracting Customer(s) to make taxi bookings for one or multiple Travellers. The Supplier shall notify the Booker where there are taxi-sharing opportunities at the time of booking to assist with best value for money decisions. The process will be agreed with the Contracting Customer(s) at Implementation and Go live stage.
- 4.7.2** The Supplier shall take overall responsibility for ensuring that all Sub-Contractors that they engage under this Contract are compliant with the current and future legislation pertaining to all Services, including but not limited to taxi booking services.

4.8 EXECUTIVE SERVICES - ADDITIONAL REQUIREMENTS

- 4.8.1** If requested by the Contracting Customer(s), the Supplier shall provide an executive service(s) to approved Bookers and Travellers nominated by the Contracting Customer(s). This Service will be provided free Of Charge to prioritise senior approved HMG personnel with urgent travel requirements. At Contract Award, the Contracting Authority shall, in consultation with the Supplier, define the criteria for the access to and identification of bookers and travellers permitted to use this Service.
- 4.8.2** The Supplier shall provide the Contracting Authority with an updated report by the 15th of each month for the duration of this Contract 3, to confirm the names of all bookers and travellers who are permitted to use the Executive Service(s).
- 4.8.3** The Executive Service(s) to approved bookers and travellers shall consist of, but not be limited to, the following;
- a) provision of a dedicated team who shall deliver Executive Service(s) to the approved personnel. The team members shall have the appropriate skills and experience, as defined by the Contracting Customers(s) and agreed at Implementation and Go Live stage.
 - b) provision of personal consultations to discuss complex itineraries, as required for both the booking personnel and the named Traveller.
 - c) provision of a dedicated non premium rate telephone number that allows the booking personnel to bypass the Offline Service(s) "business as usual" queue. The Supplier shall ensure that this dedicated non premium rate, and/or no call connection charge, telephone number is staffed as a minimum from 08:30 – 18:00 GMT (or BST as appropriate) Monday to Friday.
 - d) provision of out of hours support for the booking personnel and the named Traveller by ensuring their out of hours team are advised of any Executive Service(s) trips taking place during a particular period of time.
 - e) provision of dedicated email access for the named booking personnel.

- f) ensuring frequent checks with named booking personnel are completed to check profile accuracy and named Traveller entitlements are captured (for example, senior citizen rail cards).
- g) the Supplier fulfilling last minute travel booking requirements, where there is availability, and sometimes within an hour prior to departure (subject to airline regulations)
- h) ensure all accommodation, air, rail and Eurostar reservations are checked for accuracy and are inclusive of appropriate discount card details (excluding those that are for the collection of points for personal use) for the named Traveller.
- i) make personal checks with accommodation venue providers to ensure that bookings have been made and that all special requests for the named Traveller have been processed.
- j) The Supplier shall provide a facility for the provision of Oyster cards where appropriate

4.8.4 The Supplier's personnel handling these bookings shall have a minimum of SC level of security clearance with costs to be borne by the Supplier.

4.9	FLEXI-TRAVEL SCHEME FOR HOME CIVIL SERVANTS ON OVERSEAS POSTINGS
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4.9.1 Various Contracting Customer(s) operate a travel package for Home Civil Servants (HCS's) based overseas. As part of this scheme HCS staff working overseas are provided with a beneficial travel package based on the country they are posted to. Within their set allowance, staff are able to book travel worldwide as well as to return to UK from their overseas posting.

4.9.2 The Contracting Authority requires the successful Supplier to manage the flexi travel scheme in its entirety. It is the Contracting Authority's intention to drive as much flexi travel business on line as can practically be achieved.

4.9.3 The Supplier will set the value for fares (UK to post) based on the class of travel appropriate to the individual department travel policy. The Supplier and Contracting Customer(s) will discuss and agree the setting of fares each April and updated in October. Employees based overseas then receive a set value to spend on travel (key principle to reunite with family and friends). Dependent on country of posting family, including children, may also be present in country and will be allowed access to the travel package.

4.9.4 The Supplier will provide the following service;

- a) Provide every 6 months updated rate cards for travel from UK (London and Glasgow) to worldwide destinations to enable Contracting Customer(s) to set their annual flexi travel benefits package. Rate card shall provide Fully Flexible Economy Single and Return and Restricted Economy Single and Return rates for Contracting Customer(s) operating countries for adults, children and infants.
- b) Put in place a network of second tier suppliers in countries where the Supplier does not have sufficient coverage
- c) Provide and manage automated (Online) reducing balance flexi travel accounts for each individual flexi Traveller based on their

country of duty residence and Contracting Customer(s) policy rules (NB - for the avoidance of doubt, the payment for travel services will operate in the same way as duty travel). The invoice for the flexi travel account will be paid for by the Contracting Customer(s). Any applicable TMC fees will also come out of this account.

- d) Provide flexi travellers with unlimited online access to research their travel needs and plan complex journeys, provide free of charge phone and/or in person quotes for end to end (including multiple stop) complex journeys. (NB - flexi travellers may travel ANYWHERE in the world, by any means, at any time although allowances are based on UK to overseas official posting location).
- e) Create a traveller profile per employee (country of origin, country of posting, eligible travelling dependents, value of travel package) and on a monthly basis provide secure and automated MI to each Contracting Customer(s) for each HCS employee to include;
 - Travel routes booked, mode of transport, costs, declining balance, travelling dependents
 - Other information may be required and can be discussed during Implementation and Go Live.

4.9.5 In order to meet the needs listed above, the Contracting Customer(s) expects the Supplier to;

- provide a system which encourages traveller self-service of travel needs with bookings coming through the main Supplier (i.e. if the Supplier uses local agents, Contracting Customer(s) shall receive MI and invoices only from the Supplier.

5. FEEDBACK – ADDITIONAL REQUIREMENT MANDATORY FOR ONE OR MORE CONTRACTING CUSTOMER(S)

- 5.1** If requested by the Contracting Customer(s) the Online Booking System shall provide access to an air, rail and accommodation feedback facility. The feedback facility must request the user's email address as a minimum so as to identify the provider of the feedback.
- 5.2** The Online Booking System shall provide a facility for Contracting Customer(s) to provide feedback on the quality of the booking system or service and third party supplier performance and quality.
- 5.3** The Supplier shall provide, within the Online Booking System a facility for the Contracting Authority and or the Contracting Customer(s) to register complaints. This information will help the Contracting Authority to make informed decisions in respect of the future Crown Travel Programmes.

6. CONTRACT ACCESS

- 6.1** The Supplier shall note that the Services provided under this Contract 3, are solely for authorised business use only. Whilst the Services are predominantly for Central Government employees, they may also be utilised for non Contracting Customer(s) employees, for example employee spouses and dependents, members of the public,

visiting foreign nationals etc. where prior written approval is provided by the Contracting Customer(s).

- 6.2** Under no circumstances shall Traveller(s) of the Contracting Authority, the Contracting Customer(s), utilise the services for personal and private use unless explicitly part of their duty or employment terms and conditions.
- 6.3** There shall be no personal gain for individuals through benefits acquired as a consequence of travel undertaken as part of this Contract 3. Therefore, the Supplier shall not facilitate the collection of an individual's loyalty card points. However, the Supplier is required to facilitate corporate schemes and or charity donation schemes where applicable, if approved by the Contracting Authority and agreed with the Contracting Customer(s).

ANNEX 1 – REASON CODES

1. Reason for Travel Codes:

- Conference Attendance
- Event Attendance
- Detached Duty
- Interviews/Assessments
- Performance Reviews
- Training
- Home Worker
- Emergency/Disaster Support
- Special Project
- Court attendance
- Incident
- Internal Meeting
- Meeting with External Bodies
- Site Visit
- Supplier Visit
- Technical Assistance
- Official Role for external organisation
- Operational Activity
- Security (including National Security)

2. Reason for Booking Out Of Policy:

- No availability within policy location/hotel
- Cancellation Restrictions
- Lower Whole Trip Costs
- Lower cost package/dinner bed breakfast rate
- Attending event at selected hotel
- Disability/Medical Condition
- Emergency/Disaster Support

3. Reason for declining the lowest cost option:

- Cancellation Restrictions
- Need More flexible Ticket
- Accompanying Client/Colleague
- Break of Journey Prohibited
- Sleeper Booking
- Cheaper Ticket Age Restrictions
- Timing/Routing Unsuitable
- Lower Whole trip Cost
- Approved Travel Class
- Retained Rights
- Disability/Medical Condition
- Emergency/Disaster Support

ANNEX 2 – HOTEL MINIMUM STANDARDS

1. **Property Specification**

All the below are our preferred minimum requirements. However, those marked with a single asterisk (*) are mandatory and must be provided.

Meet all statutory safety and fire security requirements *
Rooms Guaranteed for late arrival (Note late arrival can be up to 11:00pm)
24 Hour Security Cover and/or Procedures*
24 Hour Reception/Concierge Cover*
Easily accessible dining for Breakfast & Evening Meal (onsite or within walking distance)
Ironing Facilities
Hair Drying Facilities
Adjustable Temperature Control/Solution

2. **Bedroom Specification**

All the below are our Accommodation preferred minimum requirements. However, those marked with a single asterisk (*) are mandatory and must be provided within the guest bedrooms:

Lockable Door with Peep Hole or Door Chain*
En-suite facilities including Shower and or Bath*
Tea/Coffee Making Facilities
Television and Remote Control
Wardrobe/Hanging Space
Work Area including Chair and writing surface **
Telephone with external connection **
Non Smoking Room

** These areas shall be required for one or more Contracting Customer(s). The Contracting Customer(s) will notify you of this travel policy requirement during the implementation stage.

ANNEX 3 – MI REPORTING FIELDS

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

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

