

SCHEDULE 18 - ENABLING AGREEMENT FOR SOLUTION 4 ENABLING AGREEMENT

Rail Accident Investigation Branch

THIS ENABLING AGREEMENT is made the 10th day of December 2018

BETWEEN:

- (1) The Rail Accident Investigation Branch REDACTED (the "Customer"); and
- (2) Corporate Travel Management (North) Ltd (the "Supplier") whose main or registered office is at REDACTED

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

WHEREAS:

RECITALS

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

NOW IT IS HEREBY AGREED as follows:

PART A

IA PART A PROVISIONS

IAI Initial Enabling Agreement Period

IA 1.1 The Enabling Agreement shall take effect on the Commencement Date of the Enabling Agreement and, subject to Clause IAI .2 below, shall continue until the end of the Initial Commercial Agreement Period of the Commercial Agreement.

IAI The Enabling Agreement shall continue:

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- (a) until its expiry;
- (b) The Customer shall have the right at the end of the Initial Enabling Agreement Period to elect to extend this Enabling Agreement for one or more further periods, totalling no more than twelve (12) months in aggregate (each an "Extension Period") on and from the expiry of the Initial Enabling Agreement Period by giving the Supplier not less than six (6) months' written notice prior to the date of expiry of the Initial Enabling Agreement Period or the then existing Enabling Agreement Period (if previously extended), as applicable,
- (c) unless the Enabling Agreement is terminated in accordance with the terms of the Enabling Agreement provided always that such termination is escalated to the Authority and the Supplier for resolution in accordance with the Dispute Resolution Procedures in Schedule 14 (Governance) of the Commercial Agreement, as more particularly described in Clause A19.4 of the Commercial Agreement.

IA2 Beneficiaries — the Customer

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

(Implementation Schedule) to Schedule 17 (Exit), as more particularly described in Clause A6 of the Commercial Agreement.

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IA3 Beneficiaries — the Authority

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

IA4 Performance of the Services

IA4.I The Supplier shall provide the Services in accordance with the terms of the Enabling Agreement, including Schedule 1 (Definitions) to Schedule 4 (Pricing and Invoicing) and Schedule 6 (Staff Transfer and Pensions).

IA5 Termination and Dispute Resolution Procedure

IA5.1 Notwithstanding any other provision of the Enabling Agreement, the Parties agree that any termination right that either the Supplier and/or a Customer may wish to exercise under the Enabling Agreement, shall be escalated to the Authority and the Supplier for resolution in accordance with Dispute Resolution Procedure in Schedule 14 (Governance) of the Commercial Agreement. The Parties agree that the relevant Enabling Agreement cannot be terminated unless and until the Dispute Resolution Procedure is followed in accordance with this Clause IA5.1 and Clause A 19.4 of the Commercial Agreement.

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

IA6 Consent of the Authority

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

Form). Any amendment made in the Enabling Agreement or an attempt in the Enabling Agreement to amend the Commercial Agreement shall be void and of no effect unless such amendment has been made in accordance with this Clause A16.1.

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

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

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

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



PART B

1B PART B PROVISIONS

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

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

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

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

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

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

PART C

1C PART C PROVISIONS

ICI Changes to Clauses of Part B of the Commercial Agreement

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

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

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

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

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

ICI.6 The Dispute Resolution Procedure for the Enabling Agreement is the same as the Dispute Resolution Procedure set out in paragraph 6 of Schedule 14

(Governance) of the Commercial Agreement save that if the Dispute between the Customer and the Supplier is not resolved after the commercial negotiations phase described in paragraph 6.2(1) Schedule 14 (Governance), the Parties will escalate such unresolved dispute to the Authority and the Supplier for resolution under the Dispute Resolution

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

(l) the text in Clause B17.2(k) shall not be amended on incorporation into the Enabling Agreement:

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

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

IC2.1 [NOT USED]

Signed for and on behalf of the Customer, the Rail Accident Investigation Branch

By: REDACTED

Name. REDACTED

My position is Assistant Director - Procurement and I confirm that I have authority to sign this Enabling Agreement on behalf of the Rail Accident Investigation Branch.

Date:

10/12/2018

Signed on behalf of supplier Corporate Travel Management (North) Ltd

By: REDACTED

Name: REDACTED

Title: General Manager

23/07/2019

Date:

5D – Enabling Agreement – Solution 4

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Procedure of the Commercial Agreement in accordance with Clause A5.2 of the Enabling Agreement and Clause A19.5 of the Commercial Agreement.

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

(a) the text in Clause BI.2(a)(ix) shall be replaced with: "any reference to the Enabling Agreement includes Schedule 1 (Definitions) to Schedule 4 (Pricing and Invoicing) and Schedule 6 (Staff Transfer and Pensions);"

(b) [NOT USED]

(c) Clause BI.2(c) shall not be amended on incorporation into the Enabling Agreement;

(d) Clause B2.I (Key Personnel) shall not be amended on incorporation into the Enabling Agreement;

(e) Clause B.2.2 (Supplier Personnel) shall not be amended on incorporation into the Enabling Agreement,

(f) Clause B6.5(a) shall not be amended on incorporation into the Enabling Agreement except that "Commercial Agreement" shall be changed to "Commercial Agreement and the Enabling Agreement";

(g) Clause B6.5(c) shall not be amended on incorporation into the Enabling Agreement except that "Authority" shall be changed to "Authority and/or Customer" ,

(h) [NOT USED]

(i) the text in Clause B7.2(d) shall be replaced with.

"The Supplier acknowledges and agrees that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the relevant Customer as a result of the Supplier's failure to meet the Service Levels in accordance with Schedule 3 (Service Levels and Service Credits)";

(j) any reference to "Management Charge" in the text in Clause B8 (Variation Procedure) shall be changed to "Charges";

(k) a new Clause B8.1(e) shall be added to Clause B8 (Variation Procedure) which states:

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Annex 1 — Pick List

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

Customer Name: - the Rail Accident Investigation Branch

Names of all Departments I ALB's etc. that will be using this Enabling Agreement:

The Rail Accident Investigation Branch only.

Your Name: - REDACTED

Key Customer Contacts for this Enabling Agreement			
Name	Position	Telephone	Email
REDACTED	Procurement Business Partner and Category Lead	REDACTED	REDACTED
REDACTED	Contract Manager Business Partner (Deputy Category Lead)	REDACTED	REDACTED
REDACTED	Procurement Officer	REDACTED	REDACTED

REDACTED	Head of Corporate Governance (RAIB)	REDACTED	REDACTED
REDACTED	Corporate Governance Officer (RAB	REDACTED	REDACTED

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Air			
Accommodation			
Eurostar			
International Vehicle Hire (Authority approval required)			
To be bookable Offline	Ye s	No	Later
Rail			
Air			
Accommodation			
Eurostar			
Group accommodation			
Long stay accommodation			
International Vehicle Hire (Authority approval required)			
Airport, train station, port parking			
Group Booking Service (with individual PNR)			
Group Booking Service (without individual PNR)			

REDACTED	Head of Operational support (RAIB)	REDACTED	REDACTED
REDACTED	Head of Operational Support (RAIB)	REDACTED	REDACTED
Season Tickets			
Transport for London bookings (including Oyster cards)			

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Customer address, including postcode

Rail Accident Investigation Branch
REDACTED

And

Rail Accident Investigation Branch
REDACTED

Billing Address (if different)

REDACTED

SECTION A - SERVICE REQUIREMENTS:

The Services required from Commercial Agreement Solution 4 are:-

To be bookable Online	Yes	No	Later
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Rail			
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Rail warrant bookings			
Meet and Greet Service			
Book for third party travellers			
Visa, passport, currency			
Coach or bus tickets			
Coach hire with driver			
Ferry Bookings			
Taxi Bookings			
Executive Services			
Air charter			
Special assistance for exceptional circumstances, e.g. escorted travellers, unaccompanied minors or an accompanied traveller service requirement for visually impaired travellers			

Travel Service Implants			
Additional Requirements as per paragraph 17 of Schedule 2 (please specify below)			
Any other services. • Emergency Support for Travellers			

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Insert here any non-mandatory online and/or offline requirements from Schedule 2 as well as any requirements under Paragraph 17 of Schedule 2 which you would like to discuss with the Supplier during Implementation:

Supply and Maintenance of current Ticket	

SECTION B - PAYMENT OPTIONS REQUIREMENTS:

Pricing Option	A — Booking Service Fee Model
Payment Options .	Consolidated invoice accounts, for example 10 or 30 days

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Invoicing Options .	X Monthly Consolidated Invoice - 30 Day Settlement Terms
Returned Commissions	N/A

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SECTION C - TRAVEL POLICY & PROCESS REQUIREMENTS.

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

Email Address	Finance Contact Name	Telephone Number
REDACTED	Shared Services Supplier Invoice Team	REDACTED
REDACTED	REDACTED	REDACTED

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

Code Fields title: (e.g. Cost Centre, PO Number etc.)	Mandatory Field: (Yes/No)	Format: (e.g. Validation table, Mask, Drop down). *Please also provide any list of codes.	Shown on Invoice?	Additional comments:
Purchase Order Number		Drop Down	Yes	To enable us to three way match the invoice
WBS RAIB does not use Cost Centres		Drop Down	Yes	Shows which budget to charge the travel to
Oscar Code	Yes	Drop Down		To identify the type of travel

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Analysis Code		Drop Down	Yes	To identify the type of travel
Work Order Number	No	Text Entry	Yes	Only used for certain journeys which are recharged to our customers
Online Booking System Policy Configuration and Offline Service(s) Access		Customer Response		
Do you have any other reason codes than listed in Schedule 2?		No		
If Yes, please specify:				
Do you have any policies on class of rail travel?		Yes		
If Yes, please specify:		UK and overseas rail travel must be standard class, unless a sleeper booking or there are special requirements for disability, pregnancy etc. RAIB also permits 1 st class travel for immediate Operational Deployment		
Do you have a preferred default method for rail ticket fulfilment?		<p>Yes — continued use of ticket machines in Derby and Farnborough</p> <p>Though please note from January 2019 we will also consider use of default to Smartcard delivery.</p> <p>Operational requirements will always be overriding factor in method used</p>		

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<p>If Yes, please specify:</p>	<p>Customer onsite Printer (own) Customer onsite Printer (New/Suppliers) <input type="checkbox"/> Ticket on Departure <input type="checkbox"/> First Class Post <input type="checkbox"/> Second Class Post <input type="checkbox"/> Print at Home/Self Print <input type="checkbox"/> Collection at Station Window <input type="checkbox"/> Recorded or Special Delivery Post <input type="checkbox"/> Courier Service <input type="checkbox"/> Smartcard / Bar Code / Smart Phone Application Other</p>
<p>Do you wish to purchase or lease desktop or kiosk printers?</p>	<p>No — we have these already</p>
<p>If Yes, please specify: i.e. The number, type, whether purchases or leased and location of the printers.</p>	
<p>Do you require maintenance contracts associated with either purchased, leased or Customer Owned ticket printers?</p>	
<p>If Yes, please specify:</p>	<p>Maintenance</p>
<p>Do you have any policies on class of air travel?</p>	<p>Yes</p>

<p>If Yes, please specify: e.g. do not display / provide first class air fares</p>	<p>All air travel less than 8 hours must be economy class, apart from in exceptional circumstances for disability, pregnancy or rapid response travel. Air travel for longer than 8 hours can be economy, premium economy or business class. RAIB also permits premium economy and business class travel for immediate Operational Deployment</p>
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	<p>However, we do not require any fares to be blocked on the system, or subject to additional pre-trip approval.</p>
<p>Do you have any policies on flight duration? If Yes, please specify below*</p>	<p>Yes</p>
<p>Do you have any policies on accommodation? If Yes, please specify below**</p>	<p>Yes</p>
<p>Do you want the Supplier to operate a rate cap management policy? *</p>	<p>Yes</p>

If Yes, please specify:	<p>If a hotel is within the Accommodation cap below, code green and allow the booking. If a hotel is above the accommodation cap, code amber. Allow the booking, but the booker must supply a reason for exceeding the cap, from the list in Schedule 2. The reasons must be included in the MI provided to the MCA.</p> <p>RAIB also permits booking of out of accommodation cap for Immediate Operational Deployment</p> <p>We do not require any hotel rates to be blocked, or subject to additional pre-trip approval.</p>
Do you require the exclusion of sale of certain routes or airlines? Locations or accommodation providers?	Yes
If Yes, please explain the reasons behind such exclusion.	Please exclude any accommodation offered by Air B'n'B or similar unregulated provider, on the grounds of health and safety

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DO you require pre-trip authorisation?	No
If Yes, please specify:	We do not require bookings to be blocked pending authorisation, but there must be a mandatory field for completion on each booking, where the booker confirms they have their line manager's consent to travel.

Do you require a bespoke automated attendant model and/or interactive voice response telephone script?	No
If Yes, please specify:	
Do you require the facility to book valuable or sensitive items on flight or rail bookings?	Yes
If Yes, please specify:	Our staff sometimes travel with valuable and/or sensitive technical equipment. Also lifejackets containing compressed gas will be required to be carried onto some flights. RAIB may require the carriage of evidence in the passenger cabin with an Inspector to avoid damage I loss and for continuity
Do you require the facility for offline bookings to be made without the need to create or store permanent traveller profile?	Yes
If Yes, please specify:	RAIB operational support staff and Duty Coordinators may need to book travel for Inspectors without their own profile. We may also book for contractors travelling at our expense.

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Have you provided a copy of your Travel Policy?	Yes
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Do you need to update the list of cost centre codes, employee numbers, GL strings, Project Codes or WPS numbers more than 12 times per year?.	No
Any other policy requirements? If Yes, please specify:	Please see Appendix B — Statement of Requirements for information about policy derogations for rapid response travellers.
Any other special booking requirements? If Yes, please specify:	Please see Appendix B — Statement of Requirements for information about the use of the Offline Service.

Flight Duration Policy*

Flight Duration in hours	Class of Travel Permitted	Comments:
8 or less	Economy	Please do not block any fares — there are limited exceptions to this.
Over 8	Economy Premium Economy Business	Please do not block any fares — there are limited exceptions to this. However, any first class flight of any duration will be queried with the traveller post-hoc.

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Accommodation Spend Limits**

Location:	Accommodation cap/Amber Policy	Cut Off cap/Red Policy (if applicable)	Comments:
London	REDACTED	REDACTED	
Outside of London	REDACTED	REDACTED	
Other major cities (up to 5)	REDACTED	REDACTED	

Rate Cap Management Policy***

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

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

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ANNEX 2 — Customer Bespoke Service Requirements

1. At paragraph 5.9 Of Schedule 2, the following Rail Accident Investigation Branch employees shall be super users of the Online Booking System:
 - a. REDACTED
 - b. 5 X REDACTED

All other users shall have permission to book travel for themselves, their colleagues and guest travellers. For the avoidance of doubt, special authorisation to book out of policy travel is NOT required at the Rail Accident Investigation Branch, and the above people should NOT be listed as authorisers for this.

2. At paragraph 5.12, please see Appendix B — Statement of Requirements for details of the required training on the Supplier's system.
 3. At paragraph 5.13, we will require access to any available tool for the use of the Online Booking System via smartphones.
 4. At paragraph 6.6.5 of Schedule 2, we do not require the facility to upload traveller profiles by CSV or direct integrated data feed.
 - 5 At paragraph 6.7 of Schedule 2, our process for deleting inactive profiles is that the Supplier shall inform the super users of any profiles that have not been used for 13 months or more. We expect to receive notification emails once every three months. The Supplier shall only delete said profiles on receiving written instructions from a super user.
 6. At paragraph 6.8 of Schedule 2, we do not require pre-trip approval through the Supplier's Online Booking Tool. However, there must be a facility for travellers to indicate that prior approval has been obtained from their line manager. Confirmation of this must be a mandatory requirement for booking, and the traveller's response must be captured in the Management Information.
 7. At paragraph 6.8.19 of Schedule 2, we do not require any fares to be hidden from travellers.
 8. At paragraphs 6.8.25 and 6.8.26 of Schedule 2, we confirm that we would like the ability to see price comparisons between travel modes, and maps/directions for accommodation bookings, should these become available.
 - 9 At paragraph 6.12.11 of Schedule 2, we confirm that we would like the ability to make season ticket bookings.
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10. At paragraph 6.13.8 of Schedule 2, we confirm that we require the ability to book accommodation in remote areas, principally the Highlands and Islands of Scotland.
 11. At paragraph 6.13.15 of Schedule 2, we confirm that we require the facility to minimise instances of hotels informing travellers that their billback has not been adequately set up.
 12. At paragraphs 8.42 and 8.43 of Schedule 2, we confirm we do not need either of these non-mandatory requirements.
 13. At paragraph 12.7 of Schedule 2, we confirm we do not require any other complaints process than that listed.
 14. At paragraph 17.3 of Schedule 2, we will require the Supplier to contact third party suppliers with specific requirements.

15. At paragraph 17.4 of Schedule 2, we will require the ability to set up profiles for Travellers with non-UK passports.
16. At paragraph 17.8 of Schedule 2, we do not require separate information on complex flights.
17. At paragraphs 17.9 and 17.10 of Schedule 2, we do not require separate notification of taxable bookings.
18. At paragraph 17.10.1 of Schedule 2, we do not require special support for compassionate journeys.
19. We confirm that we do not require any of the services listed at paragraphs 17. II — 17.15 of Schedule 2 inclusive.
20. At paragraph 18 of Schedule 2, we require a service to support passport and visa applications, but not for the purchase of currency.
21. We confirm that we require all services under paragraph 19 of Schedule 2.
22. At paragraph 20 of Schedule 2, we require the ability to hire a coach with a driver and to buy and top up Oyster cards only.
23. At paragraph 21 of Schedule 2, we do require the ability to make ferry bookings.
24. At paragraph 22 of Schedule 2, we do require the ability to book taxis.
25. At paragraph 23 of Schedule 2, we do not require executive services.
26. At paragraph 24 of Schedule 2, we do not require the feedback facility.

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

Please see Appendix B — Statement of Requirements.

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ANNEX 2b - Outputs from Direct Award I Further Competition

ANNEX 3 — Customer-Level Go Live Implementation Plan

As agreed with supplier

ANNEX 4 — Reporting

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

- Top 10 travellers by spend and number of journeys iv.
Number and % of journeys under 300 miles

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

h) For rail:

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

i) For accommodation:

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

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

The special reporting requirements set out in Appendix B — Statement of Requirements, specifically:

- Reporting on domestic flights as at paragraph 6.2 of Appendix B;
- Specialist fields and ad-hoc reporting as at paragraph 1 1.2 of Appendix B;

- Complaints/issues management reporting as at paragraph I I .3.2 of Appendix B,
 - Sustainability reporting as at paragraph I l .6.1 of Appendix B;
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- KPI reporting as at paragraph 16.2 of Appendix B.

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ANNEX 5 - Key Personnel

1. General

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

Key Role	Key Personnel
Account Manager	REDACTED
General Manager	REDACTED

ANNEX 6 Transferring Employees