



Medicines & Healthcare products Regulatory Agency

ORDER FORM

Medicines and Healthcare products Regulatory Agency
10 South Colonnade
Canary Wharf
London E14 4PU

Clarity Travel Limited
4th Floor, Broadhurst House
56 Oxford Street
Manchester, M1 6EU
Registration no: 07413801

24 July 2023

Dear Sirs


Call-Off Contract Ref: C194033 for the Supply of Business Travel Management Services

- 1 Further to the Framework Agreement dated 05/11/2019 (and Deed of Variation dated 21/06/2023) we wish to instruct you to supply the Services described below in accordance with the terms of the Framework Agreement, this Order Form and the Call-Off Terms and Conditions, as further set out and described in the Brief attached at Framework Schedule 1.
- 2 The particulars of this Call-Off Contract are set out below:

Item	Description
Order Form Reference: (Front page of Call-Off Terms and Conditions)	The Order Form/Framework Agreement Reference is LUPC - PFB4039 SU (Lot 1) The Call-Off Contract Reference is C194033
Parties	Between: (1) THE SECRETARY OF STATE FOR HEALTH AND SOCIAL CARE, acting through the MEDICINES AND HEALTHCARE PRODUCTS REGULATORY AGENCY (MHRA), acting as part of the Crown, and whose registered

	<p>office is at 10 South Colonnade, Canary Wharf, London E14 4PU (the Customer); and</p> <p>(2) Clarity Travel Limited with a registration no. 07413801, and whose registered office is at 4th Floor, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU (the Supplier).</p>
Call-Off KPIs (Cl. 1.1)	<p>The Supplier shall deliver the Services at the defined levels of performance/KPIs as indicated in Annex 2 to this Order. Regardless, the Services shall be performed in accordance with Good Industry Practice.</p> <p>Quarterly Performance Monitoring Reports shall be provided by the Supplier setting out its performance of the Key Performance Indicators (KPIs), for use by the Customer in evaluating the effectiveness and efficiency of overall service performance.</p> <p>Further details of the monitoring process have been outlined in Schedule 5 of the Call-Off Terms and Conditions. Changes to the KPIs can be made with the agreement of both Parties.</p>
Charges (Cl.1.1)	<p>The Buyer estimates the value of potential total sales it may place through this Order/Call-Off Contract is up to £6,000,000.00 (Six Million) pounds excluding VAT (the Call-Off Contract Award value for the maximum 36 months duration/Term). The Customer makes no guarantee as to an expenditure level or a volume commitment, so the actual figure may be higher or lower than this estimate; nor any exclusivity with the Supplier in relation to these Services.</p> <p>The Supply Rates/Fees charged shall be in accordance with those agreed for the Framework Agreement; these have been detailed in Annex 3 to this Order (these should be firm, unless otherwise agreed). The fares and accommodation costs/charges shall be levied as booked.</p> <p>The Supplier shall submit each consolidated monthly invoice electronically to the Customer at accounts.payable@mhra.gov.uk in respect of any Charges properly due to the Supplier under the Contract, with agreed breakdowns. The Charges shall be paid to the Supplier within 30 (thirty) days of receipt of properly rendered invoice(s).</p>
Contract End Date (Cl. 1.1)	<p>means/equivalent of:</p> <p>the Services End Date (see below).</p>

Customer Liability Cap (Cl. 1.1)	Redacted under FOIA Sect 43(2) Commercial Interests
Delivery Date(s) (Cl. 1.1)	Not applicable.
Defects Rectification Period (Cl.1.1)	Not applicable.
Goods (Cl. 1.1)	Not applicable.
Premises (Cl. 1.1)	The Services shall be supplied offsite, from the Supplier's premises or remotely. No office space will be made available by the Customer.
Services (Cl. 1.1)	<p>Fully Managed Travel Management Services 2019 (Southern Universities Purchasing Consortium (SUPC) Framework Agreement Reference Number: 2015/03 (Lot 1), OJEU Contract Award Notice: 2015/S 127-233575)</p> <p>Business Travel Management Services</p> <p>The Supplier shall provide access to and support a fully managed service for all UK and International travel and associated services, covering (not an exhaustive list): UK and International Air, Rail (including Eurostar), and Hotel/accommodation services; UK and mainland European Ferry services; Intercity Coach services; International and domestic/UK Vehicle Hire; Airport Meet and Greet services; UK and International Taxis; Conference and Event support and/or Venue Hire; Visa, Passport and Currency services; and relevant professional advice. The Supplier must be able to meet the requirements for travellers with additional needs.</p> <p>The Customer will be able to research and book using an online tool (via laptop and mobile app) and/or offline booking channels using a traditional call centre/agent type operation (on the lowest cost non-Premium Line telephone number). In addition, the Supplier shall provide a 365 day 24-hour helpline for travellers to make contact for support.</p> <p>The Supplier shall undertake regular reviews and offer proposals for continuous improvement and more effective ways of working, for instance in regards to</p>

	<p>traveller safety, savings, system developments, quality and sustainability improvements.</p> <p>The Supplier's online tool must clearly show the details of the carbon emissions for a potential journey and prompts sustainable travel options, to allow the booker to make an informed decision. The Supplier shall have the ability to monitor the carbon footprint created by each of the Customer's booking, and to provide the Customer with various sustainability/carbon reporting to support the Customer in addressing and reducing environmental impact (as needed).</p> <p>Further details of the Services have been set out in Annex 1 to this Order.</p> <p>The Customer has supplied details of its permissible booking thresholds for the Supplier's system.</p>
Services Commencement Date (Cl. 1.1)	<p>Supply of the Services shall commence on 01 August 2023.</p> <p>The Supplier shall manage the implementation process and will ensure a smooth and seamless transition from existing booking system(s) to the new systems.</p>
Services End Date (Cl. 1.1)	<p>Supply of the Services is to end on 31 July 2025, subject to earlier Termination in accordance with the Call-Off Terms and Conditions (including the Break clause below) and/or optional extension of up to 12 months. Please note that in the event any advance bookings extend past the End Date (howsoever arising), the Parties shall review these bookings and the Supplier may be requested to honour and manage/support these bookings.</p> <p>A Termination/Break clause of at least 30 days' notice shall apply with the Customer required to provide not less than 30 days' written notice to the Supplier to terminate the Contract (without cause and liability). On request from the Customer, the Supplier shall produce a formal written exit plan with a clear timetable within 30 days' of such a request, covering how it would fulfil its obligations in providing the necessary Termination assistance (free of charge) to the Customer; for instance, help with a re-competition and the transfer of any assets/data to the Customer/replacement supplier including a seamless transition from existing system(s) to any new systems, with all parties contributing support as needed. The Supplier shall not withhold support and shall continue to deliver the Services with no disruption to or degradation of the Services.</p>
Supplier Liability Cap (Cl. 1.1)	<p>Redacted under FOIA Sect 43(2) Commercial Interests</p> 

Instalments (CI 8.4)	Not applicable.		
Notices (Clause 19.3)	<p>Any written notice provided under Clause 19.1 shall be sent:</p> <p>In the case of the Medicines and Healthcare products Regulatory Agency (Customer):</p> <p>To: 10 South Colonnade, Canary Wharf, London E14 4PU</p> <p>purchasing@mhra.gov.uk</p> <p>Marked for the attention of: Corporate Commercial Manager.</p> <p>In the case of Clarity Travel Limited (Supplier):</p> <p>To: 4th Floor, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU</p> <p>Redacted under FOIA Section 40 Personal Info</p> <p>Marked for the attention of: Account Manager.</p> <p>The key representatives and contact details for each Party are as follows:</p> <p>Redacted under FOIA Section 40 Personal Info</p>		
Data Protection Particulars (Schedule 4)	<p>The Supplier shall ensure it has robust Data Processing and management procedures in place for the duration/Term of the Call-Off Contract, with organisational safeguards and protocols in effect for the security, confidentiality and integrity of Personal Data and all information held on the system.</p> <table border="1"> <tr> <td>The subject matter and duration of the Processing</td><td>The Supplier shall Process Personal Data in the context of using and storing the Personal Data of the Customer's travel bookers, travellers, and/or approvers as applicable (held on the system) in order to provide the Services (i.e. travel-related bookings and management), and in accordance</td></tr> </table>	The subject matter and duration of the Processing	The Supplier shall Process Personal Data in the context of using and storing the Personal Data of the Customer's travel bookers, travellers, and/or approvers as applicable (held on the system) in order to provide the Services (i.e. travel-related bookings and management), and in accordance
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		<p>with Schedule 4 (Data Protection) of the Call-Off Terms and Conditions.</p> <p>Processing will take place as needed for each travel profile and for each booking made, with the Personal Data retained until the relevant Processing has been completed. This Data must be securely stored and erased from the storage media as soon as possible or within 1 month of Contract Termination.</p>	
	The nature and purpose of the Processing	<p>The Processing will be for the purposes of: Delivering a fully managed business travel management service to the Customer to enable it to fulfil its business operations.</p> <p>In addition, the Call-Off Contract shall be held securely as contains the names and contacts for the Supplier's and the Customer's Contract Manager which shall be used for communication purposes to ensure successful service delivery.</p>	
	The type of Personal Data being Processed	<p>We may collect and process the following data in the course of providing travel management and/or meetings and events services.</p> <p>The Personal Data may include:</p> <ul style="list-style-type: none"> • Full Name • Work and mobile telephone numbers • Work and personal email addresses • Home address • Work Staff Number • Passport Number • Nationality 	

		<ul style="list-style-type: none"> • Gender • Date of birth • Marital status • Next of kin • Additional needs/Assistance support requests • Passport details including facial image • Any other information the traveller wishes to share. <p>This is not a default list, however and should not be considered a baseline dataset. The sole information absolutely required to establish a traveller profile is a name, email address and contact number.</p>	
	The categories of Data Subjects	<p>The Data Subjects will include:</p> <ul style="list-style-type: none"> • The Customer's Personnel (including agents, committee members, consultants, and temporary workers as appropriate) - operating as bookers, travellers and/or approvers. • The nominated Customer Contract Manager. • The nominated Supplier Account Manager/Contract Manager. 	

- 3 This Call-Off Contract incorporates all the terms and conditions of the Framework Agreement.
- 4 For the avoidance of doubt where you have carried out any work prior to the date of this Call-Off Contract in any way related to the Services to be supplied under this Call-Off Contract the terms and conditions of this Call-Off Contract and the Framework Agreement shall apply in respect of such work.

- 5 Words and expressions which are defined in the Framework Agreement shall have the same meaning in this Call-Off Contract unless expressly defined otherwise here.
- 6 You must not make any amendments to the Call-Off Terms and Conditions.
- 7 Nothing in this Call-Off Contract shall confer or purport to confer on any third party any benefit or the right to enforce any term of this letter pursuant to the Contracts (Rights of Third Parties) Act 1999.

Please sign and return the attached copy of this Order Form to signify your acceptance of its contents;

Please also sign and return a copy of the Call-Off Terms and Conditions. We will sign Call-Off Terms and Conditions and date them as agreed between ourselves and will return a dated copy to yourselves.

Yours faithfully

Accepted and acknowledged by:

Redacted under FOIA Section 40 Personal Info

Redacted under FOIA Section 40 Personal Info

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for and on behalf of the Customer

for and on behalf of the Supplier

Redacted under FOIA Section 40 Personal Info

Redacted under FOIA Section 40 Personal Info

Date: 6 February 2024

Date: 19 Jan 2024

Annex 1: Brief with Specification of Requirements

Lot 1 - Business Travel Management Services

Please note that references to the Member Institution/Member herein covers the Customer.

1 Scope

- 1.1 The Supplier shall be required to deliver a cost effective service for Business Travel Management Services that maximises value for money for Member Institutions through the delivery of a timely, effective, up-to-date, socially conscious, and quality service.
- 1.2 There is a requirement for sufficient flexibility in the approach and delivery of the service to accommodate the different organisational structures, operating styles, systems, and cultures amongst Member Institutions.
- 1.3 It is critical that the Supplier develops an understanding of the organisational aims, tasks and risks. It will also be necessary to develop relationships with the Member Institution to enable the establishment of a clear understanding of individual needs.
- 1.4 The Supplier must adhere to and maintain relevant and required accreditations and certification, and strategic partnerships or preferred statuses currently in place. Certifications should be made available on request.
- 1.5 The Supplier must be up to date with all relevant legislation, regulations, and guidelines over the life of the contract.

2 Framework Management (not included – see Specification for details)

3 Contract Management

- 3.1 The Supplier shall provide at mobilisation an individual to act as an Account Manager for the contract for the purposes of liaison with the Member Institution as required.
- 3.2 The Account Manager shall act as the primary point of contact for all matters relating to the contract and shall attend a start-up meeting and ongoing performance management meetings throughout the life of the contract to discuss Key Performance Indicators at intervals set by the Member Institution.
- 3.3 The Account Manager will be responsible for:
 - 3.3.1 Resolving and providing solutions to the Member's queries within a maximum limit of one working day.
- 3.4 The Supplier must appoint a Senior Manager who will be responsible for all of the account managers, ensuring the Service Level Agreement is met and all The Suppliers responsibilities under this Framework Agreement and Contracts.
- 3.5 Where the Member Institution has an existing contract with another supplier, the Supplier will work with any incumbent to manage the transition to the new Contract.

- 3.6 The Supplier shall supply a consolidated report of KPIs as set by the Member Institution, to the Member Institution at a reasonable time before the review meeting, as agreed between the Supplier and the Member Institution.
- 3.7 The Supplier should have a process in place to manage any kind of absence of the nominated Account manager, with alternative members of the Supplier's staff available to be on hand to deal with any business, issue or problem arising in connection with the provision of the service.
- 3.8 The Supplier should have a clear process in place for the escalation of customer complaints and issues.
- 3.9 The Supplier should have a process in place for setting up and mobilising at the start of the Framework Agreement/Contract.
- 3.10 The Supplier will work co-operatively with any Member's Incumbent Supplier to affect a systematic, planned and robust transfer which ensures continuity of service.

4 Management Information and Reporting

- 4.1 The Supplier shall supply Management Information to SUPC on a quarterly basis, detailing Framework spend across the Member Institutions.
- 4.2 The Supplier shall use SUPC's MI template and the template report shall be delivered in electronic format detailing the following information
 - 4.2.1 Member Institution
 - 4.2.2 Month
- 4.3 The Management Information shall be submitted by the 15th of the month following the close of that quarter.
- 4.4 A Member may require a central portal to self-access their MI, with the ability to export the data.
- 4.5 The Supplier to provide spend by Member by month on air travel and hotel bookings as per the format requested.
- 4.6 NOT USED
- 4.7 Both online tools and offline purchasing methods will have the ability to support various payment options to include Corporate credit cards (GPC), Corporate debit cards (GPC), GPC, Lodge Cards, Supplier's Credit or charge card **free of charge**, Consolidated Invoice Accounts, Invoice Accounts and pay on departure; including pre-payment, deposits and Bill Back. The Member will decide which payment option they will use as part of implementation; they will be able to select multiple payment options.
- 4.8 Both online system and offline purchasing methods will have the ability to handle accommodation venue deposits if requested.
- 4.9 The Supplier will provide invoice solutions to support the Member's selected payment options in accordance with the minimum standard choices included in the Framework.
- 4.10 The Supplier will provide copy invoices free of charge on request by trip to support a Member's requirements to evidence use of grant funding.
- 4.11 Suppliers to provide dashboard style quarterly reports (including monthly breakdown) that would be delivered to the Consortium and a Member Institution under the Framework in line

with the requirements of schedule 7. Dashboard summary report should include performance against agreed KPIs, Summary of all transactions according to the lot and summary of savings by month, based on difference between Framework fares for travel, room or apartment rates and fares for travel, room or apartment rates outside of the Framework. The supplier will work with each institution to determine the best methodology of providing savings.

5 Accreditations

- 5.1 The Supplier shall commit to the achievement of ISO9001, ISO14001, and ISO27001 accreditations, within the first Calendar year of appointment to the Framework, if such Accreditations are not already held at the time of appointment to the Framework or show a robust suitable alternative system.
- 5.2 The Supplier must be members of the Association of British Travel Agents, (ABTA), and the Association of Bonded Travel Organisers Trust (ABTOT), and hold an Association of Travel Operators licence. (ATOL).

6 Business Continuity and Disaster Recovery

- 6.1 For the duration of the agreement/Contract the Supplier shall have a robust Business Continuity and Disaster Recovery Plan in place to address any threats or risks to the provision of Goods and Services.
- 6.2 The plan shall set out how such threats and / risks may be mitigated and how the provision of Services will be maintained in the event that an identified threat or risk materialises.
- 6.3 The Supplier shall maintain ISO 22301 Business Continuity Management accreditation.

7 General System Requirements

- 7.1 All online services and online set-up shall be free of charge.
- 7.2 The Member Institution will access the service, through a generic front end portal; before being automatically directed to their own unique secondary portal, which can be tailored by the Member to reflect their own travel policy and booking requirements. Access to the Booking System will be via a single user name and password.
- 7.3 The System will have inbuilt support functionality.
- 7.4 The Supplier will offer a smartphone App (Apple and Android enabled) to provide the traveller with itinerary information.
- 7.5 The Supplier may be required by the Member to work and interface with their individual Purchase 2 Pay systems and/or provide an alternative solution
- 7.6 The Supplier may be required by the Member to work and interface with external Third Party systems for the communication and distribution of Fares, Tickets and Reservations information.
- 7.7 The Supplier will provide online and offline support on a 365 day, 24-hour basis
- 7.8 The Supplier will provide, outside of scheduled system maintenance and/or system upgrades, access to the online booking system on a 365 day, 24-hour basis.

- 7.9 The System will provide mechanisms for the Member Institution to provide feedback on the quality of accommodation, the booking process and third party supplier performance and quality.
- 7.10 All essential scheduled system maintenance and/or system upgrades must occur outside of core hours (08.30 – 17.30). Notification of scheduled maintenance and/or system upgrades will be provided to all registered users of the system at least 48 hours in advance via their registered e mail address.
- 7.11 The system will allow bookers to amend or cancel (subject to any terms and conditions) any air, rail, accommodation or venue within the online environment. This should also be available offline regardless of how the booking was made.
- 7.12 Refunds from any 3rd parties must be passed to the Member minus any agreed administration fees as opposed to being held against the Member Institution's account against which future bookings are off-set.
- 7.13 The System will retain electronic records of all transactions made by the Member Institution.
- 7.14 The Supplier shall provide 100% booking accuracy, and where mistakes are made by The Supplier, the Supplier shall pay any increased costs for the Member and provide a refund for any reduction in cost.
- 7.15 The Supplier will provide an online system for traveller registration for Groups and Conferences.
- 7.16 The online and offline solutions will pull the rail, accommodation venue and air content from the agreed sources; which will include rail pricing, accommodation venue content/rates and air content/fares from a mix of Redacted

Redacted

8 Users' Profiles – system requirements

- 8.1 The Member will be able to register as bookers for themselves, on behalf of colleagues or adopt a central registration approach 100% online and without the need to telephone or email for support.
- 8.2 The Member will be able to register for offline access by emailing the offline registration form to the appointed Supplier, who will respond within the agreed SLA.
- 8.3 The Member will be able to create new, amend and/or delete existing traveller profiles. Profiles will capture data, including any special needs and equality requirements, which must be transferred into the booking confirmation, so that the 3rd party travel provider is fully aware of the booking requirement.
- 8.4 The Supplier will ensure suitable system security with minimum password requirements and a timed system generated prompt to change passwords.
- 8.5 The Supplier will ensure the system has the ability to create and amend traveller profiles, to capture the traveller's requirements or needs, including additional needs. The Member will also have the option to email the Supplier a traveller profile form and have the Supplier create the profile instead.
- 8.6 The system will allow booking on behalf of other users with traceability of the booking available to the booker and the traveller.

9 Research, Booking, and Confirmations – System requirements

- 9.1 The System will ensure that room descriptors, accommodation venue facilities and accommodation venue location are clearly displayed.
- 9.2 The System will have the functionality to sort available options by price (ascending/descending) and other characteristics as appropriate such as User Rating, distance/proximity etc.
- 9.3 The Supplier's staff will be sufficiently experienced to provide expertise, advice, and value for money as part of the service. The Supplier will ensure they have sufficient capacity to handle all offline requests.
- 9.4 The ability to select either pre-registered profiles or create ad hoc traveller details, to include special needs and requirements, at the point of booking to facilitate completion and confirmation.
- 9.5 The online system will allow the member to search accommodation, rail, air, ferry etc. or any other type of travel and 'save' the details without the need to confirm a booking.
- 9.6 The online system will give instantaneous confirmation when a booking is made. The system will also send an email to the booker and traveller confirming all itinerary details including but not limited to: confirmation number, traveller name, venue name and address, room type, price, payment confirmation or details, inclusions such as breakfast, Wi-Fi, cancellation terms and conditions etc.

10 Lot 1 - Research, Booking, and Confirmations – System requirements

- 10.1 The system should have the ability to 'favourite', 'remember' or show a history or previous bookings to allow bookers to easily make repeat bookings.

Accommodation – system requirements

- 10.2 The supplier must ensure that the accommodation venue inventories allow the member to book access to non-smoking, clean rooms that are fit for purpose for corporate travellers operating away from home/office, with access to on-site/dining/catering facilities where requested by the booker.
- 10.3 The system should give single travellers the option to book a single or double room for single occupancy and the prices should be made clearly available for those options.

Air – system requirements

- 10.4 For air, full ticketing options will be presented, including but not limited to:
 - 10.4.1 Web fares/Low cost carriers
 - 10.4.2 Non-flexible and flexible ticket options
 - 10.4.3 Multi-sector options
 - 10.4.4 3 alternative fare quotations for complex, multi-sector air bookings
- 10.5 The Supplier will provide the option to discuss the booking prior to confirmation with the booker or traveller where necessary.

- 10.6 The Supplier will provide a booking confirmation including but limited to: confirmation number, traveller name, journey details, check in details, baggage entitlement, cancellation terms and conditions.
- 10.7 If the Member finds an airfare decreases after the ticket is issued, the tickets are reissued at the lower fare and any cancellation fees or charges are notified to the Member provided that the net effect of any cancellation charges always means the cost of the new ticket is still less than the price of the original ticket.
- 10.8 The Supplier will have the ability to provide specific air reservations and services to include but not limited to:
 - 10.8.1 Consolidated/net fares, Consortium and/or Member net fares, upgrades, bulk purchase tickets, resale consolidated tickets, academic, charity and missionary fares and promotional rates, negotiated excess and specialist baggage deals, pre-booking of seat reservations and any other extra or unbundled charges.
- 10.9 The Supplier will not book any journey provided by airlines who are banned by the European Union from flying, validated by the IATA list of non-approved airlines.
- 10.10 The System will also have the ability to provide access to any last minute rate offers and to any advance booking promotions that third party providers make available. Where practicable the Supplier shall also offer the facility to monitor Fares being offered such that in the event that lower cost fare options become available, between the time at which Tickets may have been issued and the time and date of Travel, then the option to re-ticket at the lower Fare shall be extended to the booker, provided that the fulfilment of the proposed travel is not jeopardised.

Rail – system requirements

- 10.11 For rail, full ticketing options will be presented, including but not limited to:
 - 10.11.1 Advance Purchase (singles and returns)
 - 10.11.2 Flexible Returns
 - 10.11.3 Split ticketing options
 - 10.11.4 Ability to cater for individual travellers who possess any type of discounted rail cards.
 - 10.11.5 Cancellation and amendment policies and any charges
 - 10.11.6 Eurostar booking and other international rail/train bookings
- 10.12 Bookers will have the ability to select their preferred rail ticket fulfilment option, before a booking has been confirmed.
- 10.13 The minimum mandatory ticket fulfilment options will be:
 - 10.13.1 TOD Ticket on Departure from Station (at no cost)
 - 10.13.2 First Class post (chargeable at cost as a maximum)
 - 10.13.3 Home and Self Print (at no cost and where TOC's Train Operating Company's support/technology exists)
 - 10.13.4 Print via onsite ticket printer (at no cost)
 - 10.13.5 Ticket on Device via Smartphone app.
 - 10.13.6 Any other no cost option that becomes available in the market during the life of this framework.

10.14 The System will enable the Member to process refund requests for rail tickets within the online environment.

10.15 The Member may require some additional service elements beyond the mandatory requirements. Although these may not be applicable to all Customers who use this Framework, they will be important to some individual Members and may be included as mandatory requirements as part of any further competition process.

Such as

10.16 Supply and installation of Rail Ticket Printers, both desktop and kiosk with initial batch of tickets on a purchase basis. The Initial installation will include one training session to nominated Member representatives.

10.16.1 Service and repair maintenance contracts associated with either purchase or lease options.

10.16.2 Help desk facility for reporting service issues and ordering of replacement consumables, parts and/or stock.

11 Lot 2 – NOT APPLICABLE

12 Air and Accommodation Venue Rates & Programmes

12.1 The Consortium or any individual Member that has negotiated rates with individual or groups of accommodation venues or airlines must be able to gain access to these rates, in addition to the mandatory universal content. Therefore, the Supplier will need a mechanism to load the Consortium's and/or Member's specific air fares/accommodation venue rates/programmes ensuring full visibility. This service will need to be provided free of charge.

12.2 The Supplier will provide, free of charge, assistance and support to develop any future rail/air/accommodation venue programme that the Consortium and/or Member may implement during the life of the Framework. This service will be provided free of charge.

12.3 Airline & Hotel Loyalty Schemes. The Supplier must be able to facilitate mechanisms whereby benefits accruing from Airline, Hotel or other such Loyalty programmes can be managed in accordance with the preferences and procedures of the Member institution, which may include, but not be limited to, aggregation to a central Member Institution account or facility.

12.4 The Supplier should have a capability in place to hold flights on partner airlines.

12.5 The Supplier should have in place relationships with accommodation providers to book through third parties as well as with hotels that only take direct bookings.

13 Conference & Event Booking Requests

13.1 The Supplier should be able to provide an offline enquiry, research, quotation and booking process for external venues used for meeting and event purposes.

13.2 This service will include venues for use either on a hire basis, day delegate or 24-hour delegate basis and should include in the written quotation the following:

- 13.2.1 Minimum of 3 venue choices, which provide best value options to the Member, in terms of location, price and value adds. This will include information on cancellation terms and conditions and should show how the supplier has minimised these.
- 13.2.2 Provide a pro-active negotiation service to deliver savings of at least 10% against Venue's standard rates during the quotation/negotiation process. The appointed suppliers will demonstrate to the Member the level of savings achieved through their MI reporting.
- 13.2.3 Full itemised confirmations, tailored to meet the individual Member's requirements, which must include venue name, location, address, contact numbers, room name and details, number of delegates, full itemised cost breakdown includes food, rooms and overnight accommodation.

14 Travel Risk Management

- 14.1 The Supplier will provide the institution with pre-trip information relating to risk such as security, operations travel risks, political risk etc.
- 14.2 The Supplier will undertake to co-ordinate and work with external Travel Risk Management specialists as appointed by the Member.
- 14.3 Whilst it is understood that the Supplier cannot provide medical advice, it is required of the Supplier to source third party assistance regarding vaccinations, inoculations or other special precautions on request of the Customer.
- 14.4 The Supplier shall provide a system traveller tracking, with the ability for the Member to know the location of their staff with the ability to communicate with them to ensure that this fulfils the duty of care requirements for the individual Member.
- 14.5 The Supplier will be able to communicate at all times with travellers, bookers and Member Institutions on events such as accident, outbreak of hostilities, natural disaster, ill health and repatriation.
- 14.6 The Supplier must be able to meet requirements for single travellers to travel to areas of conflict.
- 14.7 The Supplier will provide or arrange support staff within the UK and any overseas destination where required.
- 14.8 The Supplier will provide a range of risk tools available to the Member Institution.

15 Social Value, Sustainability and CSR

- 15.1 The Supplier will support the Member in delivering programmes that support sustainable employment, training growth and improved performance of their local economies in

Redacted

Redacted
- 15.2 The Supplier will provide regular Management Information to enable Carbon Management Reporting as specified by the Member Institution.
- 15.3 The Supplier shall ensure that in the provision of its Services that it shall ensure monitoring of Employment and Labour Conditions throughout all aspects of their Supply Chain and that all appointed sub-contractors are adherent to local employment regulations and legislative

requirements, including, but not limited to, monitoring of potential Modern Slavery breaches. The Supplier shall ensure full adherence to the provisions of the Modern Slavery Act 2015.

15.4 Not used

15.5 The Supplier shall ensure that within its UK Operations it shall adhere to legislation relating to National Minimum Wage and should throughout its supply chain promote National Living Wage and Real Living wage.

15.6 Redacted

15.7 The Supplier will provide a sourcing, booking and confirmations service for Taxi Services to and from destinations as required. Any Taxi Services booked for transport within the UK shall be compliant with The Equality Act 2010 (Taxis and Private Hire Vehicles) (Passengers in Wheelchairs – Notices of Exemption) Regulations 2017.

15.8 The Supplier must be able to meet the requirements for travellers with additional needs.

15.9 All online and offline solutions provided by the Supplier must offer functionality to enable full use by individuals who may be visually or hearing impaired, in accordance with the Equality Act 2010 or other relevant Law throughout the duration of the Agreement/Contract. This should be cascaded through the supply chain.

15.10 The Supplier should have the ability to monitor and report on the carbon footprint created by each booking. Redacted

16 Other Services

16.1 The sourcing, booking and delivery of tickets for ferry travel to and from destinations as required. Includes the notification and confirmation of bookings to the booker/traveller and also options for travel, intelligence and travel advice. For ferry travel this includes UK domestic and mainland European destinations as required.

16.2 The Supplier shall, if required to do so by the Member, book cars on behalf of the Member by accessing the Member's car hire offerings, details of which will be made available to the Supplier during implementation; or provide access to car hire in UK locations through the online and offline booking channels.

16.3 The Supplier shall provide a facility for the Member to reserve tickets on intercity coach journeys.

16.4 The Supplier shall provide as required by the Member a complete service for visa, passport & currency services, including, advice, translation service, delivery and collection.

16.5 The Supplier shall provide a fully integrated service from work place or home to meeting or hotel, this could include, but not limited to, taxi, train, flight and hotel.

16.6 The Supplier must provide assistance for travellers, bookers and the Member's Institution as a result of the Loss of tickets, Cash/Travellers checks, Passports/Visas, travel delays, and Problems with travel or accommodation bookings and ability to change travel arrangements en-route.

- 16.7 The Supplier must provide resolution to solve a travel problem that occurs due to a Supplier error such as failure to book a flight, rail journey, hotel or arrange a visa. This should include compensation and replacing the original requirements.
- 16.8 The Supplier will ensure that they subscribe to a capability or offering which can audit/inspect hotels and accommodation in the UK and overseas.
- 16.9 The Supplier should have in place a system of continuous improvement and innovation and should look for ways to identify savings through the lifetime of the Framework/Contract.

17 Marketing Strategy

- 17.1 The Supplier shall, with approval from SUPC, be expected to generate its own marketing strategy, information, initiatives, and provide the necessary resources to support the marketing of the Framework and the Supplier's services to Member Institutions.
- 17.2 The Supplier will provide required communications for use as part of newsletters, travel user groups, E-bulletins and one to one meetings.
- 17.3 The Supplier will provide education such as, but not limited to, introduction to the Supplier's department and capabilities, online booking webinars and seminars, getting the cheapest rail tickets, available net air ticket programmes including Consortium / Charity / Supplier's own and sharing industry updates.
- 17.4 The Supplier will provide promotion, such as, but not limited to, Supplier open days, direct email, airport visit and sponsored exhibitions.

Annex 2: KPIs

(The monitoring process has been outlined in Schedule 5 of the Call-Off Terms and Conditions)

No.	Performance Target	Key Indicator	Performance Measure
1)	Acknowledgement and response to requests for support (including making bookings offline) or to queries - by telephone, email or via the online booking system/portal - online and offline support on a 365 day, 24-hour basis (noting limited out-of-hours telephone support except in an emergency – see point 2)	Redacted	
2)	Ensuring availability of a 365 day 24-hour service (to action bookings and amendments, as well as support for incidents) and provision of an emergency telephone contact number (which can be called from abroad) in addition to online support		
3)	Guarantee to fulfil all Services covered in this Contract within the lead-times and to the relevant standards and specification (To include providing agreed booking system/portal functionality, with a		

	range of search and booking options)	Redacted
4)	365 day 24-hour availability and reliability of online booking system/portal (notwithstanding periods for scheduled maintenance and system upgrades)	
5)	Secure systems/networks and robust data handling/Processing procedures to safeguard the confidentiality and integrity of data/Personal Data, from unauthorised access, loss and/or disclosure and in compliance with Data Protection legislation Ability to maintain Cyber Essentials Scheme certification and ISO 27001 certification	
6)	Provision of traveller tracking system to assist the Customer with meeting its duty of care Updating the Customer within 1 hour of the status of affected travellers due to an incident/emergency situation, and informing/communicating with the affected traveller as a matter of urgency (with any follow-up notifications as needed). Also, provision of	

	assistance if tickets/passport lost etc and any repatriation advice, as appropriate	Redacted
7)	Invoice accuracy and timeliness, with each consolidated invoice presented electronically on a monthly basis with the correct Charges due and the agreed breakdowns/mandatory reference fields	
8)	Accuracy of booking and documentation, and in the event of a Supplier error, such as a failure e.g. to book a flight or hotel, the Supplier should rectify urgently and may be liable to pay compensation	
9)	Account Management requirements of attendance at the quarterly Performance Review Meetings (in London or by video/conference call) and on time submission of the MI including Performance Monitoring Reports in the last week of the quarter (MI/ reports should also be accessible via the dashboard) * (Further detail on the required MI is covered below)	
	Handling of any complaints or issues of dissatisfaction/negative	

10)	<p>feedback on service performance and their resolution (with a clear escalation process in place)</p> <p>(Complaints to be logged for transparency)</p> <p>There may also be the requirement to conduct a customer satisfaction survey (frequency to be agreed)</p>	<div>Redacted</div>
11)	<p>Price-promise/price-matching service, and Supplier negotiation of relevant preferential pricing/fares and air and hotel loyalty schemes - to ensure the Customer achieves competitive pricing</p>	
12)	<p>Support for the Customer in addressing and reducing environmental impact (as needed), including providing clear data on the portal and in reporting</p>	

* The MI/reports shall provide sufficient data on the progress of the Services, including (but not limited to): a summary of all transactions and savings (and missed savings) per month by category (air, rail, accommodation etc) and cumulatively; number of accommodation non-arrivals; number and value of refunds and cancellations; number of outside of Travel Policy/refusal of lowest price bookings and reason codes; top 10 routes/locations by spend and number of journeys/room nights split across each category; top 10 travellers by spend and number of journeys/room nights per category; and top 10 suppliers by spend and number of journeys etc. In addition, the Customer requires details on its carbon footprint/emissions to enable it to address and reduce environmental impact and to help with government reporting requirements.

Annex 3: Framework Lot 1 Supply Rates/Fees

The Supply Rates/Fees charged shall be in accordance with those agreed for the Framework Agreement and have been outlined below; these should be firm, unless otherwise agreed. The fares and accommodation costs/charges shall be levied as booked.

Air Fares

Clarity

	Transaction fee (single traveller)		Transaction fee (4 - 9 travellers) info only	
	On Line	Off Line	On Line	Off Line
Low Cost	Redacted under FOIA Sect 43(2) Commercial Interests		Redacted under FOIA Sect 43(2) Commercial Interests	
Domestic				
European				
Long Haul Point				
Long Haul Multi				

Rail Fares

Clarity

	Transaction fee (single traveller)		Transaction fee (4 - 9 travellers) info only	
	On Line	Off Line	On Line	Off Line
Domestic	Redacted under FOIA Sect 43(2) Commercial Interests		Redacted under FOIA Sect 43(2) Commercial Interests	
International				
Eurostar				

Hotels

Clarity

	Transaction fee (single traveller)			Transaction fee (4 - 9 travellers) info only	
	On Line	Off Line		On Line	Off Line
Domestic					
Pre-Paid	Redacted under FOIA Sect 43(2) Commercial Interests			Redacted under FOIA Sect 43(2) Commercial Interests	
Bill Back					
International					
Pre-Paid	Redacted under FOIA Sect 43(2) Commercial Interests			Redacted under FOIA Sect 43(2) Commercial Interests	
Bill Back					

Additional Services (if service available) (Information Only)

Clarity

					Transaction fee (single traveller)	
					On Line	Off Line
AIR	Amendment				Redacted under FOIA Sect 43(2) Commercial Interests	
AIR	Cancellation/Refund					
RAIL	Amendment					
RAIL	Cancellation/Refund					
HOTEL	Amendment					
HOTEL	Cancellation/Refund					
VISA	TMC handling fee					
VISA	Embassy Fee					
VISA	Processing (CIBT etc.)					
VISA	Courier fee - total					
UK Ferry Services Booking						
International/Domestic Vehicle Hire Booking						
Airport Meet & Greet Service						
Coach Service booking						
Taxi Service booking						
Payment by Credit Card - Airline Bookings						

Payment by Credit Card - Rail Bookings			Redacted under FOIA Sect 43(2) Commercial Interests
Payment by Credit Card – Hotel Bookings			