



Crown
Commercial
Service

Enabling Agreement (inc Terms and conditions)

Contract Reference: CCYZ20A01 NEWMAT PM-R

SCHEDULE 18 – ENABLING AGREEMENT FOR SOLUTION 4

ENABLING AGREEMENT

CABINET OFFICE- Ministerial Office

THIS ENABLING AGREEMENT is made the 27th day of November 2020

BETWEEN:

- (1) Cabinet Office of REDACTED TEXT (the "**Customer**"); and
- (2) Corporate Travel Management (North) Ltd. (a company registered in England, Scotland and Wales under company number 00488182 (the "**Supplier**") whose main or registered office is at REDACTED TEXT

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

WHEREAS:

RECITALS

- (A) The Customer wishes for the Supplier to provide Offline and Online Travel Solutions to the Customer under the centralised arrangements that the Authority has put in under the Commercial Agreement for purchasing such services by the Customer.
- (B) The Commercial Agreement referenced in Recital A above for the Services was entered into between the Authority and the Supplier on **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

1A PART A PROVISIONS

1A1 Initial Enabling Agreement Period

1A1.1 The Enabling Agreement shall take effect on the Commencement Date of the Enabling Agreement and, subject to Clause 1A1.2 below, shall continue until the end of the Initial Commercial Agreement Period of the Commercial Agreement.

1A1.2 The Enabling Agreement shall continue:

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

1A2 Beneficiaries – the Customer

1A2.1 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.

1A3 Beneficiaries – the Authority

- 1A3.1 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.

1A4 Performance of the Services

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

1A5 Termination and Dispute Resolution Procedure

- 1A5.1 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 1A5.1 and Clause A19.4 of the Commercial Agreement.
- 1A5.2 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 1C1.6 of the Enabling Agreement, such Dispute shall be escalated to the Authority and the Supplier for resolution in accordance with Dispute Resolution Procedure in Schedule 14 (Governance). For the avoidance of doubt, the escalation pursuant to this Clause A5.2 to the Authority and the Supplier under Schedule 14 (Governance) shall commence at the level beginning at paragraph 6.1(2) of Schedule 14 (Governance).

1A6 Consent of the Authority

- 1A6.1 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.
- 1A6.2 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).

1A6.3 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).

1A7 Incorporation of the Clauses and Schedules of the Commercial Agreement into the Enabling Agreement

1A7.1 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

1B1 Incorporation of the Clauses of Part B of the Commercial Agreement

- 1B1.1 Save as otherwise set out in Part C below, from the Commencement Date of the Enabling Agreement, the Clauses of Part B of the Commercial Agreement are incorporated into this Part B of the Enabling Agreement.

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

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

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

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

PART C

1C PART C PROVISIONS

1C1 Changes to Clauses of Part B of the Commercial Agreement

- 1C1.1 Unless otherwise stated in this Part C, all references to “Authority” and “Commercial Agreement” in the Clauses of Part B of the Commercial Agreement or Schedule 1 (Definitions) of the Commercial Agreement shall, as incorporated into the Enabling Agreement in accordance with the Clauses in Part B of the Enabling Agreement, be regarded as references to the “Customer” and “Enabling Agreement”, respectively.
- 1C1.2 Unless otherwise stated in this Part C, all references to “Customer” and “Enabling Agreement” in the Clauses of Part B of the Commercial Agreement or Schedule 1 (Definitions) of the Commercial Agreement shall, as incorporated into the Enabling Agreement in accordance with the Clauses in Part B of the Enabling Agreement, be regarded as references to the “Authority” and “Commercial Agreement”, respectively.
- 1C1.3 Unless otherwise stated in this Part C, all references to “Enabling Agreements”, “any Enabling Agreements” or “an Enabling Agreement” in the Clauses of Part B of the Commercial Agreement or Schedule 1 (Definitions of the Commercial Agreement) shall, as incorporated into the Enabling Agreement in accordance with the Clauses in Part B of the Enabling Agreement, be regarded as references to the “the Enabling Agreement”.
- 1C1.4 Unless otherwise stated in this Part C, all references to “Commencement Date” in the Clauses of Part B of the Commercial Agreement or Schedule 1 (Definitions) shall, as incorporated into the Enabling Agreement in accordance with the Clauses in Part B of the Enabling Agreement, be regarded as references to the “Commencement Date” of the Enabling Agreement.
- 1C1.5 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.
- 1C1.6 The Dispute Resolution Procedure for the Enabling Agreement is the same as the Dispute Resolution Procedure set out in paragraph 6 of Schedule 14 (Governance) of the Commercial Agreement save that if the Dispute between the Customer and the Supplier is not resolved after the commercial negotiations phase described in paragraph 6.2(1) Schedule 14 (Governance), the Parties will escalate such unresolved dispute to the Authority and the Supplier for resolution under the Dispute Resolution Procedure of the Commercial Agreement in accordance with Clause A5.2 of the Enabling Agreement and Clause A19.5 of the Commercial Agreement.

1C1.7 The following Clauses are incorporated into the Enabling Agreement in accordance with this Part C subject to the following terms:

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

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

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

1C2 Changes to Schedules 1 (Definitions) to Schedule 4 (Pricing & Invoicing) and Schedule 6 (Staff Transfer and Pensions)

Signed for and on behalf of the Customer, **Cabinet Office – Ministerial Office**

By: __REDACTED TEXT__

Name: __ REDACTED TEXT __

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

Date: ____ 1st December 2020 ____

Signed for and on behalf of **Corporate Travel Management (North) Ltd.**

By: ____ REDACTED TEXT ____

Name: ____ REDACTED TEXT ____

Title: ____ REDACTED TEXT ____

Date: ____ 27 November 2020 ____

Annex 1 – Pick List

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

Customer Name: - Cabinet Office - Ministerial Office

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

**Cabinet Office
No10 (PM Office)**

Your Name: - REDACTED TEXT

<i>Key Customer Contacts for this Enabling Agreement</i>			
Name	Position	Telephone	Email
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT	REDACTED TEXT
REDACTED TEXT	REDACTED TEXT	REDACTED TEXT	REDACTED TEXT

Customer address:

Cabinet Office
REDACTED TEXT

Billing Address (if different)

N/A

SECTION A - SERVICE REQUIREMENTS:

The Services required from Commercial Agreement Solution 4 are:-

To be bookable Online	Yes	No	Later
Rail		<input type="checkbox"/> N	
Air		N	
Accommodation		<input type="checkbox"/> N	
Eurostar		<input type="checkbox"/> N	
International Vehicle Hire (Authority approval required)		<input type="checkbox"/> N	

To be bookable Offline	Yes	No	Later
Rail		<input type="checkbox"/> N	
Air	<input type="checkbox"/> Y		
Accommodation		<input type="checkbox"/> N	
Eurostar		<input type="checkbox"/> N	
Group accommodation		<input type="checkbox"/> N	
Long stay accommodation		<input type="checkbox"/> N	
International Vehicle Hire (Authority approval required)		<input type="checkbox"/> N	
Airport, train station, port parking		<input type="checkbox"/> N	
Group Booking Service (with individual PNR)		<input type="checkbox"/> N	
Group Booking Service (without individual PNR)		<input type="checkbox"/> N	
Season Tickets		<input type="checkbox"/> N	

Transport for London bookings (including Oyster cards)		<input type="checkbox"/> N	
Rail warrant bookings		<input type="checkbox"/> N	
Meet and Greet Service		<input type="checkbox"/> N	
Book for third party travellers		<input type="checkbox"/> N	
Visa, passport, currency		<input type="checkbox"/> N	
Transport for London bookings (including Oyster cards)		<input type="checkbox"/> N	
Rail warrant bookings		<input type="checkbox"/> N	
Meet and Greet Service		<input type="checkbox"/> N	
Book for third party travellers		<input type="checkbox"/> N	
Coach or bus tickets		<input type="checkbox"/> N	
Coach hire with driver		<input type="checkbox"/> N	
Ferry Bookings		<input type="checkbox"/> N	
Taxi Bookings		<input type="checkbox"/> N	
Executive Services		<input type="checkbox"/> N	
Air charter	<input type="checkbox"/> Y		
Special assistance for exceptional circumstances, e.g. escorted travellers, unaccompanied minors or an accompanied traveller service requirement for visually impaired travellers		<input type="checkbox"/> N	

Travel Service Implants		<input type="checkbox"/> N	
Additional Requirements as per paragraph 17 of Schedule 2 (please specify below)	<input type="checkbox"/> Y		
Any other services: <ul style="list-style-type: none"> Wet Lease 	<input type="checkbox"/> Y		

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:

N/A	
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SECTION B – PAYMENT OPTIONS REQUIREMENTS:

Pricing Option	<input checked="" type="checkbox"/> A – Booking Service Fee Model <input type="checkbox"/> B – Commissions Share Model <input type="checkbox"/> A and C – Booking Service Fee Model and Implant Services <input type="checkbox"/> B and C – Commissions Share Model and Implant Services
Payment Options :	<input type="checkbox"/> Corporate payment cards <input type="checkbox"/> Billing to project and or cost centre <input type="checkbox"/> Lodge cards / enhanced lodge cards <input type="checkbox"/> Consolidated invoice accounts, for example 10 or 30 days <input checked="" type="checkbox"/> Individual and / or single bill back, for example not consolidated invoices <input type="checkbox"/> Payment on departure by Traveller for accommodation bookings

Invoicing Options :	<input type="checkbox"/> N/A <input type="checkbox"/> Weekly Consolidated Invoice - 10 Day Settlement Terms <input type="checkbox"/> Weekly Consolidated Invoice - 30 Day Settlement Terms <input type="checkbox"/> Fortnightly Consolidated Invoice - 10 Day Settlement Terms <input type="checkbox"/> Fortnightly Consolidated Invoice - 30 Day Settlement Terms <input type="checkbox"/> Monthly Consolidated Invoice - 10 Day Settlement Terms <input type="checkbox"/> Monthly Consolidated Invoice - 30 Day Settlement Terms <input checked="" type="checkbox"/> Other
Returned Commissions :	<ul style="list-style-type: none"> • N/A

SECTION C - TRAVEL POLICY & PROCESS REQUIREMENTS:

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

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

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). <i>*Please also provide any list of codes.</i>	Shown on Invoice?	Additional comments:
TBC for wet lease				

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?	Not Applicable
If Yes, please specify:	
Do you have a preferred default method for rail ticket fulfilment?	Not Applicable
If Yes, please specify:	<input type="checkbox"/> Customer onsite Printer (own) <input type="checkbox"/> 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 <input type="checkbox"/> Other
Do you wish to purchase or lease desktop or kiosk printers?	No
If Yes, please specify: i.e. The number, type, whether purchases or leased and location of the printers.	

Do you require maintenance contracts associated with either purchased, leased or Customer Owned ticket printers?	No
If Yes, please specify:	
Do you have any policies on class of air travel?	No
If Yes, please specify: e.g. do not display / provide first class air fares	
Do you have any policies on flight duration? If Yes, please specify below*	No
Do you have any policies on accommodation? If Yes, please specify below**	No
Do you want the Supplier to operate a rate cap management policy? ***	No
If Yes, please specify:	
Do you require the exclusion of sale of certain routes or airlines? Locations or accommodation providers?	No
If Yes, please explain the reasons behind such exclusion:	
Do you require pre-trip authorisation?	No

If Yes, please specify:	
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?	No
If Yes, please specify:	
Do you require the facility for offline bookings to be made without the need to create or store permanent traveller profile?	No
If Yes, please specify:	
Have you provided a copy of your Travel Policy?	Yes
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:	
Any other special booking requirements? If Yes, please specify:	

Flight Duration Policy*

Flight Duration in hours	Class of Travel Permitted	Comments:
TBC		

Accommodation Spend Limits**

Not applicable

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

Rate Cap Management Policy***

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

1. Green – Anything under the hotel policy cap is within policy and can be booked
2. Amber – Anything over the hotel policy cap can be booked, but the booker will have to provide a reason code to explain why they are booking over an agreed rate.
3. Red- Anything over the cut-off cap will be restricted and cannot be booked.

ANNEX 2 – Customer Bespoke Service Requirements

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

1. PURPOSE

- 1.1 The Cabinet Office requires a dedicated wet lease VIP transport aircraft service for its Prime Ministerial & Ministerial/VVIP Air booking travel requirements.
- 1.2 The Cabinet Office require offline capability to enable Crown business, 24 hours a day, 7 days a week, 365 days a year (366 if in a leap year). This is a fundamental enabler of Crown business.
- 1.3 The Cabinet Office seeks to appoint a single Supplier to provide a fully managed dedicated wet lease service for Air Travel as described in this Attachment.
- 1.4 The enabling agreement duration is for an initial two (2) years with options to extend up to five (5) years on an annual basis.
- 1.5 Cabinet Office will hereafter be referred to as the Customer. The resultant Enabling Agreement shall be between a single successful supplier and the Customer and not with the Authority.
- 1.6 Crown Commercial Service (CCS) (hereinafter referred to as the “Authority”) will manage and facilitate the procurement on behalf of the Customer.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Customer supports the Prime Minister and other senior Ministers that ensures the effective running of government. They are the corporate headquarters for government, in partnership with HM Treasury and take the lead in certain critical policy areas.
- 2.2 More information on the Customer can be found following the link below:

<https://www.gov.uk/government/organisations/cabinet-office>

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Customer has an ongoing requirement for the provision of a dedicated capability on a wet lease premise for Prime Ministerial and other nominated Ministers/VVIPs travel across Europe and highly desirable travel to the United States of America in a single flight.
- 3.2 There is an existing charter arrangement which can provide some elements of the required service. However, a key requirement for this new capability is that the aircraft must be operated in a “Global Britain” livery using ether decals or a painted solution for the aircraft. This dictates that the aircraft cannot be used by any non-HMG customers i.e the aircraft is dedicated for HMG approved use only. Following an options assessment to determine the optimum value for money travel solution, the services of a Travel Management Company (TMC) is required to facilitate the “wet lease” of a suitable aircraft with all required support. The Customer wishes to utilise the buying power of the TMC and the cost efficiency programmes that TMC’s offer.

- 3.3 The Supplier shall provide an efficient service that delivers value for money for the department, HMG and the public taxpayer, including the ability to facilitate unusual and complex travel needs.
- 3.4 The Customer has a specific need for the TMC/end supplier to be fully capable of acting on Notice to Move requests that can occur within 12 hours of notice being given, more detail of Notice to move can be found in section 6.9 of this Attachment.
- 3.5 The Customer is under increasing pressure to reduce its high travel spend, and is continuously under scrutiny in the way it conducts travel, internally and externally due to the large user base, high percentage of executives, and affluent areas its personnel visits. Therefore, the Supplier shall be required to support the Customer in Freedom of Information (FOI) requests, Parliamentary questions, and detailed Management Information (MI) reporting to track and analyse travel spend. The Supplier shall support the Customer to ensure their users adhere to the travel policy in place. The Supplier shall also be required to innovate throughout the contract to reduce travel spend and improve the customer experience.

4. DEFINITIONS

Expression or Acronym	Definition
ACMI	Aircraft, Crew, Maintenance and Insurance
HMG	Her Majesty's Government

5. SCOPE OF REQUIREMENT

- 5.1 The Supplier shall deliver all Offline components as detailed in Schedule 2 Part B and as detailed within Section 6 of this Attachment 3 Statement of Requirement.
- 5.2 Additionally, the Customer's specific requirements are included which are unique to this Enabling Agreement; further detail on the unique requirement can be found in Section 6.

6. THE REQUIREMENT

- 6.1 The Supplier shall provide, where requested by a Customer, a dedicated offline team for Ministerial/VVIP Air Travel.
- 6.2 The Supplier shall ensure that the service is provided full 24 hours a day, 7 days a week, 365 days a year (366 if in a leap year) on request.
- 6.3 The fully managed Offline Service requirements shall include, but not limited to:

6.3.1. 24/7 Offline capability/booking;

6.3.2. Dedicated phone line/contacts;

6.3.3. Provision of dedicated email access for the named booking personnel;

6.3.4. Ensuring that the “wet lease” supplier can provide appropriately cleared and trained crews sufficient to meet the task. This is likely to require 2 crews to be nominated and be on call;

6.3.5. Supplier staff handling these bookings shall have an agreed minimum security clearances commensurate with the VVIP nature of the tasking.

6.3.6. Ensuring that the “wet lease” supplier has ensured the aircraft has been appropriately cleaned for Principal travellers. This is related to any hygiene/cleanliness measures at anytime, but most notably during the pandemic events, aircrafts shall be cleansed appropriately.

6.4 The Supplier shall, if requested by the Customer(s), provide a facility to capture any business bookings that are deemed to be taxable under the Customer(s)’s own policy / guidance.

6.5 The Supplier shall provide a separate MI report on utilisation that are deemed to be taxable.

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

6.7 If requested by the Customer(s), the travel service delivered must adhere to the service standard (<https://www.gov.uk/service-manual/service-standard>), and pass the necessary assessments for internal travel services.

6.8 The Supplier shall provide in respect of this service the provision of fixed wing aircraft on an Aircraft, Crew, Maintenance and Insurance (ACMI) basis and the holding of a bank of flying hours on behalf of the Customer(s) is also required. The Supplier shall take overall responsibility for ensuring that all Subcontractors engaged for the provision of the agreed ACMI solution/services under this Commercial Agreement are compliant with the current and future legislation pertaining to all of the required air services. The Supplier shall provide the Authority and/or Customer(s) with CO₂ emissions reporting for air missions, in accordance with Schedule 13 (Management Information) of the Commercial Agreement.

6.9 Notice to Move

6.9.1 The Customer has a unique requirement where notice to move can occur at anytime in relation to scheduled and unscheduled events requiring the use of air capability. The Supplier shall have full capability to manage the following periods as a minimum;

7 Days

48 hours
24 hours
12 hours

6.9.2 Suppliers shall note that there is a possibility for more urgent requirements depending on the political climate or geopolitical events requiring a presence by HMG.

6.10 Aircraft Requirements

6.10.1 The Customer requires the ACMI service to have the following capabilities as mandatory:

Operating Radius (Core requirement)	Core requirement: 30 pax + luggage - Cyprus (3,600nms) single hop - this is the minimum acceptable
Operating Radius (Option 1: US minimum)	Option 1 minimum: 30 pax + luggage - Washington (4,500nms) single hop. - this is the minimum preferred configuration
Operating Radius (Option 1a US preferred)	Option 1a: 50 pax + luggage - Washington (4,500nms) single hop - this is a high preference option
UK operating base	within c1 hour of Central London subject to agreement (Luton, Farnborough and Stanstead)
Airport capability Minimum	Northolt (NHT), Hawarden (CEG), Biggin Hill (BQH), RAF Benson (BEX), London City (If possible),
In flight wifi	High data rate/bandwidth wifi needed for use by passengers

6.10.2 The Customer requires the ACMI service to have the following capabilities as a minimum:

Aircraft payload	c30-50 pax Each with ≤55kgs baggage
UK operating base	within c1 hour of Central London subject to agreement
Operating Radius	Able to reach Cyprus/Middle East in One flight (c3,000nms) (All weathers)
Operating Radius (US)	And/or to reach Washington/ Africa in One Flight(c4,000nms) (All weathers)

Seating	Full recline (Lie flat is preferred) and an ability to reconfigure for maximum economy type seating.)
Availability	24/7 [flying 50 hours per month]
In-flight catering	Able to provide range of catering options from full meal service to light snacks/refreshments
On board facilities	Sleeping for long-range sorties “Club 4” arrangement Limited/no sideway seating for Take-Off/Landing
In flight wifi	High data rate/bandwidth wifi needed for use by passengers
Secure weapons storage	Some Principals will be accompanied by armed Personal Protection Officers, so weapons storage will be needed on request
Aircraft appearance / Livery	Aircraft to be painted in Customer provided livery for “UK plc” design used for VIP Voyager (see Annex 1)
Aircraft Hangarage / Parking	Aircraft at all times when on ground to be secured and monitored

- 6.11 The supplier and subcontractors shall present to the Customer a checklist of the following as part of the bid process:
- 6.11.1 Airframe origin and registration details;
 - 6.11.2 End owner of aircraft
 - 6.11.3 Previous owners of aircraft;
 - 6.11.4 Previous Airworthiness regimes that the aircraft has operated under;
 - 6.11.5 Details of any existing Power by the Hour or similar arrangements that Airframe and powerplants etc is subject to;
 - 6.11.6 The provisions and planning for any major life item replacement coming due in the next 1000hrs / cycles
 - 6.11.7 Fully aircraft screening Staff & Security clearance procedures.
- 6.12 ACMI Security Checks. As part of the ACMI arrangement, there is a requirement that all proposed aircraft will be security checked before any customer personnel have access.
- 6.13 The customer has had preliminary discussions with the following supply chain for its charter flight requirements, suppliers will be required to reach out to these suppliers to make their own contracting arrangements should they wish to consider using them to provide the services required in this statement of requirements:

REDACTED TEXT

7. KEY MILESTONES AND DELIVERABLES

- 7.1 The following Contract milestones/deliverables shall apply: *(To note these maybe subject to change upon award and the Customer shall advise accordingly).*

Milestone	Description	Timeframe
1	Initial Inception Meeting (to include Implementation Plan discussions)	w/c 21/09/2020
2	Meeting to discuss Transition The Supplier shall prepare draft Mobilisation and Delivery Plans to include but not be limited to: <ul style="list-style-type: none">• Impact and Mitigation Analysis• Key Milestones and Implementation/Project Plan• Engagement and Communications Plan	w/c 21/09/2020
4	Mobilisation and Delivery Plan agreed	w/c 28/09/2020
5	Contract Signed (to include agreed Implementation Plan)	w/c 28/09/2020
6	Communications plan agreed	w/c 28/09/2020
7	Target Go Live	To be agreed with the Customer

8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The following requirements detail the reporting that is required under this contract.

- 8.1.1 The Supplier shall support the Customer in Fraud investigations and Parliamentary questions by providing any reporting information requested within three (3) Working Days of the request;
- 8.1.2 The Supplier shall also help with the detection and investigation of any potential or suspected fraudulent activity, notifying the Customer as soon as any fraudulent activity is suspected;
- 8.1.3 The Supplier shall provide support with Parliamentary Questions, with varying timescales for response, and Freedom of Information requests (20 working days) within the timescales;
- 8.1.4 The Supplier shall supply all information for adhoc support queries on request, in the agreed format, within five (5) Working Days of request. Adhoc queries are one off requests required to support the business;
- 8.1.5 The Supplier shall complete and upload the template for all travel spend to the Customer, by no later than 3rd of each Month for the duration of the Contract Period. The template and formatting will be provided by the enabling Customer during the implementation stage, along with the relevant contact information;

- 8.1.6 The Supplier shall provide a Performance Report on SLA's and KPIs to support the ACMI service.

9. BUSINESS CONTINUITY REQUIREMENTS AND CRISIS MANAGEMENT

- 9.1. The Supplier shall provide a robust Business Continuity and Crisis Management Plan in place to:

9.1.1 Detail the processes in place to maintain the delivery of Services during periods of unplanned unavailability of the Offline Booking Service, including, but not limited to, communication to Customers, Bookers and Travellers;

9.1.2 Detail the processes by which Travellers will be supported in the event of incidents of significant scale and impact, including but not limited to, how information on Travellers who may be impacted will be made available to the Customer, how you will communicate with the impacted or potentially impacted Travellers, what support you will provide to Travellers and how you will provide it.

- 9.2. The Supplier shall ensure the Business Continuity and Crisis Management Plan is fit for purpose including, but not limited to, testing, reviewing and updating at least once every twelve-Month period and after any major incident.

- 9.3. In the event of a significant incident which may have an impact on the Customer's Travellers, the Supplier shall notify the Customer immediately and, provide in real-time a full list of Travellers potentially impacted in accordance with the Customer's duty of care policy provided to the Supplier at the Implementation and Go Live stage.

- 9.4. The details of the Supplier process for the management of the potential incident shall be clearly defined in the Crisis Management plan and shall include managing pandemic situations such as but not limited to COVID-19.

- 9.5. The Supplier shall ensure every reasonable effort to assist the Traveller with repatriation and or on-going travel to a safe area in every event with the least disruption to the Traveller. The Supplier shall provide a robust process for the Customer to record Traveller's movements, by all relevant travel modes during their travel. The Customer will require:

9.5.1 Immediate visibility on the Traveller identity, disabilities previously notified, times and mode of travel, provider of travel, start point and destination;

9.5.2 Provision of data relating to travel bookings or location during a major disruption.

10. CONTINUOUS IMPROVEMENT

- 10.1. The Supplier is expected to continually improve the way in which the required Services are delivered throughout the Contract duration.

- 10.2. The Supplier should present new ways of working to the Customer during the Monthly Contract review meetings.
- 10.3. Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.
- 10.4. The Supplier shall present innovative initiatives to the Customer at each monthly Contract review meeting with the aim to either achieve cost savings, reduce fraud, or improve the customer service for the Customer. Cost savings are to be achieved either through efficient improvements in the Service, by targeting booker behaviour to book by more economical means, or by any other means the supplier wishes to present to the Customer. The savings, or benefits, of these initiatives shall be tracked by the Supplier using methodologies agreed between the Supplier and the Customer during the implementation stage and the results of these initiatives shall be presented at the monthly Contract review meeting.
- 10.5. If requested to do so the Supplier shall develop a Continuous Service Improvement Plan.

11. SUSTAINABILITY

- 11.1 The sustainability and social value requirements that the Supplier shall fulfil as part of the delivery of the Services are described in Schedule 19 (Sustainability and Social Value Requirements) of the Commercial Agreement. Suppliers shall read this information in conjunction with Clause B5 of the Commercial Agreement.

12. QUALITY

- 12.1. The Supplier shall be responsible for the quality of all articles or services obtained through Third Party suppliers that engage with delivery of this Service.
- 12.2. The Supplier shall provide quality assurance throughout the supply chain, including the operation of all relevant ISO industry standards as specified in Schedule 19 – Sustainability and Social Value and elsewhere in the Commercial Agreement.
- 12.3. The Supplier shall provide the Customer with a proposed Quality Plan which will be agreed between the two Parties, reviewed and maintained, with agreed updates throughout the duration of the Enabling Agreement.

13. PRICE

- 13.1. Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.
- 13.2. The Customer reserves the right not to award this contract and shall not be charged for any work done as a means of compensation.

14. STAFF AND CUSTOMER SERVICE

- 14.1. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

- 14.2. The Customer requires the Supplier to provide a sufficient level of resource throughout the duration of the of the Agreement to the Customer to consistently deliver a quality service to all Parties 24 hours a day, 7 days a week, 365 days a year. (366 days if in a leap year)
- 14.3. The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.4. The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1. The Customer will measure the quality of the Supplier's delivery by enforcing the Service Level Agreements (SLA's) detailed in Annex 2 of Attachment 3.
- 15.2. The Supplier shall adhere to all mechanisms for remedies of poor performance such as service credits in accordance with the processes agreed in the PSTVS Commercial Agreement Schedule 3-Service Levels.
- 15.3. Failure to meet any Service Level for two consecutive months will require a Rectification Plan being produced and shared with the Authority and/or the Customer and implemented after month two (2).
- 15.4. Failure to meet any target for three (3) months in a row, will require a performance meeting with the Authority and/or the Customer at senior level.

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 The data security classification for this enabling agreement shall be OFFICIAL SENSITIVE (Personal).
- 16.2 A naming convention for Cabinet Office reporting shall be agreed at the Implementation Meeting.
- 16.3 The Supplier shall comply with the Government Security Classification on .gov.uk. The version current at the time of this procurement, Government Security Classification 2018 may be found here:
- 16.4 https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/715778/May-2018_Government-Security-Classifications-2.pdf
- 16.5 The Supplier shall read, understand and respond to the Customer in accordance with Schedule 5 (Security Requirements) in respect of the security requirements for the Services.
- 16.6 The Supplier shall provide, when requested by the Customer the architectural design of the Supplier's booking system software and hardware construction.
- 16.7 The Supplier shall have Cyber Essentials Scheme Certificate at the Commencement Date of the Customer's Enabling Agreement. Cyber Essential Scheme requirements can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>
- 16.8 The Supplier shall ensure that information held by the Supplier shall be protected regardless of location as detailed in Schedule 5 (Security Requirements).
- 16.9 The Supplier shall obtain approval from the Customer Data Controller/Information Risk Owner(s) through the Security Working Group for any off-shored data in accordance with Schedule 5 (Security Requirements).

- 16.10 The Supplier shall provide evidence that the infrastructure devices storing any bulk Customer data shall not be directly accessible from a device hosted on the internet. In addition, the devices storing bulk data shall be located in the UK only, including any supporting or backup devices.
- 16.11 The Supplier must ensure that personnel have the appropriate level of National Security Vetting clearance and have been vetted in accordance with Schedule 5 (Security Requirements) by the Go live date as detailed within Section 8. Under this enabling agreement the Supplier shall obtain, and maintain for the life of the contract, the Security Vetting clearances below:
- 16.12 Employees who hold sensitive roles under the contract, namely having access to the Customer's bulk data, shall hold Security Check (SC) level clearance. (by go live dates)
- 16.13 All remaining employees working for the Supplier under this contract, but do not have access to the Customer's bulk data, shall be Counter Terrorist Check (CTC) cleared.
- 16.14 The Supplier must ensure that its employees, personnel and sub-suppliers have the appropriate level of security clearance. Security clearance costs are to be borne by the Supplier.
- 16.15 The Supplier must accommodate the Customers audit in relation to Assurance Governance and Compliance during Implementation and throughout the lifecycle of the Commercial Agreement. This will include but is not limited to Physical Security, Personnel Security and Documentary Security (Policies, Procedures, International Standards and Legislative requirements) in accordance with Schedule 5 (Security Requirements).
- 16.16 The Supplier must report any security incidents or breaches directly to the Customer. The Customer will decide the reporting chain of any security incidents or breaches.
- 16.17 The Supplier is required to inform the Customer of the steps they are taking to comply with the General Data Protection Regulation. As a minimum Suppliers are expected to have completed all of the ICO "Preparing for the General Data Protection Regulation: 12 steps you should take now" and any further guidance issued by the ICO.

17. PAYMENT AND INVOICING

- 17.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.3 The Customer expects that a monthly service/availability fee would be invoiced on a regular cycle with discreet usage costs invoiced as incurred.
- 17.4 Invoices should be submitted to the appropriate Minister's Private Office for payment and a duplicate copy sent to the Cabinet Office Contract Manager.

18. CONTRACT MANAGEMENT

- 18.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.

19. ACCOUNT MANAGEMENT

19.1 The Supplier shall provide an account management and relationship management service that fully supports all of the requirements of the Commercial Agreement and the needs of the Customer that fully supports all of the requirements as detailed within Section 6 of this Statement of Requirements.

19.1.1 The Supplier shall provide the Customer with a named Account Manager and a Deputy in the event the main Account manager is not available, within 5 working days of signing the Enabling Agreement. The nominated Account Manager shall have a minimum of two years business travel industry experience in a similar role and shall work closely with the nominated Commercial Agreement manager to deliver the Service;

19.1.2 The Supplier shall provide an account management structure;

19.1.3 The Account Manager shall hold regular meetings with the Customer. Monthly meetings will be held with the Customer contract manager and key users;

19.1.4 The Account Manager shall promote, deliver and communicate transparency of pricing, and savings to the Customer respectively;

19.1.5 The Supplier shall support the Customer in providing frequent communications to the Customer's user base about the Supplier's booking abilities.

20. Annex 2 – Service Level Agreements

SLA Reference	SLA	SLA detail	Target	Measures	EA Service Credit
SL2	System Maintenance (including but not limited to Online Booking System, mobile booking app, GDS)	Planned System maintenance (including but not limited to online tools, mobile booking app, GDS) to be communicated to the Customer at least 2 weeks in advance of the commencement of scheduled maintenance.	Notification of non-availability of the system shall be shared in writing with the Customer at least 14 calendar days in advance of the commencement of the scheduled maintenance and or system upgrades. Notifications shall also be posted on the Online Booking System. The Supplier shall inform the Customer if any action is required to implement the system upgrade and the benefits that any system upgrades shall deliver to the Customer, as applicable, with a minimum of 14 calendar days' notice.	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	100 credits for failing to achieve the 14 calendar day target, applicable to each incident.
SL4	Security breaches - system maintenance (including but not limited to Online Booking System, mobile booking app, GDS)	The Supplier must report any security breaches in accordance with the security schedule and shall take all necessary remedial actions, including system maintenance, immediately.	a). Report of a security breach should be provided in writing to the Customer within 1 hour of the breach being discovered. b). Information on non-availability of the system shall be shared with the Customer at least 1 hour in advance of the commencement of the emergency maintenance or upgrade. The Supplier shall inform the Customer if any action is required and the benefits that any emergency upgrades shall deliver to the Customer, as applicable, with a minimum of 1 hours' notice.	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	100 credits for failing to achieve each one of the 1 hour targets, applicable to each incident.
SL5A	Core Telephone Answering Times	All telephone calls shall be answered within 180 seconds by a Supplier employee. Any answering machine and/or automated attendant recorded messages shall be included in the 180 seconds. Answer machines and/or automated attendants shall be kept to 1 level.	100% of calls answered within 180 seconds by a person (abandoned calls must be included in this measure).	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	0.5 credits for every minute that each call is not answered after 180 seconds by a Supplier Employee.

SL5B	Non-Core Telephone Answering Times	All telephone calls shall be answered within 300 seconds by a Supplier employee. Any answering machine and/or automated attendant recorded messages shall be included in the 300 seconds. Answer machines and/or automated attendants shall be kept to 1 level.	100% of calls answered within 300 seconds by a Supplier employee (abandoned calls must be included in this measure).	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	0.5 credits for every minute that each call is not answered after 300 seconds by Supplier Employee.
SL6B	Offline Booking Completion Times	Offline bookings shall be completed whilst the booker is on the telephone. Where this is not feasible (for example if third party suppliers need to be contacted) bookings should be completed within 2 hours, or 4 hours for long haul/multi sector itineraries. Email bookings shall be completed within 2 hours, or 4 hours for long haul/multi sector itineraries. Group air bookings shall be excluded from this measure.	During core and non-core hours 99% of offline phone bookings, exceptional online bookings (where live inventory is not available) and email bookings are to be confirmed within 2 hours, and 4 hours for long haul/multi sector itineraries. During non-core hours emergency bookings shall be confirmed instantly.	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	20 credits for each and every 0.1% below target.
SSL7	Accuracy of Documentation	The Supplier shall ensure the accuracy of the content of all confirmation, tickets, vouchers and invoices (to include that mandatory reference fields are completed as given).	100% of all confirmations, tickets, vouchers and invoices shall be accurate.	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	10 credits per instance of inaccurate documentation.
SSL8A	Management Information shall be accurate and complete	Accurate and complete Management Information shall be delivered to the Customer	100% accuracy and completeness of all data (as per MI template guidelines)	The Supplier shall make the MI report available to the Customer by the 7th of the month. For example, the January MI must be available on the 7th February. The Customer shall retain the right to audit and/or conduct spot checks.	100 credits for every month in which inaccurate or incomplete Management Information has been provided. A further 50 credits shall apply for every 5 working days that the Management Information has not been corrected by the Supplier.

SSL8B	Management Information shall be delivered on time to the Customer	Management information shall be delivered to the Customer by the 7th day of the following month.	100% availability of data to the Customer by the 7th day of the following month, regardless of mode of delivery. If the 7th day falls on a weekend or bank holiday, the Management Information shall be provided on the following working day.	The Supplier shall make the MI report available to the Customer by the 7th of the month. For example, the January MI must be available on the 7th February. The Customer shall retain the right to audit and/or conduct spot checks.	100 credits for every working day of non-receipt of data.
SL9A	Response times and Complaints Management	The Supplier shall acknowledge all contact (including but not limited to emails/calls/fax/voice mail) regarding risks, issues, concerns, questions and complaints in relation to the Services within four (4) business hours of receipt.	99% of contact shall be acknowledged within 4 business hours of receipt (automated acknowledgement emails do not count as a response). 1) Updates on how the Supplier is proactively working to seek a resolution shall be provided to the Customer at intervals of 2 working days, until a satisfactory resolution has been agreed that is mutually acceptable to both parties. 2) 97% of complaints and issues shall be resolved within 3 working days unless referred to a 3rd party supplier. 3) If a complaint/issue is referred to a 3rd party supplier these shall be: a) resolved within 5 working days or b) an update provided every 3 working days until a satisfactory conclusion has been reached. If the 3rd party supplier is a provider of choice to the Supplier (including but not limited to a courier service or a visa service), the complaint measurements listed above in point 2 shall apply.	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	20 credits for each and every 0.1% below target.

SL9B	Ratio of Complaints against Bookings Made	The number of upheld complaints against the Supplier's performance shall not exceed 0.025% of the total bookings made (complaints against 3rd party suppliers are not included in this measure).	The number of upheld complaints shall not exceed 0.025% of total bookings made, aggregated across all transaction types.	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	50 credits for every 0.025% above target.
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SL10	Effective Delivery of Account Management	<p>The Supplier shall conduct satisfaction surveys with the Customer to review and measure the Supplier's account management performance in the following areas:</p> <ol style="list-style-type: none"> 1) Degree to which the Supplier shares best practices across Customer's (only if the Supplier has more than one live EA). 2) Degree to which the Supplier shares industry best practices and proactively transfers knowledge to Customer personnel. 3) Degree to which any recommendations reflect the Supplier's understanding of the EA's business objectives and culture, particularly social value. 4) Degree to which the Supplier proactively follows up on action from business review meetings. 5) Degree to which the Supplier creates business plans with the Customer. 6) Degree to which the Supplier is flexible in its approach to delivering services to the Customer. 7) Degree to which the Supplier suggests process improvements to streamline business operations. 8) Degree to which an effective business continuity and crisis management approach is managed, tested and the results shared with the Customer. 9) Degree to which the Supplier drives cost savings initiatives and social value benefits. 10) Degree to which the Supplier deals with questions in an efficient and timely manner. 	<p>Successful delivery of areas/points to be evidenced at review meetings by Supplier (e.g. in form of a presentation covering every point listed). Each area/point rates 1-10 (where 1 = highly dissatisfied and 10 = highly satisfied). The target shall be a mean of 75 points across all respondents.</p>	<p>The frequency of the survey shall be determined by the Customer, up to a maximum of four surveys annually. Results shall be shared with the Customer within 10 working days of the end of the survey response period.</p>	<p>1000 credits for failing to achieve the target. The Customer reserves the right to request an alternate account manager if the target is not achieved.</p>
SL11	Traveller and/or booker survey	<p>When requested by the Customer, the Supplier shall conduct a satisfaction survey to measure key service delivery components to both travellers and travel bookers. The audience, distribution, frequency, approach and questions shall be determined by the Customer, in consultation with the Supplier.</p>	<p>Each question shall be rated 1-10, where 1 = highly dissatisfied and 10 = highly satisfied. The target shall be a mean of 7.5 points per question across all respondents.</p>	<p>There shall be no more than 10 questions in each survey and there shall be a maximum of two surveys per year. Results shall be shared with the Customer within 10 working days of the end of the survey response period.</p>	<p>1000 credits for failing to achieve the target for each survey.</p>

SL 13	Rate availability	All government negotiated rates/fares (applicable air) must be visible and bookable, online and offline.	100% of government negotiated rates/fares visible and bookable online and offline (Where availability is known and for accommodation, if rate is Last Room Availability LRA), 100% of the time.	Once rate loading has been confirmed airline operating company, supplier has seven (7) working days to make rates visible and bookable, in the online and offline booking environments. The Customer reserves the right to audit and spot check on a regular basis.	2 credits per rate/fare per day, if rate isn't visible and bookable after the 7 day period.
SL 14	Price Match	All price match requests must be dealt with as per the specifications.	Supplier must report all successful price-match requests. Supplier shall not exceed more than 10 successful price-match requests per month across all Customers.	The Supplier shall provide the Service Credit Performance Report, to the Customer by the 12th of the following month, for example, January performance will be delivered by the 12th of the first month of each quarter. The Customer shall retain the right to audit and/or conduct spot checks.	50 credits per successful price-match after the 10th successful price match.

ANNEX 2b - Outputs from Direct Award / Further Competition

Technical Response

Technical Envelope – Service Delivery and Approach



Question 4.1

We are pleased to confirm that we have reviewed Attachment 3 – Statement of Requirements and are able to fully meet all of the service requirements set out therein.

An overview of our approach to managing the service

CTM will provide The Cabinet Office with an offline booking solution for wet lease chartered air travel requirements. Our service will be provided through a dedicated team, proactively responding to enquiries on a 24-hour, seven-day week, 365(6) day basis. Our services are agile, truly bespoke and cater for last-minute emergency travel or long-term planned trips.

Currently delivering services to over 123 departments and REDACTED TEXT bookings annually within the Crown Commercial Services Framework, REDACTED TEXT CTM has the experience and is best placed to deliver this contract. We are well versed at managing highly confidential travel programmes and currently provide fully managed bespoke travel programmes for the Houses of Parliament and HMRC amongst many others. This includes already managing Ministerial travel for a number of Government departments. REDACTED TEXT

We will deliver a superior service that precisely meets The Cabinet Office requirement for a booking management solution for Ministerial and VIP wet lease charter bookings.

CTM will implement a highly experienced, dedicated booking team based in our London office that will operate an enhanced VIP reservations service for all bookers. Consultants will be named and dedicated to the Cabinet Office travel programme and will be experienced at dealing with unusual and complex requirements. They will each have the required level of security clearance including SC, CTC and DBS checks.

Bookers will be provided with a dedicated, unique email and telephone number to reach the Cabinet Office travel team.

We understand that this contract is for ACMI wet lease air charter bookings, however, our team will also be able to provide accommodation, rail, car hire, chauffeur services and access to an industry leading online booking tool if required.

Our service will meet both your technical and security requirements while providing increased value and cost containments throughout the duration of this contract.

An offline booking service to meet your Air Charter needs

Within the dedicated travel team, CTM will appoint experienced agents to manage the Cabinet Office booking requirements. The CTM team has existing strong relationships with the proposed sub-contracted charter provider and will ensure an efficient and seamless booking process for each tasking order received.

When a tasking order is received, it will be immediately acknowledged and responded to within the parameters of our agreed Service Level Agreement (SLA). We understand the timescales of a Notice to Move and confirm we have the full capability to deliver our services within those parameters.

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On receipt of each tasking order, we will contact the operator and confirm availability and specific requirements for the sortie. We will be fully compliant to all Cabinet Office policies and government procedures for all bookings.

We will ensure that all minimum air charter requirements are met for each booking and that security checks are managed in line with your exact needs.

We confirm the location of the Charters will be within circa 1 hour of Whitehall and National Airports.

Charter Air booking workflow:

REDACTED

To protect the confidentiality of your VIP travellers, CTM will liaise with both the Cabinet Office and the provider and only provide the names of travellers on the day of travel, in line with border and immigration security requirements of the destination country. We will not provide passenger details until absolutely necessary.

Providing Best Value for Charters

CTM has engaged with the Cabinet Office named charter providers (as per Attachment 3 - Statement of Requirements) and has discussed with each of them the technical and security requirements of this contract. CTM has also utilised existing relationships with alternative providers to source additional proposals to ensure that we are providing the most suitable and cost-effective solution to the requirement.

REDACTED TEXT. This will have the benefits to Cabinet Office of increased value for money, allowing for clear and consistent budgeting, and the avoidance of unexpected additional costs.

Question 4.2

CTM confirms its ability to deliver all services as detailed in Attachment 3 – Statement of Requirements.

As described in our response to question 4.1, CTM will provide a dedicated and experienced service team to meet all your requirements 24 hours per day, seven days week, 365(6). They will be highly experienced at delivering unusual and complex requirements for VIPs. We understand the often-urgent nature of the requirement and will ensure the right level of resource is standing ready to proactively respond to all enquiries. Cabinet Office bookers will be able to make air reservations through a dedicated telephone and email address directly with the travel team for all offline bookings.
REDACTED TEXT

CTM will work with Cabinet Office during implementation to optimise the tasking order template to ensure all required information is gathered at the first point of enquiry to minimise delays. The offline team will cross check any new order received and work with the operator to ensure a seamless

booking process.

REDACTED TEXT

We undertake on-going information security/security awareness training, and all CTM staff are governed by our contractual terms and conditions. All operator staff with airside access undergo 5-year background referencing and criminal records check prior to issuance of a security pass. Key members of staff have higher Security Clearance and this could be expanded to include all those responsible for handling Cabinet Office bookings.

The operator has facilities and aircraft cleaning procedures based on UK Government, EASA and ICAO best practice. This includes disinfectant cleans of all surfaces and fogged after each flight. Operating crew and fleet support engineers are also PCR tested regularly through an agreement with Randox. The operator is able to accommodate crew testing prior to each flight.

After a booking is confirmed, it will continue to be monitored and managed by the CTM team, supervised by the Operations Director, to ensure that any amendments, changes of airport slots or any issues are managed effectively and communicated to Cabinet Office as necessary.

Proposed solutions to meet the requirement:

Following conversations with multiple industry-leading air charter operators, and a detailed proposal and selection process, CTM has assessed that Titan Airways will be the preferred operator partner for this requirement.

Titan Airways (Titan) is an independent UK registered and owned passenger and cargo charter airline trading since 1988. The airline has extensive experience in working with HMG and can meet all of the technical and operational requirements of the contract, as well as offering very cost-effective solutions.

Question 4.3

Booking and managing high-profile travellers: Your dedicated travel team will comprise of highly skilled consultants, experienced at providing VIP services to high-profile executives. They understand and appreciate the sensitivity surrounding VIP passengers and the trips they take and will hold all passenger movements and information in complete confidence.

They also understand the demanding and unique nature of this service provision and will professionally deliver all of the required services to the highest standard and handle all bookings with sensitivity and completely confidential. Typically, VIP services include, but are not limited to: REDACTED TEXT

- Designing, then monitoring itineraries to ensure all arrangements run smoothly
- Reconfirmation with suppliers that each itinerary element has a record that the traveller holds VIP status and that it is recognised and maintained throughout the trip
- Provision of any special services to meet individual needs
- Ground transportation assistance, including valet parking, limousine or chauffeur services where required
- Arrange meet and greet services, transfers and lounge access
- Full concierge service
- Lost luggage assistance

Anonymising Cabinet Office bookings: We understand that the Cabinet Office travel is sensitive in nature and thus, traveller profiles will be anonymised. We currently provide this service for a number of high-profile customers, including the Crown Office and Prosecutor Fiscal, HMRC and Leicestershire Police. REDACTED TEXT

Anonymising Traveller Names for Charter Bookings: For all charter aircraft bookings, we will not provide the names or passport details of any passengers until the day of travel (in some circumstances only an hour before departure if required). For each tasking order, we will work closely with the Cabinet Office booker, and ensure they understand airline and country regulations for each destination. We will then liaise with the chosen charter provider and only provide passenger information when absolutely necessary to maintain the anonymity of all Cabinet Office travellers.

Staff vetted to SC level: All staff involved in handling data and with access to back-office systems are vetted to SC level – REDACTED TEXT

Question 4.4

The Cabinet Office will benefit from a dedicated team of experienced consultants who deal with air charters and understand the complexities of this kind of travel. CTM has already engaged with a number of specialist charter operators, including those named within the Specification of Requirements, and confirm that we have conducted detailed checks that they can comply with the detailed requirements including all technical and security specifications.

Ensuring compliance

CTM will ensure that the proposed operator has a valid Air Operating Certificate (AOC) and appropriate insurance.

Flights to / from war risk areas may not be covered under standard insurance and therefore an additional premium may be requested on these occasions.

We will ensure that all aircraft are checked and vetted, and that checklists are presented the Cabinet Office that detail Airframe origin, registration details, staff and security clearance, end owner of aircraft, flights undertaken and full aircraft screening. We will work with our Charter partner to create a tailored, bespoke security and cleaning checklist, completed prior to the commencement of any charter.

We ensure staff from every charter operator we work with are suitably trained to fully comply with the International Civil Aviation Organisation (ICAO) aviation security standards. We also ensure that AVSEC (Aviation Security) training is provided to all crew members on an on-going basis to continuously ensure compliance.

CTM also ensure that all charter staff are DBS checked and carry out Global Security Awareness Training (GSAT) to enable staff to securely work 'airside' at airports.

Sourcing and Booking process

In order to ensure compliance and adherence to all requirements, CTM has had detailed conversations with multiple industry-leading air charter operators, and has conducted a comprehensive selection process to source a preferred operator partner for this requirement. This has enabled us to ensure full compliance of the proposed operator and aircraft, and to put forward the most technically suitable and cost-effective options to the Cabinet Office.

As further described in our response to Question 4.1, on receipt of each tasking order, we will contact the operator to confirm availability and ensure all elements of the order are clear. We will be fully compliant to all Cabinet Office policies and government procedures for all bookings.

REDACTED TEXT

Technical Envelope – Account Management



Question 5.1

Please provide the Customer with a detailed account management structure which shall detail the named Account Manager, deputy and key personnel assigned to this agreement, confirming length of service, experience, qualifications and level of security clearance

Our Account Management structure is designed to provide customers with immediate support coupled with a long-term pragmatic and consistent account development work ethic.

Our ongoing success has resulted from our specialism in the Government sector, our determination to meet all of the SLA targets we are set, and through the people we task to manage them. Our people are truly our greatest asset and they consistently deliver a high quality, high touch service for our customers.

We will implement our proven Account Management structure and deploy our 24/7/365(6) operational teams for all air charter flight bookings. We will work with complete discretion and in partnership with the Cabinet Office; and our teams will become your travel industry experts, pre-empting travel needs whilst meeting all service level targets we are set. They will become a true extension of your own teams and will take the time to understand your working culture and your travel needs and overall travel programme objectives.

We will work with Cabinet Office during implementation to identify possible challenges and issues, and will ensure that the relevant mitigations and service solutions are put in place. In particular, we will ensure that appropriate plans are in place to respond to any issues arising as a result of the COVID-19 pandemic, including ensuring that service levels are maintained in the event staff are unable to travel to our offices, and implementing additional cleaning and safety measures on the aircraft where necessary.

Proposed team that will support Cabinet Office

REDACTED

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Senior Executive Sponsor: REDACTED TEXT

Lead Account Manager: REDACTED TEXT

Foreign & Commonwealth Office Repatriation Charter Project

- Led CTM's provision of charter air support to FCO in the unprecedented project to repatriate British Nationals stranded abroad during the COVID-19 pandemic
- Oversaw the operation of 188 charter flights from 58 countries over a period of 12 weeks, bringing over 38,000 British Nationals home
- Designed and coordinated processes and procedures for sourcing, booking, payment and operations

REDACTED TEXT responsible for:

- Supporting bookers to efficiently engage with CTM systems and processes
- Ensuring queries are dealt with quickly and efficiently
- Making sure we meet or exceed our KPI targets
- Booker engagement and training sessions (online and process)
- Ensuring high levels of user engagement, training and stakeholder feedback is maintained
- Attending customer review meetings at the agreed frequency
- Satisfaction surveys
- Addressing and resolving any service issues that arise, conducting a full investigation, identifying causes and implementing any required changes to avoid repeat incidents

REDACTED TEXT will analyse the management information generated from Cabinet Office travel activities, identify trends and habitual travel behaviours and present viable suggestions for improving efficiencies and adding additional value.

CTM will share best practice examples from the other Government departments we organise travel for and present suggestions to you. Changing market trends, including the effect of Brexit and emerging products and technologies will also be factored into our presentation, which will feature the benefit of each and exactly what it will mean to the Cabinet Office, Ministers and other VIP travellers. REDACTED TEXT

Deputy Account Manager: REDACTED TEXT

Operations Director: REDACTED TEXT

Consultant Team: REDACTED TEXT

Describe how your team will be structured to efficiently mobilise and respond to and manage wet lease requests from the Customer during periods of increased demand throughout the duration of the Agreement.

During our implementation, we will create a comprehensive plan to manage volume surges, for example when heightening ministerial activity requires a quick response to high volume, last minute travel. We will also plan to ensure continuity of service during times of illness and holiday, making sure that replacement consultants are each fully aware of the requirements of the Cabinet Office. REDACTED TEXT

Detail how you will manage reporting to the Customer and how you will manage MI production.

CTM operates and maintains appropriate systems, processes and records to ensure delivery of timely and accurate MI reports and invoiced data is provided to Customers.

REDACTED TEXT

Describe how you will manage any issues arising with service delivery and detail your processes for managing this.

Where issues arise, whether during implementation or after initiation, we follow our complaints and escalation process, detailed below:

REDACTED

It is CTM's policy to resolve service issues as soon as they happen. If the consultant or Service Team Manager is unable to achieve this, we report back within 24-hours. At that point, the issue may be escalated to your Account Manager. Our Senior Executive Sponsor for the Cabinet Office, REDACTED TEXT, will serve as the ultimate decision maker within the escalation process.

We will agree complaint resolution as part of our Service Level Agreement and service levels will be measured against agreed Key Performance Indicators (KPIs) throughout the life of

the programme.

Management of Issues Related to Call and Email Handling

REDACTED TEXT

REDACTED TEXT

Quarterly, or as agreed with the Cabinet Office, we will formally present data and analytics to your key stakeholders, providing CTM an opportunity to showcase our performance against agreed service levels, achieved savings and continuous improvement initiatives. Data and analytics presented within the reporting package will be bespoke, meaningful and appropriate to the Cabinet Office unique programme.

Technical Envelope – Security



Question 6.1

We fully recognise the trust placed in us by our clients who share personal and sensitive information while using CTM travel management services. We are fully committed to preserving the confidentiality, integrity, and availability of the information stored and maintaining its safe security.

- REDACTED TEXT

We undertake on-going information security/security awareness training, and all CTM staff are governed by our contractual terms and conditions.

Describe how you will collect, hold and maintain Customer's information and data (electronic and physical) in a secure and confidential manner. You must also describe in detail your own security operating procedures and how you will provide assurance of data security to the Customer in line with the security requirements as detailed in Schedule 5 (Security Requirements) of the Commercial Agreement

All technical and manual information held on our systems is assigned an owner for security purposes. Owners are fully responsible for the information, how and by who it can be used, for what purpose, and for specifying the level of security that is applied. To continuously ensure the protection, security and integrity of data, our database infrastructure is fully segregated from our core back office systems.

System access is highly controlled by using a separate and secure domain, that restricts access to only those who have passed special security clearance checks. REDACTED TEXT

The approach described above, coupled with our very strict firewall and access controls, means we are completely confident that we have taken all necessary steps to ensure the safety and integrity of data is consistently maintained.

REDACTED TEXT

CTM disaster recovery and business continuity policies are C ESG approved

In the event of a crisis or emergency, CTM will follow documented processes. In line with our own disaster recovery and business continuity policies, our technical solution is hosted out of two separate data centre locations in an Active/Passive configuration. Should hardware fault or a crisis occur at the primary site, the service will be resumed and restored to an operational state from the secondary data centre. Data is synchronised between the two sites using a secure backup service to ensure the data is encrypted whilst in transit.

REDACTED TEXT

Describe how security incidents or breaches will be dealt with and reported in accordance with Schedule 5 (Security Requirements) of the Commercial Agreement.

In the unlikely event of a security breach or technology failure, our expert teams deploy our Disaster Recovery Plan. Our plans cater for system outages, or failures, to ensure stability, continuity and consistent service delivery. Plans are tested every six months and are subject to independent third-party auditing annually.

We will pro-actively inform The Cabinet Office of security incidents or service outages immediately, advising the status, and duration. We will update the Cabinet Office every four hours in the unlikely event that the outage is likely to continue.

The Senior Information Risk Owner (SIRO) logs all information security reports immediately upon receipt, allocating a unique number to each. The log is used to ensure that all reports are analysed and closed out.

All information security events and weaknesses are assessed, categorised, and prioritised in line with the IT Problem Management procedure. Incidents are reported to the IT Manager, who subsequently disconnects the affected workstations until the incident is resolved. If sensitive information is transmitted, we will use encrypted emails. When there are multiple event reports in each category, the SIRO prioritises responses in order of business system criticality and the information assets that are at risk. Consideration is also given to the danger of further compromise to the organisation's information security, and the resources available. Incidents involving high-value or business critical systems are immediately reported to the Senior Management Team.

The SIRO will also seek additional subject matter expert input from qualified technical staff where instructions are inadequate, so that professional analysis and incident issue is truly understood. Once this is achieved, appropriate actions are implemented to contain the issue and contingency plans are initiated.

The SIRO invokes actions as set out in CTM's policy and agreement with the Cabinet Office and all necessary actions to contain the incident and fix it. Contingency plans are also considered at this point. Activity is coordinated with other organisations, such as key suppliers and confirm the affected business systems have been restored and required controls are operational before authorising normal working.

Once the incident is contained, and the required corrective action is completed, the IT Manager reports to the SIRO, the GovCert UK/National Cyber Security Centre and the ICO and CCS/NCSC where appropriate, with a summary of the incident, identifying the cause and mapping the process to resolution. Consideration is also given to how the organisation could have responded earlier or more effectively and where preventative action might have been taken.

The SIRO is responsible:

- Closing out the incident, including reports required by external authorities
- Initiate disciplinary action by referring the incident to the Head of HR
- Planning and implementing preventative action to avoid any further recurrences
- Collecting and securing audit trails and forensic evidence
- Initiating any action for compensation from software, service or outsource suppliers by referring the incident to the Head of Procurement/Commercial
- Communicating with those affected by or involved in the incident about returning to normal working and any other issues

An information security event indicates that the security of an information system, service, or network may have been breached or compromised, and that an information security policy may have been violated or a safeguard may have failed. An information security incident is made up of one or more unwanted or unexpected information security events that could very

likely compromise the security of information and weaken or impair business operations. This is an important distinction to make when seeking to address both events and incidents.

Information security weaknesses and events are reported, immediately, in accordance with our IT Problem Management procedure and are transferred to the SIRO, who makes a judgement on whether or not an event constitutes an incident. Users are prevented from working after a possible weakness or information security event has been identified.

Further Analysis of Issue

The IT Problem Management procedure requires CTM to quantify and monitor the types, volumes and costs of Information Security incidents. The SIRO prepares a report to the Information Security Forum which identifies (from the event reporting log) the number, type, category and severity of information security incidents during the preceding month, the cost of containment and recovery, and the total cost of the losses arising from each incident, and recommends additional controls that might limit the frequency of information security incidents, improve the organisation's ability to respond, and reduce the cost of responding.

All incident reports are reviewed at each management meeting from the preceding period to ensure that the organisation learns from the incidents and implements all necessary steps to mitigate future events. All incident reports are kept online for referral should a similar incident reoccur.

Describe how you will ensure the Customer(s) department identity is not revealed against ALL booking confirmations (except when allowed by the Customer), and all associated correspondence, including but not limited to, information shared with 3rd party suppliers in accordance with Schedule 5 (Security Requirements) of the Commercial Agreement.

We understand that the Cabinet Office travel is sensitive in nature and thus, all Cabinet Office correspondence and traveller profiles will be anonymised. Suppliers will not be aware that any booking is for a Cabinet Office representative. We currently provide this service for a number of high-profile customers, including the Crown Office and Prosecutor Fiscal, HMRC and Leicestershire Police. REDACTED TEXT

Describe how you will ensure infrastructure devices storing any bulk customer data shall not be directly accessible from a device hosted on the internet. In addition, how you will ensure the devices storing bulk data will be located in the UK only.

System access is highly controlled by using a separate and secure domain, that restricts access to only those who have passed special security clearance checks. The physical infrastructure is housed in a Tier3+, ISO27001 and PCI compliant secure data centre with secure data backup and offsite vault storage. Protective Monitoring is in place across the infrastructure using SIEM (software for searching, monitoring, and analysing data, via a Web-style interface) which ensures CTM are alerted to any potential security breaches or system access requests which could lead to potential data loss.

The approach described above, coupled with our very strict firewall and access controls, means we are completely confident that we have taken all necessary steps to ensure the safety and integrity of data is consistently maintained.

REDACTED TEXT

We understand air charters and realise that the process is not complete simply because a booking has been confirmed. We will continue to work closely with you and the air charter provider to ensure that the appropriate airport slots and crew availability is confirmed. We will manage each element of the booking and ensure appropriate contingency plans are in place in the unlikely event that time slots and crew are unavailable.

We will assess any additional requirements and costs, and suggest other considerations, for example, transportation of equipment, limitations of airport capacities and runway length and all other factors that may affect the flight, including weather and physical security.

CTM will provide all the required reporting for charter activity and can hand off data through the GDS if traveller tracking is required.

A project plan that articulates the mobilisation period required to implement this service provision, clearly outlining any and all dependencies on the authority and any considered risks and their mitigations

CTM confirms it can implement this service provision within the timescales outlined in Attachment 3 – Statement of Requirements. We have attached a sample project plan for the mobilisation period.

CTM has a tried and tested implementation methodology that ensures we will deliver an efficient, cost-effective, service-orientated and seamless transition. Our strategy is focused on investing the necessary time and expert resources throughout the project, to ensure strong foundations are laid for a long-term highly efficient programme. We highlight here, the key elements we have found critical to the successful implementation of this type of contract.

Implementation Methodology and Stages

- REDACTED TEXT

The Cabinet Office Resources

We will need to work closely with a designated programme sponsor from the Cabinet Office to support programme take up, generate internal awareness and provide insight into potential challenges and solutions in accordance with your culture. Further, contacts from your security, finance, IT, data, HR and procurement departments are required to support our capability to deliver a seamless implementation on time.

REDACTED TEXT

Commercial Response

REDACTED TEXT

ANNEX 3 – Customer-Level Go Live Implementation Plan

REDACTED TEXT

ANNEX 4 – Reporting

1. Accurate, timely and comprehensive Management Information (MI) will be required by the Customer to effectively manage the Commercial Agreement.
2. In accordance with Schedule 13 (Management Information) of the Commercial Agreement, the Supplier shall provide the listed MI reports to the Customer.
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) CTM shall support the Enabling Authority in Fraud investigations and Parliamentary questions by providing any reporting information requested within three (3) Working Days of the request;
 - b) CTM shall also help with the detection and investigation of any potential or suspected fraudulent activity, notifying the Customer as soon as any fraudulent activity is suspected;
 - c) CTM shall provide support with Parliamentary Questions, with varying timescales for response, and Freedom of Information requests (20 working days) within the timescales;
 - d) CTM shall supply all information for ad-hoc support queries on request, in the agreed format, within five (5) Working Days of request. Ad-hoc queries are one off requests required to support the business;
 - e) CTM shall complete and upload the template for all travel spend to the Customer, by no later than 3rd of each Month for the duration of the Contract Period. The template and formatting will be provided by the enabling Customer during the implementation stage, along with the relevant contact information;
 - f) CTM shall provide a Performance Report on SLA's and KPIs to support the ACMI service.

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
<i>Account Director</i>	<i>REDACTED TEXT</i>
<i>Senior Executive Sponsor</i>	<i>REDACTED TEXT</i>

ANNEX 6 Transferring Employees

Not Applicable.

ANNEX 7 Wet Lease Terms and Conditions

REDACTED TEXT