

Attachment 4a
Schedule 2: Services Part B Specification of Requirements – RM6016
Solution 1 - Online Rail Solution

1 INTRODUCTION

- 1.1 Crown Commercial Service (the Authority) intends to enter into a Commercial Agreement for the provision of the Services to the Customer(s) by Supplier.
- 1.2 The Authority does not warrant that any Customer will either: a) enter into a Customer Enabling Agreement; or b) that even if it signed a Customer Enabling Agreement, the Customer(s) will always use the Customer Enabling Agreement to purchase the Services. Each Customer(s) will refine their requirements through a Customer Enabling Agreement that will be signed by the Supplier and Customer(s).
- 1.3 Current online and offline transactional and spend Data Set is taken from historical Management Information provided by the current incumbent suppliers of the Authority's contract RM3735, framework agreement RM1034 and other legacy framework agreements and includes amendments, exchanges and cancellations. However Suppliers shall note the government's objective is to reduce costs and fees associated with business travel and venue find by all Customers.
- 1.4 A full list of Customer(s) who are able to use this Commercial Agreement from its commencement can be found in the OJEU notice.
- 1.5 The Customer(s) has made (or will make) the decision which, if any, Customer Enabling Agreement(s) they wish to enable.
- 1.6 The Commercial Agreement(s) will be managed centrally by Crown Commercial Service (CCS) in its capacity as the Authority.
- 1.7 The Customer Enabling Agreements will be managed by the Customers.
- 1.8 The procurement of the Services has been advertised by publishing a notice in the OJEU, advertising the open procedure under the Regulations.
- 1.9 The purpose of this Specification of Requirements is to provide a description of the Services that the Supplier shall be required to deliver to Customer(s) under the Commercial Agreement and Customer Enabling Agreements.
- 1.10 The Supplier acknowledges that Customer(s) may not necessarily procure their Service Requirements through the same Customer Enabling Agreement as their parent Central Government or Wider Public Sector Department. For illustrative purposes only, the Department of Energy and Climate Change (parent) may use a different Commercial Agreement from The Coal Authority (Customer).

2 DESCRIPTION OF COMMERCIAL AGREEMENT SERVICES

- 2.1 The description for the Services to be provided under the Commercial Agreement is outlined below:
- 2.2 **Provision of an Online Booking System for booking rail travel and**

supporting services

- 2.3** The Customer may expect the Supplier to provide additional supporting services not specifically identified in this Schedule 2 of the Commercial Agreement but that are reasonable and typical within the industry for the Services, included such as travel advice. This will be determined at the Customer Enabling Agreement stage.
- 2.4** Where Services are described in this Specification of Requirements but are not mentioned in the pricing matrix, the pricing of such Services shall be deemed to have been included in the Supplier's overall commercial proposal.
- 2.5** The Supplier shall deliver the Services at the defined levels of performance included in the Service Level Agreement.
- 2.6** The Supplier shall understand the activities to be completed for each booking and implement processes to ensure consistent and compliant fulfilment of the Services to the performance levels defined in the Service Level Agreement (SLA).
- 2.7** The Supplier shall identify and perform any additional work required to meet the SLA requirements whether or not specifically identified in this Specification.
- 2.8** For the avoidance of doubt, it is the responsibility of the Supplier to ensure that it has sufficient levels of suitably qualified personnel with the relevant experience available at all times to provide the Services in accordance with the SLA and associated KPIs throughout the duration of the Commercial Agreement. Failure to do so shall amount to a fundamental breach of this Commercial Agreement entitling the Authority to terminate without notice.
- 2.9** All references to Supplier personnel in this document are considered to apply equally to employees or subcontractors working for or on behalf of the Supplier.
- 2.10** The Supplier shall be expected to continually improve the way in which the required Services are to be delivered, in accordance with Schedule 10 (Value for Money) of the Commercial Agreement, throughout the duration of the Commercial Agreement and Customer Enabling Agreement(s).
- 2.11** The Supplier shall present new more efficient and effective ways of working to the Customer during quarterly Commercial Agreement review meetings, in accordance with Schedule 10 (Value for Money) of the Commercial Agreement.
- 2.12** Changes to the way in which the Services are to be delivered which could potentially have a material adverse effect on the Services must be brought to the Customer's attention as soon as reasonably practicable and shall be agreed between the Supplier and the Authority prior to any changes being implemented.
- 2.13** The Supplier shall ensure that their staff understand the objectives and implement the Travel Policy of the applicable Customer and shall provide the levels of customer service in accordance with Schedule 3 (Service Levels and Service Credits) and Schedule 9 (Key Performance Indicators) of the Commercial Agreement to the Customer(s) throughout the duration of the Commercial Agreement and Customer Enabling Agreements.
- 2.14** The Supplier shall use all reasonable commercial endeavours to understand and reduce supply chain impacts and risks to the Customer and ensure that it leverages the aggregate volumes, it manages on behalf of the Customer (s), to work with its supply chains to deliver sustainable and efficient services with the aim of achieving the best long-term, overall value for money for the Customers.

- 2.15 An explanation of how Customers will access the Services is provided in Schedule 21 (Customer Journey) of the Commercial Agreement.

3 **SERVICE DELIVERY REQUIREMENTS**

This section provides details of the requirements that Suppliers shall be expected to fulfil in order to meet the Service delivery requirements of the Commercial Agreement. Service Requirements a) and k) shall be met by the Supplier from the Commencement Date of the Commercial Agreement. All other Service Requirements, as listed below in b) through to m), excluding a) and k), shall commence on Implementation Date of the Customer's Customer Enabling Agreement.

- a) **Security Requirements** – It is a requirement of this Commercial Agreement that the Supplier complies with Schedule 20 (Security Requirements) of the Commercial Agreement.
- b) **Implementation and Go Live Requirements** – The Supplier shall fulfil all aspects of the Implementation and Go Live requirements for Customer(s) set out in Schedule 7 (Implementation) of the Commercial Agreement and Paragraph 5 of this Specification of Requirements.
- c) **Online Booking System Access and Capability Requirements** – The Supplier shall provide an Online Booking System rail bookings and supporting Services for Customer(s).
- d) **Ticketing Options** – The Supplier shall provide a range of ticket delivery fulfilment options for Customer(s) as set out in paragraph 7 of this Specification of Requirements.
- e) **Booking Amendments, Exchanges, Cancellations and Refunds Requirements** – The Supplier shall make amendments, exchanges and cancellations to bookings and provide refunds to Customer(s) to the extent permitted by the applicable travel terms and conditions as set out in paragraph 8 of this Specification of Requirements.
- f) **Payments and Invoicing Requirements** – The Supplier shall provide a range of payments and invoicing processes to the Customer(s) of this Specification of Requirements.
- g) **Account Management Requirements** – The Supplier shall provide an account management and relationship management service which fully supports all of the requirements of the Commercial Agreement and the needs of the Customer(s) which fully supports all of the requirements of the Commercial Agreement and the needs of the Customers as set out in paragraph 10 of this Specification of Requirements.
- h) **Management Information and Data Reporting Requirements** – The Supplier shall have the capability and capacity to provide all of the Management Information and data reporting requirements as prescribed in Schedule 13 (Management Information) of the Commercial Agreement and at Customer Enabling Agreement levels and as set out in paragraph 11 of this Specification of Requirements.
- i) **Complaints Procedure Requirements** – The Supplier shall have in place a complaints-handling procedure at both Commercial Agreement and Customer Enabling Agreement levels which fully satisfies the requirements of paragraph 12

of this Specification of Requirements and clause A19 of the Commercial Agreement.

- j) **Sustainability and Social Value Requirements** – The Supplier shall fully comply with all aspects of the sustainability and social value requirements of paragraph 13 of this Specification of Requirements and Schedule 19 (Sustainability and Social Value) of the Commercial Agreement.
- k) **Business Continuity Requirements and Crisis Management Requirements** – The Supplier shall have in place on the Commencement Date of the Commercial Agreement, robust Business Continuity and Crisis Management plans to ensure continuity of Service in the event of an emergency situation as set out in paragraph 14 of this Specification of Requirements.
- l) **Assurance Management System Requirements** – The Supplier shall have Assurance Management Systems as set out in paragraph 15 of this Specification of Requirements.
- m) **Transition and Exit Requirements** - The Supplier shall comply with all aspects of the transition and exit requirements at both Commercial Agreement and Customer Enabling Agreement levels as set out in paragraph 16 of this Specification of Requirements.

4 SECURITY REQUIREMENTS

- 4.1 This section describes the security requirements that the Supplier shall fulfil as part of the delivery of the Services. This section should be read in conjunction with Schedule 20 (Security Requirements) of the Commercial Agreement.
- 4.2 The data security classification for this Commercial Agreement shall be **OFFICIAL SENSITIVE**.
- 4.3 The Supplier shall comply with the Government Security Classification on .gov.uk. The version current at the time of this procurement, Government Security Classification 2014 may be found here: https://www.gov.uk/government/uploads/system/uploads/Attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf
The Supplier shall read, understand and respond to the Customer(s) and/or the Authority (as applicable) in accordance with Schedule 20 (Security Requirements) of the Commercial Agreement in respect of the security requirements for the Services.
- 4.4 The Supplier shall provide, when requested by the Customer(s) and/or the Authority (as applicable) the architectural design of the Supplier's booking system software and hardware construction.
- 4.5 The Supplier shall have Cyber Essentials Scheme Certificate at the Commencement Date of the Customer Enabling Agreement. Cyber Essential Scheme requirements can be located at <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>
- 4.6 The Supplier shall ensure that information held by the Supplier shall be protected regardless of location as detailed in Schedule 20 (Security Requirements) of the

Commercial Agreement.

- 4.7 The Supplier shall obtain approval from the Authority's Data Controller/Information Risk Owner through the Security Working Group for the off-shored data in accordance with Schedule 20 (Security Requirements) of the Commercial Agreement.
- 4.8 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 or EEA where applicable. Data storage permissions in EEA may be impacted pending the outcome of BREXIT.
- 4.9 If required by the Customer, the Supplier must ensure that personnel working on the Commercial Agreement have the appropriate level of National Security Vetting clearance and have been vetted in accordance with Schedule 20 (Security Requirements) of the Commercial Agreement.
- 4.10 If required by the Customer, the Supplier shall deliver a Government Security Classification (GSC) and security education awareness briefing.
- 4.11 The Supplier must accommodate Customer 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 20 (Security Requirements) of the Commercial Agreement.
- 4.12 The Supplier must report any security incidents or breaches directly to the Authority and the Customer. The Customer will decide the reporting chain of any security incidents or breaches. The Supplier must not report incidents or breaches to the Information Commissioner's Office (ICO) directly in accordance with Schedule 20 (Security Requirements) of the Commercial Agreement.
- 4.13 The Supplier is required to inform the Authority and 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.
- 4.14 If required by the Customer, the Supplier shall ensure that all documents or correspondence must have the Government Security Classification (GSC) applied whether in hard or soft copy format.
- 4.15 The Online Booking Tool shall be compliant with PCI DSS for the handling of card payments.

5 IMPLEMENTATION AND GO LIVE REQUIREMENTS

- 5.1 This section describes the implementation requirements that the Supplier shall fulfil as part of the delivery of the Services. This section should be read in conjunction with Schedule 7 (Implementation) of the Commercial Agreement and/or Annex 3 (Customer-Level Go Live Implementation Plan) of the Customer Enabling Agreement.
- 5.2 The Supplier shall appoint an implementation team led by an implementation manager with a minimum of two years' experience of the solution they are required

to implement and appropriate project management qualifications, such as Prince 2 or equivalent, to oversee the entire implementation. The Supplier shall provide evidence of the implementation manager(s) qualifications to the Customer(s) and/or the Authority (as applicable) within 5 working days of the Commencement Date of the Customer Enabling Agreement.

- 5.3** The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that Service Levels for Customer(s) are not compromised during times of peak demand, for instance at times when the implementation of additional Customer(s) is taking place.
- 5.4** The Supplier shall work cooperatively with the Customer(s)'s incumbent supplier to ensure a systematic, planned and robust transfer of all validated historic data and active Traveller profiles from the incumbent supplier to the Supplier where required, which must be updated and uploaded by the Supplier into their system(s) Free Of Charge ("FOC") during Implementation, to the extent permissible by and in accordance with the Data Protection Act (1998) and any requirements of the GDPR.
- 5.5** The Supplier acknowledges that across all Customers hardware and software versions vary significantly, including, but not limited to, Internet browser, network requirements and operating systems. The Suppliers Online Booking Systems shall have the capability to properly function with the Customer's software in accordance with paragraph 6.5 of this Specification of Requirements and Schedule 21 (Customer Journey) of the Commercial Agreement.
- 5.6** Consultation at Implementation and Go Live stage with the Customer(s)'s IT infrastructure and/or network departments is mandatory. A testing period during the Implementation and Go Live stage shall be agreed with the Customer IT infrastructure and/or network departments as part of the implementation. Services may need to be formally assessed, either by the Government Digital Service (GDS) or the Customer, to confirm that it is being built in a way that meets the Government Digital Service Standard, as set out in <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction>
- 5.7** The Supplier must make every endeavour to utilise existing rail ticket printers, located within the Customer(s)'s premises and make all other FOC ticket fulfilment options known and available to Customer(s).
- 5.8** The Supplier shall support each Customer with ticket printer utilisation data to establish the most cost effective usage and deployment of ticket printers.
- 5.9** The implementation process shall allow Customer(s) to define their requirement for individuals to register as a Super User/Administrator, Booker only, Self-Booker/ Traveller (i.e. Booker is the Traveller), Bookers for immediate colleagues (i.e. small groups <50) or Bookers for large numbers of people.
- 5.10** The Supplier shall provide a test version of the Online Booking System to allow Customer(s) to test and to ensure compatibility with the Customer systems during the Implementation period within 5 working days of request.
- 5.11** The Supplier shall ensure a representative sample of Bookers are able to test the booking process for ease of use and systems compatibility and feedback comments to the Supplier. The Supplier shall make any reasonable adjustments to ensure that Bookers have access to the Online Booking System and that this meets the Customer(s)'s requirements including in relation to accessibility and

security.

- 5.12 During implementation the Supplier shall provide training to Customer(s) on the use of the Online Booking System, as defined in the Customer Enabling Agreement, including but not limited to user guides, classroom training, one-to-one training sessions, videos, webinars and road shows, appropriate to the Customer(s)'s location FOC. The Supplier shall provide a minimum of four FOC training sessions to the Customer(s) per year throughout the duration of the Customer Enabling Agreement after the Go Live date to accommodate new users to the Online Booking System.
- 5.13 Additional support shall include, but not be limited to, email support, telephone support, Live Chat / instant messaging type solutions, booker tips and new service updates. The Supplier must not rely on Frequently Asked Questions (FAQs) alone to provide guidance.
- 5.14 If requested by the customer the Supplier shall provide the support, access and functionality of the Online Booking System to the Customer personnel via mobile devices such as tablets and smartphones. This functionality must not compromise data security in any way and or increase security risks to the Customer(s) or Her Majesty's Government (HMG). Any security risk will be assessed by the Security Working Group comprising of the Authority, the Customer(s) and the Pan Government Accreditor and any necessary modifications must be carried out by the supplier before the go-live stage at no cost to the Customer in accordance with Schedule 20 (Security Requirements) of the Commercial Agreement.

6 ONLINE BOOKING SYSTEM ACCESS AND CAPABILITY REQUIREMENTS

- 6.1 This section describes the Online Booking System access and capability requirements that the Supplier shall fulfil as part of the delivery of the Services.
- 6.2 The Customer(s) require consistent adherence to the service response times as agreed in the Key Performance Indicators (KPIs).
- 6.3 The Supplier shall charge for the Services as detailed in Schedule 4 (Pricing and Invoicing) of the Commercial Agreement.
- 6.4 The Supplier shall ensure that the Online Booking System is available 24 hours a day, 365 days per year (or 366 in a leap year) throughout the entire duration of the Customer Enabling Agreement. This excludes any planned scheduled outages for system maintenance and/or system upgrades that have been mutually agreed with the Authority.
- 6.5 The Supplier should support Single Sign-On to their online booking tool using the Authority's Single Sign-On Solution (SAML 2.0 and/or Open Connect ID compatible)
- 6.6 The Supplier shall provide the Authority and the Customer(s) a minimum of 2 weeks' advance notice of any system upgrade, the benefits that any system upgrades shall deliver, and detail any inconvenience or disruption and /or any actions required to be undertaken by the Customer. Supplier shall ensure such maintenance or upgrades shall be carried out with minimum disruption to the Service. Online Booking System maintenance and upgrades shall be implemented as soon as is practicable, and:

- 6.6.1** They shall be provided by the Supplier FOC.
- 6.6.2** They shall occur outside the hours of 08:00 to 18:00 GMT (or BST as appropriate) Monday to Friday.
- 6.7** Notification of maintenance and/or system upgrades shall be provided to all Customer(s) lead contacts and a message placed on the Supplier Online Booking System at least 2 weeks in advance of and again 48 and 24 hours before as a reminder to the all Bookers.
- 6.8** The Supplier and Customer shall ensure any system maintenance and upgrades are tested via the Customer(s) networks prior to the upgrade/version release going 'live', including any Third Party Providers that the Suppliers are reliant upon.
- 6.9** In case of security breaches and unplanned system maintenance that may directly or indirectly affect the Authority or Customer, the Supplier shall take all necessary actions, including, but not limited to, system maintenance immediately. Report of a security breach should be carried out in accordance with Schedule 20 (Security Requirements) of the Commercial Agreement. Information on non-availability of the Online Booking System is to be shared with the Authority and Customer at least 1 hour in advance of the commencement of the emergency maintenance and or system upgrades. The Supplier shall inform the Authority and the Customer if any action is required and the benefits that any emergency upgrades shall deliver to the Authority and/or Customer, as applicable, with a minimum of 1 hours' notice.
- 6.10** As part of the Implementation and Go Live stage, the Supplier shall adapt the Online Booking System to reflect the Customer's Travel Policy(s) during the implementation stage.
- 6.11** The Supplier shall further adapt the Online Booking System to reflect any changes in the Customer(s) Travel Policy(s) and / or the Security plan throughout the duration of the Customer Enabling Agreement.
- 6.12** As part of the Implementation and Go Live stage the Customer(s) shall provide the Supplier with a list of Super Users who the Supplier shall enable with the appropriate system access and training FOC to undertake the following activities details of which shall be agreed between the Supplier and Customer during implementation stage:
 - 6.12.1** Allow bookings outside of the Customer(s)'s departmental Travel Policy(s) subject to Customer(s) internal controls.
 - 6.12.2** Ability to self-register traveller profiles; create traveller profiles; amend traveller profiles
 - 6.12.3** Delete profiles, in accordance with the data security requirements
 - 6.12.4** Add Customer specific messages to their tailored booking portal where technology exists
 - 6.12.5** This exercise shall be run, where appropriate, in parallel with any applicable testing specified in the Digital Service Standard.
- 6.13** If required by the Customer, the Supplier shall provide the facility for uploading and updating Traveller-specific profile data, e.g. by CSV file or by direct integrated data feed from the Customer's systems, subject to all necessary security and data protection standards required by the Customer and the Authority.

- 6.14** The Online Booking System shall have the capability for Bookers to select and book travel using either pre-registered profiles, create their own profile or a guest profile.
- 6.15** If required by the Customer, the Supplier shall delete/suspend inactive profiles following a period of 13 Months inactivity from the last date of travel or as otherwise agreed with the Customer. The process for deleting/suspending traveller profiles shall be detailed as part of the Customer(s)'s Customer Enabling Agreement. The Supplier shall inform the Customer in writing when inactive profiles have been deleted/suspended.
- 6.16** If required by the Customer, the Supplier shall ensure that the Online Booking System includes a pre-trip approval prior to the booking stage, or authorisation process of bookings (at a minimum, a field that captures a typed response by the Booker to indicate approval has been given).
- 6.17** The Supplier shall ensure a booking cannot be made via the Online Booking System unless a full validated cost centre code or employee number or a full validated GL string, full validated Project Code or WPS number is provided by the Booker unless the payment is being made using an individual's credit card (as specified by each Customer unless the Customer Travel Policy states otherwise). The cost centre code or employee number shall be validated against a list provided by the Customer(s) at the Implementation and Go Live stage. This list shall be updated as frequently as necessary and given to the Supplier up to a maximum of 12 times per year by the Customer(s).
- 6.18** The Supplier shall ensure that when using the Online Booking System, the Bookers are able to search for and be presented with the lowest cost fares and/or rates in the market from multiple sources of Inventory. The results of the search shall ensure that all available Inventory is clearly visible and appropriate to the search parameters entered by the Booker. All publicly available fares/rates, offers and promotional fares/rates and CCS Public Sector Negotiated Programme fares/rates should be displayed and available to book. It is mandatory that the Supplier shall not restrict any content and inventories in any way at all, without obtaining prior written approval from the Authority. There are no exceptions to this mandatory requirement.
- 6.19** The Supplier shall make new inventory available on the Online Booking System, including GDS and non-GDS content (e.g. API), or inventory requested by the Authority as a result of any changes in the supply landscape. New Inventory shall be made available within 14 days of either the request by the Authority or any change in the supply landscape. When a new API implementation is impacted by 3rd party providers, the supplier is to agree the timescale with The Authority.
- 6.20** The Online Booking System should provide Bookers with access to all published fare/rate rules, restrictions, terms and conditions including, but not limited to, the rules for penalty clauses, amendment, and exchange and cancellation periods.
- 6.21** The Online Booking System shall prioritise fares by price, from lowest to highest, highlighting those that are within policy as defined in the Customer(s) Travel Policy(s). The Online Booking System shall also have the functionality to identify when the Booker does not select the lowest cost option, and alert the Booker before they confirm the booking.
- 6.22** The Supplier shall ensure the Online Booking System captures the Reasons for

booking out of the Customers Travel Policy at time of booking via a drop-down list of Reason For Travel Codes as detailed Annex 1 of this Specification and shall be recorded through the Management Information (MI) process.

- 6.23** The Online Booking System shall have the capability to distinguish the CCS Public Sector Negotiated Programme fares from any other public or private fare displayed and ensure all CCS Public Sector Negotiated Programme fares are loaded correctly. The Supplier shall perform up to four fare audits per year to ensure the CCS Public Sector Negotiated Programme fares are correctly loaded in all Online Booking Systems.
- 6.24** The Supplier shall not negotiate or make available any rail fares specific to a Customer without the specific written approval of the Authority, if even if acting upon request of the Customer.
- 6.25** The Supplier shall not negotiate any fares that undercut the CCS Public Sector Negotiated Programme fares and/or yield a higher earning potential for the Supplier, implying the fare to be for the use of a Customer or the use of any Public Sector customer.
- 6.26** The Online Booking System shall assist with travel planning and highlight times of the year when there may be a greater demand for the Services. Information shall be updated on a Monthly basis.
- 6.27** The Online Booking System shall have the facility to communicate, at the point of booking, important messages to Bookers and Travellers regarding situations that are likely to impact their specific travel booking including, but not limited to, hotel refurbishments, travel disruptions, flight delays, adverse weather, industrial action, specific events (e.g. football matches) and Online Booking System outages. Any important messages to be published on the Online Booking System that are not related to travel disruptions shall be submitted to the Authority and or the Customer for approval no later than 48 hours prior to publication.
- 6.28** The Supplier shall be required to disable any service(s) which are not included in the scope of the Commercial Agreement and the Customer Enabling Agreement subject to agreement with the Customer.
- 6.29** The Supplier shall ensure a history of confirmed itineraries is available to Bookers and Travellers of the Customer(s). The Online Booking System shall allow Bookers to save frequently used routes as a template for future reference to enable efficient processing of bookings for frequent journeys.
- 6.30** The Supplier shall grant the Authority access to the Online Booking System of each Customer for the duration of the Commercial Agreement and each Customer's Customer Enabling Agreement whichever terminates last.
- 6.31** All content, interfaces, and navigation elements to be used for this project must be compliant with Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines 2.0 AA. Compliance means that a person with a disability can perceive, operate and understand the interface the same as a person without a disability.
- 6.32** The search results shall provide information including, but not limited to, routes, accessibility restrictions and journey times.
- 6.33** Emissions reporting must be in accordance with the government guidance on Measuring and reporting environmental impacts: guidance for businesses, as amended, using the relevant government emission conversion factors for

- 6.34** If requested by the Customer, the Supplier shall provide a) Travel Policy solutions designed to drive best practice buying behaviours and/or b) solutions to remove fares/rates that the Customer and/or the Authority has requested in writing to the Supplier to be removed from the Online Booking System.
- 6.35** The Supplier shall provide a real-time assistance service to Bookers and Travellers that will deal in real-time with all enquiries from Bookers and Travellers except for making new bookings. The real-time assistance service should be available from 08:00 to 18:00 every Monday to Friday throughout the entire duration of the Customer Enabling Agreements. The real-time assistance service can be provided by telephone or alternative real-time solutions. If provided by telephone, the real-time assistance service should be accessible from all UK landlines, mobile telephones and overseas, via a UK dialling code and calls should cost the Booker/Traveller/Customer no more than calls to numbers beginning with 01, 02 or 03.
- 6.36** The Supplier and the Authority shall agree the wording for any automated attendant model and/or interactive voice response telephone script, which may be used when directing incoming calls. Answer machines and/or automated attendant model shall be kept to 1 level of the call tree.
- 6.37** The Supplier shall provide support to Travellers who may have specific requirements related to Protected Characteristics, outlined in the Traveller's profile or communicated during the booking process, to ensure that they are able to access the Service and that all associated travel and booking arrangements are met. In particular any requirements relating to disability are to be catered for in accordance with the Equality Act 2010.
- 6.38** The Online Booking System shall be customizable; at a minimum it should be possible to display the Customers logo on the landing page of the Online Booking System.
- 6.39** The Online Booking System shall support the OData v4.0 data standard and support either a SOAP or REST API.
- 6.40** During the term of the Commercial Agreement the Authority may need to make changes to the process and interfaces with The Authority's systems. The Supplier should make The Authority aware of the costs, as a daily rate, for any technical changes.
- 6.41** On all booking confirmations, and all associated correspondence, including information shared with 3rd party providers, the Supplier shall ensure that the Customer(s) department identity is not revealed under any circumstances unless instructed otherwise at Implementation and Go Live stage.
- 6.42** The Supplier shall present all available fares in price order (lowest to highest), including as a minimum:
- 6.42.1** Advance purchase (singles and returns)
 - 6.42.2** Flexible (single and returns)
 - 6.42.3** Other cost effective ticketing options. For example, offering two separate

tickets for a single journey (i.e. where there is a break in the route) rather than purchasing one through ticket

- 6.42.4** Discounted fares for holder of any type of discounted rail cards
- 6.43** The Supplier shall ensure that Bookers and/or Travellers receive an instantaneous system generated confirmation/e-ticket by email or phone app as agreed with the Customer(s) once a booking has been confirmed, including as a minimum:
 - 6.43.1** Unique Booking reference code
 - 6.43.2** Unique reference code to enable tickets to be printed and or collected prior to departure
 - 6.43.3** Ticket type (i.e. Advance/Off-Peak) and cost
 - 6.43.4** Booker and Traveller name
 - 6.43.5** Journey details, including, but not limited to, date, time of departure and arrival, departure station, arrival station, TOC and seat number (if a seat has been reserved) for all segments of the journey
 - 6.43.6** Terms and conditions associated with the ticket booked and any restrictions
 - 6.43.7** Information on how to make cancellations, exchanges and amendments
 - 6.43.8** Information on accessibility arrangements, such as provision of ramp access at stations, where relevant or restrictions
 - 6.43.9** The Supplier's contact telephone number during Core Working Hours, and out of Core Working Hours if different
 - 6.43.10 Non-mandatory requirement:** The Supplier's email address for contact during Core Working Hours and out of Core Working Hours if different.
- 6.44** The Supplier shall provide the facility for the Customer to set a default ticket fulfilment option and for the Booker to select an alternative ticket fulfilment before a booking has been confirmed, including as a minimum:
 - 6.44.1** Self-print, phone application and/or bar codes, where available via the Train Operating Company (TOC)
 - 6.44.2** Ticket On Departure (TOD) from a nominated train station (either from a ticket office or a machine)
 - 6.44.3** First or second class post
 - 6.44.4** Recorded or special delivery (signed-for delivery)
 - 6.44.5** Courier delivery
 - 6.44.6** In-house ticket printing facilities (where applicable)
 - 6.44.7** Smartcard or equivalent where TOCs support and/or technology exist
- 6.45** Where Travellers have specific accessibility requirements the Supplier shall ensure that this is clearly communicated to the service provider (i.e. TOC) and any adaptations, such as ramp provision at stations or escorted access are confirmed in writing to the Booker and the Traveller as part of the confirmation. If the adaptations delivered are not suitable, or not provided at the time of travel, the Supplier shall offer alternate solutions at no additional cost to the Traveller. Such

events shall be captured in the complaints process by the Supplier when they become aware and the Supplier shall take up with the service provider, updating the Authority each quarter.

- 6.46 The Supplier shall provide the facility for the Booker to make rail seat reservations within the booking process whenever the seat reservations are available to be booked in advance.
- 6.47 The Supplier shall ensure that the search results displayed on the Online Booking System provide a comparison of the lowest fares available for each TOC in a format that allows the Booker to make best value for money decisions.
- 6.48 The Supplier shall provide the facility for the Customer(s) to make Transport for London bookings. In addition, the Supplier shall provide a facility to book a rail ticket that includes underground travel.
- 6.49 **Non-Mandatory Requirement:** The Online Booking System shall have the facility to import the itinerary details into the calendar that is linked to the Traveller's registered email address.
- 6.50 **Non-Mandatory Requirement:** The Online Booking System should display fares and availability on the day before and the day after the dates selected by the Booker.

7 **TICKETING OPTIONS**

- 7.1 This section describes the ticket options that the Supplier shall fulfil as part of the delivery of the Services.
- 7.2 At the time of booking, the Supplier shall provide details of any fees for delivery / collection of tickets. This information shall be clearly visible to allow the Booker to choose the cheapest option.
- 7.3 The Online Booking System shall allow the Customer(s) to tailor their default ticketing option for rail tickets, for example to an in-house printer, and allow the Booker to select alternative option(s) if required.
- 7.4 Where the Customer(s) do not tailor their ticketing option the Online Booking System shall default to the lowest cost ticketing option, including FOC (FOC) option(s) at the time of booking.
- 7.5 If required by the Customer, the Supplier shall discuss ticket printer requirements with the Customer and the Authority. The Supplier shall have the capability to deliver new and utilise existing ticket printers owned by the Customer to print tickets booked through the Supplier FOC with maintenance cost for the converted ticket printers applied under the agreed pricing model. The Customers have a number of existing rail ticket printers (some supplied by the current incumbent supplier and some they own) see Annex 3 Printer List of this Specification of Requirements for the full Inventory of printers both owned by the Customer(s) and the current incumbent supplier. Existing ticket printers owned by the incumbent supplier shall be removed by the incumbent suppliers with the implementation of RM6016. If agreed by the Customer the removed ticket printers shall be replaced with

- 7.5.1 If available, ticket printers from the agreed Supplier FOC Ticket printer pool, the Customer is liable for all maintenance costs at the agreed pricing model.

- 7.5.2 Where no FOC pool exists, the acquisition by the Customer of a ticket printer at the agreed price. The Customer is liable for all maintenance costs at agreed pricing model.
- 7.5.3 Where no FOC pool exists, Customer lease a new printer at the agreed pricing model. Maintenance costs are to be included in the agreed lease pricing model.

If the Supplier deems that reconfiguration and maintenance of any existing printers owned by the Customer is not viable, then they will discuss potential alternative solutions with the Customer and the Authority.

- 7.6 **Non-Mandatory Requirement:** The Supplier shall complete Attachment 12 to provide information as requested related to the FOC printers to be provided under this arrangement. The number of FOC printers must also include FOC installation, FOC service and repair, maintenance contracts and FOC training. Any ticket printer software updates required (not including Customer's system software) shall be provided FOC.
- 7.7 Any costs associated with printer relocations shall be met by the Supplier (this shall be a maximum of two relocations per year), with the exception of ADSL lines, consumables and stand-alone computers costs, which shall be met by the Customer(s).
- 7.8 The rail ticket printers, which are installed by the Supplier on behalf of the Customer(s), shall be fully compliant with all relevant health and safety Standards. Any new electrical or electronic equipment purchased new either wholly or partially to deliver the Service, including, where relevant, rail ticket printers, must meet the relevant energy efficiency standards set out in Annex III of the Energy Efficiency Directive (EED).
- 7.9 The Supplier shall advise details of ticket printer usage on a Monthly basis and provide a report to the Customer(s) FOC.
- 7.10 The Supplier shall when required by the Customer(s), provide both service and repair maintenance contracts associated with either new purchase or lease options at Customer Enabling Agreement stage.

8 **BOOKING AMENDMENTS, EXCHANGES, CANCELLATIONS AND REFUNDS REQUIREMENTS**

- 8.1 This section describes the booking amendments, exchanges, cancellation and refund requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Services.
- 8.2 The Supplier shall offer an online booking amendment, exchange cancellation and refund solution or an alternative solution for amendment, exchange cancellation and refund solution e.g. offline.
- 8.3 The Supplier shall process all requests to amend, exchange, cancel or refund a prepaid booking from the Customer(s). This shall be undertaken in accordance with the TOC's terms and conditions of booking. The Customer(s) shall not incur charges due to delays in the Supplier's process to amend exchange and or cancel a booking.
- 8.4 All requests for amendments, exchanges, cancellations and refunds shall be confirmed by the Supplier, by email or by other means of written notification. The

confirmation shall provide a unique amendment/exchange/cancellation/refund reference code and clearly show the booking details so that the Customer(s) can accurately match, monitor and track all refund requests.

- 8.5** The amendment/exchange/cancellation/refund process shall include an acknowledgement of receipt of refund requests when sent by post from the Customer to the Supplier.
- 8.6** The Supplier shall check whether tickets have been used and shall provide the Customer(s) with a refund process automatically.
- 8.7** **Non-Mandatory Requirement:** The Supplier shall provide a process for the Customer to claim for delays to train journeys via the Supplier. This process is to be agreed between the Customer and Supplier in the Customer Enabling Agreement

9 PAYMENTS AND INVOICING REQUIREMENTS

- 9.1** This section describes the payment and invoicing requirements that the Supplier shall fulfil as part of the delivery of the Services. Suppliers shall read this information in conjunction with Schedule 4 (Pricing & Invoicing) of the Commercial Agreement.
- 9.2** The Customer(s) shall specify which payment option(s) they will require for users at the Customer(s)'s Implementation and Go Live stage.
- 9.3** The Supplier shall work with the Authority to implement mutually agreed card payment processes as required at no additional cost to the Authority.
- 9.4** For acceptance of payment by purchasing card, the Supplier shall only surcharge the Customer the direct cost borne as a result of the Customer using the given means of payment. The Supplier shall adhere and implement immediately all Interchange Fee Regulations 2015, Payment Systems Regulator regulations, PSD2 regulations and any other regulatory changes related to surcharging. NOTE for Suppliers: When directive is transposed into UK legislation in 2018, it is anticipated that PSD2 will limit surcharging on price regulated cards. On implementation of the PDS2 into UK legislation, it will be mandatory for the Supplier to pass this benefit to Customers immediately.
- 9.5** The Authority reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
- 9.6** The Online Booking System shall provide the facility for the Booker to insert the three / four digit CVV security code.
- 9.7** The Supplier shall provide invoice solutions to support the Customer(s) selected payment options in accordance with Schedule 4 (Pricing and Invoicing) of the Commercial Agreement.
- 9.8** For each online booking the Customer(s) shall require the Booker's and Traveller's staff number, service number, where appropriate, and Customer(s) specific, name, Unit Identification Number, cost centre, email address and where possible whether it is a taxable journey to be recorded for each online booking and, where requested by the Customer(s), the tax classification.
- 9.9** The Supplier shall provide a full itemised breakdown of fees, e.g. booking fees, TOD fees, card surcharge fees and any additional charges indicated on the

Supplier's invoice.

- 9.10 Non-Mandatory Requirement:** If required by the Customer, the Supplier shall use their own card solution to facilitate all bookings that require pre-payment. Paragraph 9.4 of this Specification of Requirements applies no matter whether the card account belongs to the Customer or the Supplier.
- 9.11** The Supplier shall provide an assurance to the Customer(s) that the lowest available fare is always offered to Bookers to make a booking in a secure and fully bonded environment. If a Booker finds a rail ticket that is cheaper than that presented by the Supplier, the Supplier shall action a "Price Match". The requirements set out in this paragraph 9.11 shall not apply to fares which are available exclusively for purchasing directly from a train operating company.
- 9.12** Price Match means the Supplier shall be given the opportunity to match the cheaper fare/rate via secure channels using secure/approved payment means in UK Sterling only, within realistic timelines. If the Supplier cannot match the price, then the Supplier shall refund the difference in fare or rate to the Customer.
- 9.13** For the purposes of Price Match, the rail ticket needs to be 'like for like' (exact origin, destination and routing) in the same class, at the exact same times and dates of travel and with the same ticketing restrictions and penalties, and include any ancillary fees and taxes.
- 9.14** The Supplier shall offer a Price Match guarantee on all fares it supplies to each Customer to guarantee the Supplier is offering the lowest cost options for travel. Price Match fares are those that are available to the general public online. This does not include fares offered on membership only websites, reward programs, incentives, via a consolidator or fares obtained via e-auctions, fares exclusively available through train operating companies, direct sales channel or sites requiring a code to access. A Price Match challenge needs to be flagged to the Supplier within 30 minutes of receiving the Supplier's quoted fare by email. No additional transaction or amendment fees shall be applied when a Price Match is implemented. Price Match is only available for fully RDG/ATOC/ABTA (or equivalent) bonded distribution channels and only where the UK is the point of origin and the point of sale. Price Match shall not apply in situations where the Customer has requested that Inventory channels and availability displays be limited to exclude the fares being challenged under Price Match. Price Match shall not apply where the Customer or Customer representative has negotiated a fare programme where the lowest available fare is higher than the benchmark fare or fare quoted by the Customer.

10 ACCOUNT MANAGEMENT REQUIREMENTS

- 10.1** This section describes the account management requirements that the Supplier shall fulfil as part of the delivery of the Services. This section should be read in conjunction with Schedule 3 (Service Levels and Service Credits) and Schedule 14 (Governance) of the Commercial Agreement.
- 10.2** The Supplier shall provide the Authority with a named Commercial Agreement Manager, within 5 working days of signing the Commercial Agreement. The nominated Commercial Agreement Manager shall have a minimum of two years business travel industry experience in a similar role. For avoidance of doubt the Supplier is not required to provide Account Managers at the Customer level.

- 10.3 The Commercial Agreement Manager shall be accountable for all aspects of Service delivery and fulfilment of the terms and conditions of this Specification and the Commercial Agreement.
- 10.4 The Supplier shall provide a Deputy Commercial Agreement Manager to cover the Commercial Agreement Manager's periods of holiday, unavailability and absence.
- 10.5 The Commercial Agreement Manager shall hold quarterly strategic review meetings with the Authority.
- 10.6 The Commercial Agreement Manager shall actively facilitate sharing of good practices across Customer(s) to provide solutions that generate commercial benefits, added value, and deliver new customer spend through the Authority's Commercial Agreement and deliver compliance to government policy.
- 10.7 The Commercial Agreement Manager shall promote, deliver and communicate transparency of pricing, savings, Commissions to the Authority and the Customer(s) respectively.
 - 10.7.1 The Authority require that all communications to the Supplier be acknowledged by the Supplier within 4 Core Working Hours.

11 **MANAGEMENT INFORMATION AND DATA REPORTING REQUIREMENTS**

- 11.1 This section describes the Management Information and data reporting requirements that the Supplier shall fulfil as part of the delivery of the Services. Suppliers shall read this information in conjunction with Schedule 13 (Management Information) of the Commercial Agreement. In the event of any conflict between the provisions of this paragraph and the provisions of Schedule 13 (Management Information) of the Commercial Agreement, the provisions of this paragraph shall prevail.
- 11.2 Management Information and data reporting shall be provided to the Authority and to the Customer(s) FOC in accordance with Schedule 13 (Management Information) of the Commercial Agreement.
- 11.3 The Supplier shall provide access to their Management information via API to the Authority. The Authority will make the data available to the Customer using the reporting fields as set out in Annex 4 (Reports) of the Customer Enabling Agreements Annex 2 of this Specification of Requirements.
- 11.4 The Supplier shall complete and upload the Management Information System Online (MISO) template, (template to be provided by the Authority following award of the Commercial Agreement) to be completed and uploaded no later than 7th of each Month for the duration of the Commercial Agreement and the duration of all Customer Enabling Agreements that extended beyond the end of the Commercial Agreement.
- 11.5 The Supplier shall be able to identify travel detail by any of the data set definitions, defined at Annex 2 of this Specification of Requirements.
- 11.6 By the 12th of the first month of each quarter, and for the duration of the Commercial Agreement and the Customer Enabling Agreements, the Supplier shall complete the following report templates at both Authority and Customer level (templates to be provided by the Authority following award of the Commercial Agreement):

- 11.6.1** A completed template to report actual spend and savings each Quarter; this should be available at parent and ALB/TLB level. This will include (a) savings against initiatives highlighted by the Authority (b) identification of further savings opportunities for each Customer(s). This report shall include the value of savings opportunities and actions required to achieve these savings. Savings shall be reported by the Supplier against three different baselines which will be advised by the Authority. For example the current baseline against 2015/16 baseline, the prior year baseline and the market baseline.
- 11.6.2** A completed Quarterly Supplier Action & Continuous Improvement Plan (SAP) template showing progress on actions including delivery on Social Value milestones.
- 11.6.3** A completed Quarterly Review Meeting Action Points template Authority including any identified risks, issues, complaints, concerns and future opportunities in relation to the Services.
- 11.6.4** A completed Accreditation Management Plans (AMP) template.
- 11.6.5** A completed KPI/SLA/Service Credit Performance Reports template as defined in Schedules 3 and 9 of the Commercial Agreement. This report will also be required at Customer and/or ALB/TLB level.
- 11.6.6** A summary of declined savings by travel type by reason code, by Customer by Quarter baselined against the lowest cost option. Customers will require the same data at individual traveller level, the Supplier shall notify the Authority of any unplanned “spikes or troughs” (increases/decreases) in spend to ensure this can be investigated and reported by the Authority.
- 11.6.7** A third party provider Small to Medium Enterprise spend report including methodologies used to produce the report.
- 11.6.8** A minimum of one case study per half year for the duration of the Commercial Agreement to evidence the savings, benefits or added value of the Commercial Agreement. In the unlikely event that a case study is not available on any given quarter then the Supplier shall provide confirmation of this to the Authority.
- 11.6.9** The Supplier shall arrange and attend 1 meeting per quarter between a forum of key private sector customers and the Authority, to share ideas, good practice and market updates.
- 11.7** The Supplier shall capture details of the Authorising Officers for each Online out of policy booking and this shall be agreed with the Customer(s) at Implementation and Go Live stage.
- 11.8** The Management Information reported to the Authority outside the API must not

include personal sensitive data of Customer travellers.

- 11.9 It is a mandatory requirement that the Supplier shall provide a solution to measure the service cost savings that is acceptable for the Authority.

12 COMPLAINTS PROCEDURE REQUIREMENTS

- 12.1 This section describes the complaints procedure that the Supplier shall provide as part of the delivery of the Services. Suppliers shall read this information in conjunction with Clause 19 of Part A of the Commercial Agreement, the Dispute Resolution Procedure and Clause 1A5 of the Customer Enabling Agreement.

- 12.2 The Supplier shall ensure that any issues raised directly by Travellers who are encountering problems whilst undertaking their business travel are dealt with as a matter of priority and the Supplier shall assist in seeking speedy resolution to resolve the situation, irrespective of where the fault lies. As detailed in paragraph 2.1 of Schedule 19 (Sustainability and Social Value Requirements) of the Commercial Agreement, alternative, appropriate accessible arrangements shall be put in place by the Supplier for complaints relating to accessibility.

- 12.3 Complaints made by Customer(s) and/or the Authority i.e. verbal, formal or informal and written shall be acknowledged by the Supplier within 4 Core Working Hours of the details of the complaint being received by the Supplier. Within two (2) Working Days of a request by the Authority, the Supplier shall provide full details of a Complaint to the Authority, including details of steps taken to achieve its resolution. Thereafter updates on how the Supplier is proactively working to seek a resolution of the complaint shall be made by the Supplier to the Customer(s) and/or the Authority at intervals of 2 working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.

- 12.4 The Supplier shall have a process in place to direct complaints (including, but not limited to, those from third party providers against a Traveller to the relevant Customer(s) for investigation and resolution.

- 12.5 The Supplier shall provide the Authority with a Quarterly consolidated report for the duration of the Commercial Agreement capturing all complaints detailed by Customer(s). These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to processes and lessons learned.

- 12.6 The Customer(s) will define any additional complaints process including, but not limited to, escalation and reporting requirements within the Customer Enabling Agreement and with the Supplier during implementation and Go live stage. The Authority will supply a fully documented escalation process.

13 SUSTAINABILITY AND SOCIAL VALUE REQUIREMENTS

- 13.1 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.

14 BUSINESS CONTINUITY REQUIREMENTS AND CRISIS MANAGEMENT REQUIREMENTS

- 14.1** This section describes the Business Continuity and Crisis Management requirements that the Supplier shall fulfil as part of the delivery of the Services and should be in place from the Commencement Date of the Commercial Agreement.
- 14.2** The Supplier shall have a robust Business Continuity and Crisis Management Plan in place to:
- 14.2.1** detail the processes in place to maintain the delivery of Services during periods of unplanned unavailability of the Online Booking System, including, but not limited to, communication to Customers, Bookers and Travellers
- 14.3** 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.
- 14.4** The Supplier shall maintain its readiness for Business Continuity in accordance with the principles and operation of ISO 22301 and ISO 22313 and any new or emergent or updated versions of these standards throughout the lifetime of the Customer Enabling Agreement.
- 14.5** In the event of a significant incident which may have an impact on the Customer's Travellers, the Supplier shall ensure the Customer/Authority have immediate access to all booked travel data.
- 14.6** **Non-Mandatory Requirement:** The Supplier shall provide the facility for the Customer/Authority to pull a report in real-time to locate Travellers in accordance with the Customer duty of care policy provided to the Supplier at the Customer(s)'s Implementation and Go Live stage.

15 **ASSURANCE MANAGEMENT SYSTEMS REQUIREMENTS**

- 15.1** This section describes the assurance management system requirements that the Supplier shall fulfil as part of the delivery of Services.
- 15.2** The Supplier shall at all times for the duration of the Commercial Agreement and Customer Enabling Agreements, comply with the relevant standards, for the scope of the Services offered, including but not limited to the following:
- 15.2.1** A Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent.
- 15.2.2** An Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent.
- 15.2.3** An Information Security Management System as defined in Schedule 20 (Security Requirements) of the Commercial Agreement.

16 **TRANSITION AND EXIT REQUIREMENTS**

- 16.1** This section describes the transition and exit requirements that the Supplier shall fulfil as part of the delivery of the Services, in accordance with Schedule 17 (Exit) of the Commercial Agreement.
- 16.2** At the start of the Commercial Agreement Period, the Authority shall require the

Supplier to provide details of a proposed exit strategy and plan for all Customer(s). The exit strategy and plan shall be agreed in writing with the Authority prior to any transitioning of the Customer(s) to the Commercial Agreement. In implementing the exit strategy and plan the Supplier shall ensure that a smooth transition is effected for all Customer(s) from their current Commercial Agreement with the Supplier across to new Commercial Agreement under any new supplier, and that the Supplier shall work collaboratively with any new supplier appointed.

- 16.3** At the end of the term of the Commercial Agreement, the Authority shall require all current and historic data and all profiles to be permanently deleted and, unless specifically requested otherwise by the Customer, transferred by the Supplier to any new supplier and shall maintain and destroy data in accordance with Schedule 17 (Exit) of the Commercial Agreement at no extra cost to the Customer(s). The Supplier shall confirm in writing when all data has been destroyed.
- 16.4** Upon expiry of this Commercial Agreement and any Customer Enabling Agreements, the Supplier shall deliver the same exit strategy requirement to the successful supplier replacing the Supplier, sourced by the Authority and/or Customer(s) (as applicable).
- 16.5** The Supplier shall accept all active profiles and the transfer of all bookings with a travel date greater than 8 weeks from the start of the Implementation and Go Live stage. At the end of the Commercial Agreement Period, the Supplier shall provide the Customer(s) and the new Supplier with details of all profiles, all bookings with a travel date greater than 8 weeks from the expiry or termination date of the Customer Enabling Agreement and all spend and savings data. However, in the event that a new supplier has a different GDS to the incumbent supplier, and no transfer of PNR can be technically or legally achieved, then an alternative, appropriate plan will need to be developed. This plan, which may include, but not be limited to, encouraging bookers to withhold making bookings until implementation is complete, or having tickets issued with incumbent supplier prior to the transfer. All care should be taken to ensure that where possible, chosen action does not result in increased fares for Customers.
- 16.6** Where the travel is to take place within 8 weeks of the Commencement Date of the Customer Enabling Agreement, the bookings shall remain with the current incumbent supplier, to avoid the need to cancel bookings and transfer enquiries that are in mid completion.
- 16.7** The Supplier shall work with the Customer(s)'s incumbent supplier to effect a systematic, planned and robust transfer of bookings, profiles and management information to ensure continuity of service.
- 16.8** In anticipation of the expiry of the Customer Enabling Agreement, the Supplier shall be required to deliver its robust exit strategy that has been agreed with the Authority and/or Customer(s) (as applicable) pursuant to the above.
- 16.9** 12 Months prior to go live with a new supplier the Supplier shall provide to the Authority:
- 16.9.1** Named Supplier personnel who shall work with the Authority and/or Customer(s) to develop and implement the agreed exit strategy
 - 16.9.2** All Travellers profiles broken down by Customer(s), including, but not limited to, staff number, email address and contact number

- 16.9.3 Spend volume and transaction numbers broken down by Customer(s) and further broken down by other services
 - 16.9.4 Payment methods used by Customer(s)
 - 16.9.5 Booking policies by Customer(s)
 - 16.9.6 A mutually agreed communications plan to the Authority
 - 16.9.7 Executing mutually agreed strategy around live bookings, including, but not limited to, supporting live bookings after expiry or termination date of the Customer Enabling Agreement, refunds, changes and exchanges.
 - 16.9.8 Any other information that is specific to a Customer in connection with the provision of the Services.
- 16.10 12 Months prior to go live with a new supplier the Supplier shall provide to the Customer(s):
- 16.10.1 Each Customer(s) with an updated Customer Enabling Agreement checklist (clearly outlining where things have changed during the lifetime of the Customer Enabling Agreement e.g. preferred payment terms, policy for use of first class travel, rail ticket fulfilment default choice etc.)
- 16.11 3 Months prior to go live with a new supplier the Supplier shall provide to the Customer(s):
- 16.11.1 A refreshed Final Data Set, to capture any bookings that had a longer lead time OR paid invoices that have come in after the expiry or termination date of the Customer Enabling Agreement.

17 **NON-MANDATORY REQUIREMENTS - FEEDBACK**

- 17.1 The Online Booking System shall provide access to a feedback facility. The feedback facility must request the user's email address as a minimum so as to identify the provider of the feedback.
- 17.2 The Online Booking System shall provide a facility for Customer(s) to provide feedback on the quality of the booking system or service and third party supplier performance and quality. The Supplier shall review this feedback as part of account management and to provide recommendations to remedy these and avoid issues occurring again
- 17.3 The Supplier shall provide, within the Online Booking System a facility for the Authority and or the Customer to register complaints.

18 **COMMERCIAL AGREEMENT ACCESS**

- 18.1 The Supplier shall note that Services provided under this Commercial Agreement, for business travel booking and management Services are solely for authorised business use. Whilst the Services are predominantly for Customer's employees, they may also be utilised for non-employees, for example employee spouses and dependants, members of the public, visiting foreign nationals and others where prior written approval is provided by the Customer(s). Under no circumstances shall Traveller(s) of the Authority, the Customer(s), other Government Departments, other public body(s) or any other nominated individuals authorised by the Authority and/or the Customer(s), utilise the Services for personal use unless explicitly part of their duty or pursuant to employment terms and conditions.

18.2 There shall be no personal gain for Bookers or Travellers through benefits acquired as a consequence of travel undertaken as part of this Commercial Agreement. Therefore, the Supplier shall not facilitate the collection of an individual's loyalty card points awarded by third party providers. However, the Supplier is required to facilitate corporate schemes and / or charity donation schemes where applicable, if approved by the Authority and agreed with the Customer(s).

ANNEX 1 – REASON CODES

1. REASON FOR TRAVEL CODES:

- CONFERENCE ATTENDANCE
- DETACHED DUTY
- INTERVIEWS/ASSESSMENTS
- PERFORMANCE REVIEWS
- ATTENDING TRAINING
- DELIVERING TRAINING
- HOME WORKER
- EMERGENCY/DISASTER SUPPORT
- SPECIAL PROJECT
- COURT ATTENDANCE
- INTERNAL MEETING
- MEETING WITH EXTERNAL BODIES
- SITE VISIT
- SUPPLIER VISIT
- TECHNICAL ASSISTANCE
- TRANSFER JOURNEYS AND LEAVE JOURNEYS
- OFFICIAL ROLE FOR EXTERNAL ORGANISATION
- OPERATIONAL ACTIVITY
- SECURITY (INCLUDING NATIONAL SECURITY)
- TEAM MEETING
- REMOTE WORKER

2. REASON FOR BOOKING OUT OF POLICY:

- NO AVAILABILITY WITHIN POLICY LOCATION/HOTEL
- CANCELLATION RESTRICTIONS
- LOWER WHOLE TRIP COSTS
- LOWER COST PACKAGE/DINNER BED BREAKFAST RATE
- ATTENDING MEETING/EVENT AT SELECTED HOTEL
- DISABILITY/MEDICAL CONDITION
- EMERGENCY/DISASTER SUPPORT
- SECURITY RISK

3. REASON FOR DECLINING THE LOWEST COST OPTION:

- CANCELLATION RESTRICTIONS
- NEED MORE FLEXIBLE TICKET
- ACCOMPANYING AUTHORITY/COLLEAGUE
- BREAK OF JOURNEY PROHIBITED
- SLEEPER BOOKING
- CHEAPER TICKET AGE RESTRICTIONS
- TIMING/ROUTING UNSUITABLE
- LOWER WHOLE TRIP COST
- APPROVED TRAVEL CLASS

- RETAINED RIGHTS
- DISABILITY/MEDICAL CONDITION
- EMERGENCY/DISASTER SUPPORT
- LOWEST COST OPTION WAS ROOM ONLY
- LOWEST COST OPTION WAS FOR A SINGLE ROOM
- LOWEST COST OPTION TOO FAR FROM DESTINATION
- LOWEST COST OPTION DOESN'T PROVIDE THE NECESSARY FACILITIES
- QUALITY OF VENUE E.G. POOR CUSTOMER FEEDBACK, SECURITY RISK
- HEALTH & SAFETY / SUSTAINABILITY E.G. ACCESSIBILITY, LIMITED SERVICES E.G. UNDERGOING REFURBISHMENT

4. REASON FOR DECLINING LOWEST CO2 EMISSION OPTION:

- EMERGENCY/DISASTER SUPPORT
- LOWER WHOLE TRIP COST
- DISABILITY/MEDICAL CONDITION
- SECURITY (INCLUDING NATIONAL SECURITY)
- TIMING/ROUTING UNSUITABLE
- ACCOMPANYING AUTHORITY/COLLEAGUE
- SPECIAL PROJECT

ANNEX 2 – MI REPORTING FIELDS

- Reporting fields for each customer will be confirmed in each Customer Enabling Agreement; the list below is a list for general information purposes
- Additional reporting fields may be identified by the Authority as necessary during the term of the Commercial Agreement

	Field Name	Notes	MISO	Customer
1	Customer Invoice Date	Date the invoice was raised. (dd/mm/yyyy)	Yes	Yes
2	Transaction Type	Charge, Refund, Change, Cancellation,	Yes	Yes
3	Commercial Agreement number	e.g. RM 6016	No	Yes
4	LOT number	1, 2, 3, 4 or 5	Yes	Yes
5	Supplier Order Number	The order number from the Supplier that the goods/service relates to	Yes	Yes
6	Customer Invoice Number	Reference to identify the invoice issued to the customer	Yes	Yes
7	Customer Invoice Line Number	A line identifier of this line item on the invoice	Yes	Yes
8	Customer URN	Unique Reference Number (URN) of the public sector customer who made the procurement. An up to date list may be downloaded from our website.	Yes	Yes
9	Customer Order Number	The order number from the Customer that the goods/service relates to.	Yes	Yes
10	Customer Organisation	Name of the public sector customer who made the procurement.	Yes	Yes
11	Parent Organisation		No	Yes
12	Customer Postcode	Post Code of the public sector customer who made the procurement	Yes	Yes
13	Directorate Name		No	Yes
14	Directorate Name cost centre (UIN)		No	Yes
15	Service Description	Air Coach Booking Conference Currency Service Eurostar Ferry Hotel Meeting Meeting Facilities Rail	Yes	Yes

		Serviced Accommodation Taxi Vehicle Hire VISA Service Other		
16	Service Provider	Air - Air Carrier Coach Booking - Name of Provider Conference - Name of Provider Currency Service - Name of Provider Eurostar - Eurostar Ferry - Ferry Carrier Hotel - Hotel Chain Meeting - Name of Provider Meeting Facilities - Name of Provider Rail - Train Operator Serviced Accommodation - Hotel Chain Taxi - Name of Provider Vehicle Hire - Name of Provider VISA Service - Name of Provider Other - Name of Provider	Yes	Yes
17	UNSPSC Codes	Air - 78111502 Coach Booking - 78111808 Conference - 90111601 Currency Service - 84121603 Eurostar - 78111603 Ferry - 78111700 Hotel - 90111800 Meeting - 80141902 Meeting Facilities - 90111600 Rail - 78111601 Serviced Accommodation - 90111504 Taxi - 78111804 Vehicle Hire - 78111808 VISA Service - 90121602 Other - 90120000	Yes	Yes
18	Unit of purchase	The unit of measure for the item being invoiced. The appropriate unit(s) for each Service Description are shown below: Air - Air Ticket Coach Booking - Coach Ticket Conference - Meeting/Event or Venue/Delegate Currency Service - Currency Eurostar - Eurostar Ticket Ferry - Ferry Ticket Hotel - Rooms Meeting - Meeting/Event, Venue/Delegate Meeting Facilities - Audio, Food, Beverage or Other Rail - Rail Ticket Serviced Accommodation - Rooms Taxi - Taxi journey Vehicle Hire - Car Hire VISA Service - Visa Other - Booking Fee, Car Parking, Courier Delivery or Food/Equipment	Yes	Yes

19	Unit price	Air - Air Price Coach Booking - Coach Price Conference - Meeting/Event Price or Venue/Delegate Rate Currency Service - Currency Service Price Eurostar - Eurostar Price Ferry - Ferry Price Hotel - Room Rate Meeting - Room Hire Cost Meeting - Delegate rate Meeting - F&B cost Meeting - Audio Visual Meeting - Other costs Rail - Rail Price Serviced Accommodation - Room Rate Taxi - Taxi Price Vehicle Hire - Car hire Price VISA Service - Visa Price Other - Booking Fee Price, Car Parking Price, Courier Delivery Price or Food/Equipment Price	Yes	Yes
20	Quantity	Air - Number of Travellers Coach Booking - Number of Travellers Conference - Number of Day Delegates Currency Service - Please enter 0 Eurostar - Number of Travellers Ferry - Number of Travellers Hotel - Number of Guests Meeting - Number of Day Delegates Meeting Facilities - Please enter 0 Rail - Number of Travellers Serviced Accommodation - Number of Guests Taxi - Number of Taxis Vehicle Hire - Number of Hired Vehicles VISA Service - Number of VISAs Other - Please enter number of transaction	Yes	Yes
21	Date Booked	The date when the booking was made (dd/mm/yyyy).	Yes	Yes
22	Booking Method	How was the ticket booked? Please enter Online or Offline only	Yes	Yes
23	Booking Fee (ex VAT)	How much the booking fee was (£). Cancellation charges to be shown as -ve	Yes	Yes
24	Total Customer Invoice Value ex VAT and CCS Commissions	The amount (£) being invoiced for this line of the invoice.(Excluding any CCS Commissions) Refunds should appear as -ve.	Yes	Yes
25	VAT amount charged	The amount (£) being invoiced for VAT	Yes	Yes
26	Booking value	The total booking value for this line. Cancelled bookings should appear -ve.	No	Yes
27	Commissions Returned to Customer (ex VAT)	Please enter the amount of any Commissions returned to the customer, excluding VAT. (Excluding any CCS Commissions) Refunds should appear as -ve.	Yes	Yes

28	CCS Commissions (Management Fee or Levy)	The amount (£) being invoiced for this line of the invoice. Refunds should appear as -ve.	Yes	No
29	Billback cost	Billback Costs (£) incurred in transaction	Yes	Yes
30	Night Delegate Rate (ex VAT)	Meeting - Night Delegate Rate Please enter 0 for all other service descriptions.	Yes	Yes
31	Number of Night Delegates	Meeting - Number of Night Delegates Please enter 0 for all other service descriptions.	Yes	Yes
32	Number of Room Nights / Conference Days / Vehicle Hire & Coaches Rental days	HOTEL - Number of Room Nights Meeting - Number of Conference Days SERVICED ACCOMMODATION - Number of Room Nights Vehicle Hire & coaches - Number of Rental Days Please enter 0 for all other service descriptions.	Yes	Yes
33	Ticket Type	The type of ticket e.g. Fully Flexible, Non-refundable, Peak, Off-peak, Advanced, Season etc... RAIL - Ticket Type AIR - Ticket Type FERRY - Ticket Type EUROSTAR - Ticket Type Please enter 0 for all other service descriptions.	Yes	Yes
34	Single or Return / Venue	RAIL - Single or Return AIR - Single or Return HOTEL - Name of Hotel FERRY - Single or Return Meeting - Venue Name SERVICED ACCOMMODATION - Venue Name Please enter 0 for all other service descriptions.	Yes	Yes
35	Travel Class / Star Rating	RAIL - Travel Class AIR - Travel Class HOTEL - Star Rating FERRY - Travel Class Meeting - Tier 1 OR Tier 2 SERVICED ACCOMMODATION - Star Rating Please enter 0 for all other service descriptions.	Yes	Yes
36	Travel Outbound Date	Air - Date of Departure Coach Booking - Date of Departure Conference - Date of Conference Currency Service - Date of Delivery Eurostar - Date of Departure Ferry - Date of Departure Hotel - Date of check in Meeting - Date of Conference Meeting Facilities - Date of Conference Rail - Date of Departure Serviced Accommodation - Date of check in Taxi - Date of Departure Vehicle Hire - Date of Departure VISA Service - Date of Delivery Other - Date of Other Service	Yes	Yes
37	Travel Inbound date	Air - Date of Return Coach Booking - Date of Return	Yes	Yes

		Conference - Date of Conference Currency Service - Date of Delivery Eurostar - Date of Return Ferry - Date of Return Hotel - Date of check out Meeting - Date of Conference Meeting Facilities - Date of Conference Rail - Date of Return Serviced Accommodation - Date of check out Taxi - Date of Return Vehicle Hire - Date of Check out VISA Service - Date of Delivery Other - Date of Other Service		
39	Miles Travelled	RAIL - Number of Miles Travelled AIR - Number of Miles Travelled FERRY - Number of Miles Travelled Please enter 0 for all other service descriptions.	Yes	Yes
40	Location/Route Details	RAIL - Route code e.g. LIV-CRE-EUS AIR - Route Code e.g. MAN-NRI-AMS HOTEL - Accommodation Town/City FERRY - Route Code e.g. DOV-CAL Meeting - Conference Town/City SERVICED ACCOMMODATION - Accommodation Town/City Please enter 0 for all other service descriptions.	Yes	Yes
41	Location Post Code	HOTEL - Accommodation Postcode (First Part) Meeting - Conference Postcode SERVICED ACCOMMODATION - Accommodation Postcode (First Part) Please enter 0 for all other service descriptions.	Yes	Yes
42	Service Country	Air - Destination Country Coach Booking - Destination Country Conference - Conference Country Currency Service - Country of Currency Eurostar - Destination Country Ferry - Destination Country Hotel - Accommodation Country Meeting - Conference Country Meeting Facilities - Conference Country Rail - Destination Country Serviced Accommodation - Accommodation Country Taxi - Destination Country Vehicle Hire - Destination Country VISA Service - N/A Other - N/A	Yes	Yes
43	Dispatch Method	RAIL - Ticket Dispatch Method AIR - Ticket Dispatch Method FERRY - Ticket Dispatch Method EUROSTAR – Ticket Dispatch Method Please enter 0 for all other service descriptions.	Yes	Yes
44	Rate Agreement	Indicate if the rate applied is either; Supplier negotiated CCS Public Sector Negotiated Programme - Air CCS Public Sector Negotiated Programme - Accommodation	Yes	Yes
45	Cost Centre	Where available, please record the cost centre	Yes	Yes

		within the Customer that the transaction is for.		
46	Commercial Agreement Number	Please record the Commercial Agreement number between you and the Customer (i.e. the customer).	Yes	Yes
47	Air Fare Booking Class	A, B, C, D,	Yes	No
48	Point to Origin	RAIL - Point of Origin e.g. LHR AIR & Eurostar - Point of Origin, please use Airport IATA code HOTEL - Accommodation Town/City FERRY - Point of Origin e.g. DOV Meeting - Conference Town/City SERVICED ACCOMMODATION - Accommodation Town/City Please enter 0 for all other service descriptions.	Yes	Yes
49	Point of Destination	MANDATORY FIELD Point of Origin RAIL - Point of Destination e.g. LIV AIR & Eurostar - Point of Destination, please use final destination Airport IATA code HOTEL - Accommodation Town/City FERRY - Point of Destination e.g. DOV Meeting - Conference Town/City SERVICED ACCOMMODATION - Accommodation Town/City Please enter 0 for all other service	Yes	Yes
50	Destination Region	Please use the follow pending on the destination of trip, location Hotel/ Venue. UK, Europe, International	Yes	Yes
51	Accommodation brand / hotel brand	Service Provider covers this	Yes	Yes
52	Accommodation chain GDS code		Yes	Yes
53	Provider Business Size	SME, Large Enterprise	Yes	Yes
54	Reason for travel	From Reason Code list in the Specification of Requirements	Yes	Yes
55	Reason for booking out of policy	From Reason Code list in the Specification of Requirements	Yes	Yes
56	Reason for declining lowest cost option	From Reason Code list in the Specification of Requirements	Yes	Yes
57	Reason for declining lowest CO2 emission	From Reason Code list in the Specification of Requirements	Yes	Yes
58	Reason for		No	Yes

	amendment /cancellation			
59	Reason for no-show / non-use		No	Yes
60	Declined savings (£)		Yes	Yes
61	Number of transactions		Yes	Yes
62	Merchant Fee/surcharge		Yes	Yes
63	Payment Method		Yes	Yes
64	Traveller ID		No	Yes
65	Traveller Type	e.g. staff, guest, family member	No	Yes
66	Traveller Location		No	Yes
67	Traveller Nominal Code		No	Yes
68	Approval status		No	Yes
69	Booking Status	e.g. booked, cancelled invoiced	No	Yes
70	GDS used		No	Yes
71	Carbon Emissions (CO2e)		No	Yes
72	Accommodation Address		No	Yes
73	Special Requirements		No	Yes
74	Tax classification		No	Yes

ANNEX 3 – RAIL TICKET PRINTERS

Department / Organisation	Printers Information				
	Printer Type (Desktop, Kiosk, etc.)	City	Shipment Date	Expiry Date of Maintenance Contract (if applicable)	Owned by:
Arts Council	Desktop / EvolviPrint	London		19/01/2013	Supplier
Arts Council	Desktop / EvolviPrint	Manchester		19/03/2011	Supplier
Barnsley Metropolitan Council	Desktop	Barnsley	10/7/2015	9/7/2018	Department
Basingstoke & Deane Borough Council	Desktop	Basingstoke	12/9/2015	11/9/2018	Department
Cabinet Office	Desktop	Unknown			Department
Cabinet Office	Desktop	Unknown			Department
Care Quality Commission	Kiosk	Birmingham	01/05/2012	20/03/2019	Department
Care Quality Commission	Desktop / EvolviPrint	Newcastle	01/05/2012	20/03/2019	Department
Care Quality Commission	Desktop / EvolviPrint	Newcastle	01/05/2012	20/03/2019	Department
Care Quality Commission	Desktop / EvolviPrint	Bristol	01/05/2012	20/03/2019	Department
Care Quality Commission	Desktop / EvolviPrint	London	01/05/2012	25/11/2011	Department
Care Quality Commission	Kiosk	London	01/05/2012	20/03/2019	Department
Care Quality Commission	Desktop / EvolviPrint	Preston	01/05/2012	20/03/2019	Department
Care Quality Commission	Desktop / EvolviPrint	Leeds	01/05/2012	20/03/2019	Department
Care Quality Commission	Desktop / EvolviPrint	Nottingham	01/05/2012	20/03/2019	Department
Cheshire Fire & Rescue Service (Capita)	Desktop	Winsford	Dec-07	May-17	Department
Cheshire West and Chester Council	Desktop	Chester	N/A	N/A	Department
Cheshire West and Chester Council	Desktop	Chester	N/A	N/A	Department
Department for Communities and Local Government	Mini-Kiosk	Plymouth			Supplier
Department for Communities and Local Government	Desktop / EvolviPrint	Hemel Hempstead		07/07/2012	Supplier
Department for Communities and Local Government	Kiosk	Birkenhead			Supplier
Department for Communities and Local Government	Kiosk	Birkenhead	16/12/2009		Supplier
Department for Communities and Local Government	Desktop / EvolviPrint	St Leonards on Sea		07/07/2012	Supplier
Competitions Market Authority	Desktop / EvolviPrint	London	31/07/2008	30/07/2011	Supplier
Crown Commercial Service	Mini-Kiosk	Liverpool	12/04/2007	08/06/2013	Supplier

Crown Commercial Service	Mini-Kiosk	Norwich	16/11/2010	14/11/2013	Supplier
Crown Prosecution Service	Kiosk	Unknown		Includes 3 years	Department
Defence Science and Technology Laboratory	Kiosk	Cambridge		Expires 16/02/19	Department
Defence Science and Technology Laboratory	Kiosk	Nottingham		Expires 08/03/19	Department
Defence Science and Technology Laboratory	Kiosk	Southampton		Expires 21/02/19	Department
Department for Environment, Food & Rural Affairs	Kiosk	London	07/04/2011	26/07/2019	Department
Department for Environment, Food & Rural Affairs	Kiosk	London		31/12/2012	Supplier
Department for Environment, Food & Rural Affairs	Kiosk	York		17/04/2016	Supplier
Department for Environment, Food & Rural Affairs	Kiosk	York	01/06/2012		Supplier
Department for Environment, Food & Rural Affairs	Kiosk	York	01/06/2012		Supplier
Department for Business Innovation and Skills	Kiosk	London		Expires 17/02/19	Supplier
Department for Business Innovation and Skills	Kiosk	Sheffield		Expires 04/02/19	Supplier
Department for Transport Centre	Desktop	Salisbury		Expires 02/08/2019	Department
Department for Transport Centre	Desktop	Sevenoaks		Expires 02/08/2019	Department
East Riding of Yorkshire Council	Desktop	Beverley	13/8/2014	12/8/2017	Department
Environment Agency	Desktop / EvolviPrint	Penrith	07/04/2011	17/11/2012	Department
Environment Agency	Desktop / EvolviPrint	Solihull		16/06/2012	Department
Environment Agency	Desktop / EvolviPrint	Tewkesbury	07/04/2011	19/10/2012	Department
Environment Agency	Desktop / EvolviPrint	Cardiff	04/03/2008	31/12/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Worthing	-	31/02/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Bristol	-	31/12/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Peterborough	-	31/12/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Reading	-	31/12/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Bamber Bridge	-	08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Exeter	-	31/12/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Addington		08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Warrington	-	31/12/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Solihull	-	31/12/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Camberley	-	08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Charlton	04/03/2008	03/03/2012	Supplier

Environment Agency	Desktop / EvolviPrint	Newcastle	17/11/2006	31/12/2012	Supplier
Environment Agency	Desktop / EvolviPrint	York	05/08/2014	03/08/2017	Department
Environment Agency	Desktop / EvolviPrint	Exeter	22/07/2009	19/07/2012	Department
Environment Agency	Kiosk	Bristol	11/11/2016		Department
Environment Agency	Desktop / EvolviPrint	Leeds	23/03/2009	22/03/2012	Department
Environment Agency	Desktop / EvolviPrint	Bangor	07/04/2011	23/09/2012	Department
Environment Agency	Desktop / EvolviPrint	Lincoln	07/04/2011	22/11/2012	Department
Environment Agency	Desktop / EvolviPrint	London	23/01/2007	08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Hatfield	-	08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Winchester	20/12/2007	18/12/2010	Supplier
Environment Agency	Desktop / EvolviPrint	London	-	03/03/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Ipswich	06/03/2008	19/03/2016	Supplier
Environment Agency	Desktop / EvolviPrint	Sheffield	11/12/2006	08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Wallingford	-	08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Leeds	-	08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Leeds	-	30/03/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Bridgewater	-	09/09/2012	Supplier
Environment Agency	Desktop / EvolviPrint	Darlington	12/04/2007	08/06/2013	Supplier
Environment Agency	Desktop / EvolviPrint	Nottingham	-	08/06/2013	Supplier
Food Standards Agency	Mini-Kiosk	London	03/04/2013	01/04/2016	Supplier
Food Standards Agency	Mini-Kiosk	York	04/04/2013	02/04/2016	Supplier
Gambling Commission	Desktop	Unknown			Department
Health Education England	Desktop / EvolviPrint	Manchester			Supplier
Health Education England	Mini-Kiosk	London	11/12/2013	09/12/2016	Supplier
Health Education England	Desktop / EvolviPrint	Leeds			Supplier
Health Education England	Desktop / EvolviPrint	Liverpool			Supplier
Health Education England	Desktop	Cambridge	09/04/2013	unknown	Supplier
Health Education England	Desktop	Birmingham	18/04/2013	16/04/2016	Supplier
Higher Education Funding Council for England	Desktop / EvolviPrint	Bristol			Department
Highways England	Desktop / EvolviPrint	London		25/10/2013	Supplier

Highways England	Desktop / EvolviPrint	Exeter		25/10/2013	Supplier
Highways England	Desktop / EvolviPrint	Leeds		25/10/2013	Supplier
Highways England	Desktop / EvolviPrint	Manchester		25/10/2013	Supplier
Highways England	Desktop / EvolviPrint	Dorking		25/10/2013	Supplier
Highways England	Desktop / EvolviPrint	Bristol		25/10/2013	Supplier
Highways England	Desktop / EvolviPrint	Birmingham		25/10/2013	Supplier
Highways England	Desktop / EvolviPrint	Bedford		25/10/2013	Supplier
HM Passport Office	Kiosk	Belfast		27/03/2012	Department
HM Passport Office	Kiosk	Newport			Supplier
HMRC	Kiosk	London	01/06/2012	28/06/2015	Supplier
HMRC	Kiosk	Newcastle	07/07/2009	09/12/2015	Supplier
HMRC	Mini-Kiosk	Salford	28/10/2011	17/02/2020	Supplier
HMRC	Desktop / EvolviPrint	Bootle		27/08/2018	Supplier
HMRC	Kiosk	Salford		02/10/2015	Supplier
Home Office	Kiosk	Croydon		25/11/2011	Department
Home Office	Kiosk	Hayes			Department
Home Office	Kiosk	London	01/08/2012	25/11/2011	Department
Home Office	Kiosk	Croydon	01/08/2012	25/11/2011	Department
Home Office	Kiosk	Croydon	01/08/2012	25/11/2011	Department
Home Office	Kiosk	London	01/08/2012	12/01/2012	Department
Home Office	Kiosk	London	01/08/2012	12/01/2012	Department
Home Office	Kiosk	London	01/08/2012		Department
Home Office	Kiosk	Liverpool		27/01/2012	Department
Home Office	Desktop / EvolviPrint	Leeds			Department
Home Office	Kiosk	Sheffield			Department
Home Office	Desktop / EvolviPrint	Cardiff	01/08/2011		Department
Homes & Communities Agency	Mini-Kiosk	Manchester		08/06/2013	Supplier
Homes & Communities Agency	Mini-Kiosk	Bristol		08/06/2013	Supplier
Homes & Communities Agency	Mini-Kiosk	Warrington	13/09/2012	12/09/2015	Supplier
Homes & Communities Agency	Mini-Kiosk	Milton Keynes	13/09/2012	12/09/2015	Supplier
Homes & Communities Agency	Mini-Kiosk	Gateshead	13/09/2012	12/09/2015	Supplier

HS2	Desktop / EvolviPrint	London		12/08/2017	Supplier
HS2	Kiosk	Birmingham		30/07/2018	Supplier
Land Registry	Desktop / EvolviPrint	Croydon			Supplier
Land Registry	Desktop / EvolviPrint	Plymouth	08/05/2008	07/05/2011	Supplier
Land Registry	Desktop / EvolviPrint	Nottingham	28/10/2011	27/10/2014	Supplier
Met Office	Kiosk	Exeter		Expires 06/01/19	Supplier
Ministry of Defence	DESKTOP	HARROGATE			Supplier
Ministry of Defence	DESKTOP	LICHFIELD			Supplier
Ministry of Defence	DESKTOP	FLEET			Supplier
Ministry of Defence	DESKTOP	SHRIVENHAM			Supplier
Ministry of Defence	DESKTOP	GOSPORT			Supplier
Ministry of Defence	DESKTOP	WINCHESTER			Supplier
Ministry of Defence	DESKTOP	AYLESBURY			Supplier
Ministry of Defence	DESKTOP	EXMOUTH			Supplier
Ministry of Defence	DESKTOP	BRIZE NORTON			Supplier
Ministry of Defence	DESKTOP	DARTMOUTH			Supplier
Ministry of Defence	DESKTOP	CAMBERLEY			Supplier
Ministry of Defence	DESKTOP	CORNWALL			Supplier
Ministry of Defence	DESKTOP	BROOKWOOD			Supplier
Ministry of Defence	DESKTOP	BURY ST EDMUNDS			Supplier
Ministry of Defence	DESKTOP	SHEFFORD			Supplier
Ministry of Defence	DESKTOP	CATTERICK			Supplier
Ministry of Defence	DESKTOP	CATTERICK			Supplier
Ministry of Defence	DESKTOP	CHATHAM			Supplier
Ministry of Defence	DESKTOP	WOLVERHAMPTON			Supplier
Ministry of Defence	DESKTOP	SUTTON COLDFIELD			Supplier
Ministry of Defence	KIOSK	HIGH WYCOMBE			Supplier
Ministry of Defence	KIOSK	FALMOUTH			Supplier
Ministry of Defence	KIOSK	BRISTOL			Supplier
Ministry of Defence	KIOSK	LONDON			Supplier
Ministry of Defence	KIOSK	LONDON			Supplier
Ministry of Justice	Kiosk	LONDON	16/01/2014	16/01/2017	Supplier
Ministry of Justice	Kiosk	LONDON	20/02/2012	15/01/2017	Supplier
Ministry of Justice	Kiosk	Newport	15/01/2014	15/01/2017	Supplier
National Audit Office	Desktop / EvolviPrint	LONDON		18/03/2011	Supplier

National Audit Office	Desktop / EvolviPrint	Newcastle		18/03/2011	Supplier
Natural England	Kiosk	Bristol	31/03/2009	30/03/2012	Department
Natural England	Kiosk	Winchester	02/04/2009	30/03/2012	Department
Natural England	Kiosk	Nottingham	03/04/2009	30/03/2012	Department
Natural England	Kiosk	Worcester	31/03/2009	30/03/2012	Department
Natural England	Kiosk	Norwich	03/04/2009	30/03/2012	Department
Natural England	Kiosk	Cambridge	02/04/2009	30/03/2012	Department
Natural England	Kiosk	Crewe	03/04/2009	30/03/2012	Department
Natural England	Kiosk	Sheffield	31/03/2009	30/03/2012	Department
Natural England	Kiosk	Newcastle	03/04/2009	30/03/2012	Department
Natural England	Kiosk	Exeter	01/04/2009	30/03/2012	Department
Natural England	Kiosk	Peterborough	02/04/2009	30/03/2012	Department
NHS Business Services Authority	Desktop	Newcastle	N/A	N/A	Department
NHS Confederation (Capita)	Desktop	Leeds	Jul-10	Expired	Department
NHS Digital	Desktop / EvolviPrint	Leeds	22/08/2007	11/09/2017	Department
NHS Digital	Desktop / EvolviPrint	Exeter	20/08/2013	18/08/2016	Supplier
NHS Digital	Desktop / EvolviPrint	Redditch	20/08/2013	18/08/2016	Supplier
NHS Digital	Desktop / EvolviPrint	London	20/08/2013	18/08/2016	Supplier
NHS England	Desktop	London	08/05/2013	06/05/2016	Supplier
NHS England	Desktop / EvolviPrint	London		13/05/2016	Supplier
NHS England	Desktop / EvolviPrint	Warwick		16/05/2016	Supplier
NHS England	Desktop / EvolviPrint	Warrington	12/04/2007	08/06/2013	Supplier
NHS Improvement	Desktop	Leicester	16/03/2008		Supplier
NICE	Desktop	London	01/05/2012		Department
NICE	Desktop	Manchester			Department
North Lincolnshire Council	Desktop	Scunthorpe	26/9/2014	25/9/2017	Department
OFQUAL	Desktop	Coventry		Expires 11/09/16	Supplier
Office for National Statistics	Kiosk	London	20/09/2011	20/03/2016	Department
Office for National Statistics	Kiosk	Fareham	30/11/2011		Department
Office for National Statistics	Kiosk-convert	London			Supplier

Office for National Statistics	Kiosk-convert	London			Supplier
Office for National Statistics	Kiosk-convert	Fareham			Supplier
Office for National Statistics	Kiosk-convert	Fareham			Supplier
Ordnance Survey	Desktop / EvolviPrint	Southampton			Supplier
PCC for Cheshire (Capita)	Desktop	Winsford	Unknown	Expired	Department
PCC for Greater Manchester (Capita)	Desktop	Manchester	Unknown	Mar-17	Department
PCC for Lancashire (Capita)	Desktop	Hutton	May-10	May-19	Department
PCC for Suffolk (Capita)	Desktop	Ipswich	Mar-07	Expired	Department
PCC for Sussex (Capita)	Desktop	Gatwick	Mar-07	Expired	Department
PCC for Sussex (Capita)	Desktop	Lewes	Mar-07	Expired	Department
PCC for Sussex (Capita)	Desktop	Lewes	Mar-07	Expired	Department
PCC for Thames Valley (Capita)	Desktop	Kidlington	Nov-05	Expired	Department
PCC for Thames Valley (Capita)	Desktop	Unknown	Jun-10	Expired	Department
Pensions Regulator	Desktop / EvolviPrint	Brighton		04/07/2013	Supplier
Planning Inspectorate	Mini-Kiosk	Bristol	03/01/2007		Supplier
Police Scotland (Capita)	Desktop	Dalmarnock	Jun-07	Expired	Department
Police Scotland (Capita)	Desktop	Unknown	Mar-10	Expired	Department
Public Health England	Mini-Kiosk	London	30/03/2010	31/03/2013	Department
Public Health England	Mini-Kiosk	Didcot	30/03/2010	31/03/2013	Department
Public Health England	Mini-Kiosk	London	30/03/2010	31/03/2013	Department
Public Health England	Mini-Kiosk	Porton Down	31/03/2013	31/03/2013	Department
Rail Accident Investigation agency	Desktop	Billingham		Expires 19/04/19	Department
Rail Accident Investigation agency	Desktop	Didcot		Expires 28/03/19	Department
Research Councils UK (MRC)	Desktop	Bristol		Expires 14/02/19	Department
Research Councils UK (STFC)	Desktop	Aldershot		No	Department
Research Councils UK (STFC)	Desktop	Birmingham		No	Department
Science Museum	Desktop / EvolviPrint	London		25/06/2015	Supplier
Sefton Metropolitan Council	Desktop	Bootle	10/7/2015	N/A	Department
Shared Service Alliance (Capita)	Desktop	Didcot	Aug-15	Expired	Department
Shared Service Alliance (Capita)	Desktop	Cumbria	Aug-15	Expired	Department
Skills Funding Agency	Kiosk	London	27/10/2011	26/10/2014	Department

Attachment 4a – Schedule 2: Services Part B Specification of Requirements – Solution 1

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Skills Funding Agency	Kiosk	Manchester		01/03/2016	Department
Skills Funding Agency	Kiosk	Coventry		01/03/2016	Department
Skills Funding Agency	Kiosk	Gateshead		01/03/2016	Department
Tate Gallery	Desktop / EvolviPrint	London		02/07/2016	Supplier
The Walton Centre NHS Trust	Desktop	Liverpool	26/8/20 14	25/8/2017	Department
Vehicle Certification Agency	Desktop	Fareham		No	Department
Wiltshire Fire and Rescue Service (Capita)	Desktop	Swindon	Oct-10	Expired	Department