

Attachment 4b

Schedule 2: Services Part B Specification of Requirements – RM6016

Solution 2 - Online Accommodation 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 supplier 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 contract from The Coal Authority (Customer).
- 1.11** All CCS Public Sector Negotiated Programmes will be made available to all suppliers of RM6016 for the duration of the Commercial Agreement and will remain available to all current incumbent suppliers of RM3735 until its expiry in August 2018.

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 accommodation 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, 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 j) 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 i), excluding a) and j), shall commence on Implementation Date of the 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 for accommodation and supporting services for Customer(s).
- d) **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 or accommodation terms and conditions as set out in paragraph 7 of this Specification of Requirements.
- e) **Payments and Invoicing Requirements** – The Supplier shall provide a range of payments and invoicing processes to the Customer(s) as set out in paragraph 8 of this Specification of Requirements.
- f) **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 9 of this Specification of Requirements.
- g) **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 set out in paragraph 10 of this Specification of Requirements.
- h) **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 11 of this Specification of Requirements and clause A19 of the Commercial Agreement.

- i) **Sustainability and Social Value Requirements** – The Supplier shall fully comply with all aspects of the sustainability and social value requirements of paragraph 12 of this Specification of Requirements and Schedule 19 (Sustainability and Social Value) of the Commercial Agreement.
- j) **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 13 of this Specification of Requirements.
- k) **Assurance Management System Requirements** – The Supplier shall have Assurance Management Systems as set out in paragraph 14 of this Specification of Requirements.
- l) **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 15 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/Attachment1_data/file/251480/Government-Security-Classifications-April-2014.pdf
- 4.4 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.
- 4.5 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.
- 4.6 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>
- 4.7 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.
- 4.8 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.

- 4.9** 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.
- 4.10** If required by the Customer, the Supplier must ensure that key 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.
- 4.11** If required by the Customer, the Supplier shall deliver a Government Security Classification (GSC) and security education awareness briefing.
- 4.12** 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.
- 4.13** 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.
- 4.14** 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.
- 4.15** 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.
- 4.16** 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 Requirement 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 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.
- 5.8** 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.
- 5.9** 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.
- 5.10** 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.
- 5.11** 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.

- 5.12** 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 20:00 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 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 or caveats 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 all rates 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 rates from any other public or private rates displayed and ensure all CCS Public Sector Negotiated Programme rates are loaded correctly. The Supplier shall perform up to four rate audits per year to ensure the CCS Public Sector Negotiated Programme rates are correctly loaded in all Online Booking Systems. For overseas accommodation the Supplier shall ensure that Foreign and Commonwealth Office Marker Hotels (approved on security grounds) are identified as such on the system. The Supplier shall use best endeavours to contact hotels whose rates are identified as missing/not loaded/loaded incorrectly and ensure the rates are correctly loaded.
- 6.24** The Supplier shall not negotiate or make available any accommodation rates specific to a Customer without the specific prior written approval of the Authority,

if even if acting upon request of the Customer.

- 6.25** The Supplier shall not negotiate any rates that undercut the Public Sector CCS Negotiated Programme rates and/or yield a higher earning potential for the Supplier, implying the rate 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 accommodation providers 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 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, directions, 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 greenhouse gas company reporting (<https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>) unless otherwise notified by the Customer.
- 6.34** If requested by the Customer, the Supplier shall provide solutions to prevent Bookers from either viewing or booking fares/rates that are a) not within the Customer(s)'s Travel Policy limits and/or b) 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 24 hours a day, 7 days a week and every day of the year 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, but not limited to, 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 ensure that the Online Booking System clearly display full and complete details of the services listed below:
 - 6.42.1** Accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower)
 - 6.42.2** Rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi)
 - 6.42.3** Accommodation facilities (e.g. gym, parking, restaurant)
 - 6.42.4** Accommodation location (e.g. distance from local transport / nearest station)
 - 6.42.5** Disability access and any access restrictions
 - 6.42.6** Accommodation cancellation policy terms and conditions of the booking
 - 6.42.7** The accommodation rates must clearly detail whether they are inclusive or exclusive of any other amenities and other applicable local taxes.
- 6.43** The Supplier shall ensure that Bookers and/or Travellers receive an instantaneous confirmation by email, fax 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 Booker email address
- 6.43.3 Traveller name
- 6.43.4 Accommodation name and address including postcode
- 6.43.5 Map view
- 6.43.6 Date and duration of stay
- 6.43.7 Breakdown of costs (e.g. room rate, taxes)
- 6.43.8 Amenities included / not included in the room rate (e.g. Wi-Fi, breakfast)
- 6.43.9 Payment method, for example payment on departure, bill back and or payment card
- 6.43.10 Cancellation and amendments terms and conditions including the latest cancellation date and time to avoid all charges
- 6.43.11 Information on how to make cancellations and amendments
- 6.43.12 **Non-mandatory requirement:** The Supplier's contact telephone number during Core Working Hours and out of Core Working Hours telephone number (if different).
- 6.43.13 **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 ensure any faxes sent from the Supplier to a Booker, Traveller or accommodation provider are transmitted successfully before the date of travel.
- 6.45 Where Travellers have specific accessibility requirements the Supplier shall ensure that this is clearly communicated to the service provider (i.e. hotel) and any adaptations, such as ramp provision 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 Customer(s) with a facility to tailor search options in the Online Booking System including, but not limited to, price, distance from specified location or government office / train station / airport, postcode, radius, or specific accommodation name and or hotel group, to provide the most efficient search results using a quick list, or equivalent if required by the Customer.
- 6.47 The Supplier shall provide an Online Booking System with sufficient functionality to display all rates whether Commissionable or Non-Commissionable, in accordance with the accommodation provider's standard position on commissions, and also including but not limited to, last minute offers and advance booking promotions, Supplier owned rates and CCS Public Sector Negotiated Programme rates without exception or limitations. 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 or caveats to this mandatory requirement.
- 6.48 The Supplier shall provide a full range of accommodation choices including, but

not limited to, hotel, motels, bed and breakfast accommodation, serviced apartments, etc. where readily available in the industry.

- 6.49** With effect from the first Customer's "Go Live" date, the Supplier shall make available, at all times all CCS Public Sector Negotiated Programme, discounted, advance purchase, special offer, promotional, Commissionable and Non-Commissionable rates and any other available Non-Commissionable special offers for the Customer(s) to book.
- 6.50** For the CCS Public Sector Negotiated Programme rates, the Online Booking System shall display by the use of an icon or the Supplier shall communicate (if booking Offline) whether (a) the property meets all of the preferred standards defined In Annex 2 including the requirements of the Equality Act 2010 and other relevant legislation and regulations including health and safety Standards or (b) the property does not meet all of the preferred standards defined in Annex 2.
- 6.51** The Supplier shall ensure that accommodation providers make the booked accommodation available to Travellers who may be arriving late in the evening or at night, and shall not reallocate the booked accommodation to any other customer. The Supplier shall ensure that confirmations in writing clearly make this point to the accommodation provider. If travellers are 'booked out' and made to stay at other accommodation providers, this event is to be captured in the complaints process by the Supplier when they become aware. The Supplier shall ensure alternative accommodation is arranged immediately by the accommodation provider and that no additional cost is passed onto the Booker or Customer.
- 6.52** The Supplier shall identify and make available for booking specific properties e.g. properties in remote locations when requested by Customer(s).
- 6.53** The Supplier must have the facility to exclude certain accommodation providers, as defined by the Customer(s), to ensure they are not visible to the online Booker. This shall be requested on an ad-hoc basis and must be dealt with immediately at no extra cost.
- 6.54** The Customer(s) will require pricing for single rooms, as this is the Travel Policy for some Customer(s).
- 6.55** The Supplier shall provide a service for booking advance purchase rooms and the Supplier must be able to book room allocations in accordance with the CCS Public Sector Negotiated Programme.
- 6.56** When required by the Customer(s), for non-Global Distribution System (GDS) accommodation bookings the Supplier shall provide a process to reduce the number of instances of travellers arriving at the accommodation and being informed that the bill back is not adequately set up. This may include but not limited to providing a faxed or emailed confirmation to the Traveller to be presented to the accommodation provider on arrival.
- 6.57** **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.
- 6.58** **Non-Mandatory Requirement:** The Online Booking System should display rates and availability on the day before and the day after the dates selected by the Booker.
- 6.59** **Non-Mandatory Requirement:** The results of the search shall provide maps and directions which display the distance, depending on the search criteria and mode

of transport (for example, driving, walking, near rail and / or tube station).

7 BOOKING AMENDMENTS, EXCHANGES, CANCELLATIONS AND REFUNDS REQUIREMENTS

- 7.1** 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.
- 7.2** 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.
- 7.3** 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 carriers and / or accommodation venue providers and / or 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.
- 7.4** All 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.
- 7.5** The cancellation process shall provide an emailed confirmation of cancellation as soon as possible and within a maximum of 1 hour of the cancellation call or email sent by the Traveller.

8 PAYMENTS AND INVOICING REQUIREMENTS

- 8.1** 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.
- 8.2** The Customer(s) shall specify which payment option(s) they will require for users at the Customer(s)'s Implementation and Go Live stage. The Supplier's Online Booking System shall have the ability to support payment options as directed by Customer(s) to including, but not limited to:
- 8.2.1** Corporate payment cards
 - 8.2.2** Lodge cards / enhanced lodge cards
 - 8.2.3** Payment on departure by Traveller for accommodation bookings
 - 8.2.4** Billback (non-mandatory)
- 8.3** The Supplier shall work with the Authority to implement card payment processes as required at no additional cost to the Authority.
- 8.4** 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.

- 8.5** The Authority reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
- 8.6** The Online Booking System shall provide the facility for the Booker to insert the three / four digit CVV security code.
- 8.7** 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.
- 8.8** For each 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 booking and, where requested by the Customer(s), the tax classification.
- 8.9** The Supplier shall provide a full itemised breakdown of fees, e.g. booking fees, fees, card surcharge fees and any additional charges indicated on the Suppliers invoice.
- 8.10** The Online Booking System shall have the functionality to manage accommodation provider's advance purchase payments when requested by Customer(s). When required by the Customer(s), the Supplier shall accept card payment solutions to facilitate all bookings that require pre-payment.
- 8.11** If required by the Customer, the Supplier shall use their own card solution to facilitate all bookings that require pre-payment. Paragraph 8.4 of this Specification of Requirements applies no matter whether the card account belongs to the Customer or the Supplier.
- 8.12** In the event that the Customer(s) is required to book accommodation on behalf of third parties (e.g. EU projects), the Supplier shall, when requested, be responsible for obtaining the relevant accommodation provider invoice within 20 working days of the checkout date to allow the Customer(s) to claim reimbursement costs through the relevant project.
- 8.13** The Supplier shall provide an assurance to the Customer(s) that the lowest available rate is always offered to Bookers to make a booking in a secure and fully bonded environment. If a Booker finds a hotel that is cheaper than that presented by the Supplier, the Supplier shall action a "Price Match".
- 8.14** 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.
- 8.15** For the purposes of Price Match, the accommodation, booking terms and conditions must be the same; including, but not limited to, cancellation policy, payment terms, room type, meal plan, VAT or local taxes, credit card fees.
- 8.16** The Supplier shall offer a Price Match guarantee on all rates it supplies to each Customer to guarantee the Supplier is offering the lowest cost options for travel and accommodation. Price Match rates are those that are available to the general public online. This does not include rates offered on membership only websites, reward programs, incentives, via a consolidator or rates obtained via e-auctions,

or sites requiring a code to access. Price Match is also not available for sharing economy products. A Price Match challenge needs to be flagged to the Supplier within 30 minutes of receiving the Supplier's quoted rate by email. No additional transaction or amendment fees shall be applied when a Price Match is implemented. Price Match is only available for fully IATA and 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 rates being challenged under Price Match. Price Match shall not apply where the Customer or Customer representative has negotiated a rate programme where the lowest available rate is higher than the benchmark rate quoted by the Customer.

- 8.17** The Supplier shall pay any agreed Commissions to the Customer unless the Authority confirms otherwise.

9 ACCOUNT MANAGEMENT REQUIREMENTS

- 9.1** 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.
- 9.2** 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.
- 9.3** 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.
- 9.4** The Supplier shall provide a Deputy Commercial Agreement Manager to cover the Commercial Agreement Manager's periods of holiday, unavailability and absence.
- 9.5** The Commercial Agreement Manager shall hold quarterly strategic review meetings with the Authority.
- 9.6** 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.
- 9.7** The Commercial Agreement Manager shall promote, deliver and communicate transparency of pricing, savings, Commissions to the Authority and the Customer(s) respectively.
- 9.8** The Authority require that all communications to the Supplier be acknowledged by the Supplier within 4 Core Working Hours.

10 MANAGEMENT INFORMATION AND DATA REPORTING REQUIREMENTS

- 10.1** 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.

- 10.2** 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.
- 10.3** 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 4 – MI Reporting Fields of this Specification of Requirements.
- 10.4** 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.
- 10.5** The Supplier shall be able to identify travel detail by any of the data set definitions, defined at Annex 2 (MI Reporting Fields) of this Specification of Requirements.
- 10.6** 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 reports at both Authority and Customer level:
 - 10.6.1** A completed template (template to be provided by the Authority following award of the Commercial Agreement) 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.
 - 10.6.2** A completed Quarterly Supplier Action & Continuous Improvement Plan (SAP) template showing progress on actions including delivery on Social Value milestones (template to be provided by the Authority following Commercial Agreement award).
 - 10.6.3** A completed Quarterly Review Meeting Action Points template (template to be provided by the Authority following Commercial Agreement award) Authority including any identified risks, issues, complaints, concerns and future opportunities in relation to the Services.
 - 10.6.4** A completed Accreditation Management Plans (AMP) template (template to be provided by the Authority following Commercial Agreement award).
 - 10.6.5** A completed KPI/SLA/Service Credit Performance Reports template (template to be provided by the Authority following Commercial Agreement award) as defined in Schedules 3 and 9 of the Commercial Agreement. This report will also be required at Customer and/or ALB/TLB level.
 - 10.6.6** A summary of declined savings by travel type, 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.

- 10.6.7** A third party provider Small to Medium Enterprise (e.g. independent hotel) spend report including methodologies used to produce the report.
- 10.6.8** 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.
- 10.6.9** A report detailing all Commissions (as defined in Schedule 1 (Definitions) of the Commercial Agreement) accrued by the Supplier in lieu of bookings transacted with the Supplier by the Authority or Customer. The report shall show Commissions on a cumulative basis from the beginning of the Authority’s financial year. The Authority reserves the right to validate the value of Commissions with all third party suppliers in relation to government business. This report will also be required at Customer level.
- 10.7** 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.
- 10.8** 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.
- 10.9** The Management Information reported to the Authority outside the API must not include personal sensitive data of Customer travellers.
- 10.10** It is a mandatory requirement that the Supplier shall provide a solution to measure the service cost savings that is acceptable for the Authority.

11 COMPLAINTS PROCEDURE REQUIREMENTS

- 11.1** This section describes the complaints 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.
- 11.2** 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.
- 11.3** Types of complaints that shall be supported in this way include, but are not limited to, no accommodation available upon arrival, hotel refusing to bill back supplier when required and poor service.
- 11.4** 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.

- 11.5** 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.
- 11.6** The Supplier shall provide the Authority with a Monthly 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.
- 11.7** 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.

12 SUSTAINABILITY AND SOCIAL VALUE REQUIREMENTS

- 12.1** 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.

13 BUSINESS CONTINUITY REQUIREMENTS AND CRISIS MANAGEMENT REQUIREMENTS

- 13.1** 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.
- 13.2** The Supplier shall have a robust Business Continuity and Crisis Management Plan in place to:
 - 13.2.1** 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
 - 13.2.2** detail the processes by which Travellers will be supported in the event of incidents of significant scale and impact, including but not limited to, how information on Travellers that may be impacted will be made available to the Customer and the Authority, how you will communicate with the impacted or potentially impacted Travellers, what support you will provide to Travellers and how you will provide it.
- 13.3** 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.
- 13.4** 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.

13.5 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.

13.6 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.

14 ASSURANCE MANAGEMENT SYSTEMS REQUIREMENTS

14.1 This section describes the assurance management system requirements that the Supplier shall fulfil as part of the delivery of Services.

14.2 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:

14.2.1 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.

14.2.2 An Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent.

14.2.3 An Information Security Management System as defined in Schedule 20 (Security Requirements) of the Commercial Agreement.

15 TRANSITION AND EXIT REQUIREMENTS

15.1 This section describes the transition and exit requirements that the Supplier shall fulfil as part of the delivery of the Services, in accordance with Commercial Agreement Schedule 17 (Exit) of the Commercial Agreement.

15.2 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.

15.3 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.

15.4 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).

- 15.5** 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 suppliers prior to the transfer. All care should be taken to ensure that where possible, chosen action does not result in increased rates for Customers.
- 15.6** 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.
- 15.7** 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.
- 15.8** 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.
- 15.9** 12 Months prior to go live with a new supplier the Supplier shall provide to the Authority:
- 15.9.1** Named Supplier personnel who will work with the Authority and/or Customer(s) to develop and implement the agreed exit strategy
 - 15.9.2** All Travellers profiles broken down by Customer(s), including, but not limited to, staff number, email address and contact number
 - 15.9.3** Spend volume and transaction numbers broken down by Customer(s) and further broken down by accommodation & other services
 - 15.9.4** Payment methods used by Customer(s)
 - 15.9.5** Booking policies by Customer(s)
 - 15.9.6** A mutually agreed communications plan to the Authority
 - 15.9.7** 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.
 - 15.9.8** Any other information that is specific to a Customer in connection with the provision of the Services.
- 15.10** 12 Months prior to go live with a new supplier the Supplier shall provide to the Customer(s):
- 15.10.1** 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)

15.11 3 Months prior to go live with a new supplier the Supplier shall provide to the Customer(s):

15.11.1 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.

15.12 The Supplier shall, if requested by the Customer(s), offer the facility to book business travel for Third Party Travellers whose travel needs are associated with the business requirements of the Customer(s).

16 NON MANDATORY REQUIREMENTS - FEEDBACK

16.1 The Online Booking System shall provide access to an accommodation feedback facility. The feedback facility must request the user's email address as a minimum so as to identify the provider of the feedback.

16.2 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 the Authority on how to remedy these and avoid issues occurring again

16.3 The Supplier shall provide, within the Online Booking System a facility for the Authority and or the Customer to register complaints.

17 COMMERCIAL AGREEMENT ACCESS

17.1 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.

17.2 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 – ACCOMMODATION MINIMUM STANDARDS

Property Specification

The following minimum standards will apply. However, those marked with a single asterisk (*) are mandatory and must be provided.

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

Bedroom Specification

The following minimum standards will apply. However, those marked with a single asterisk (*) are mandatory and must be provided within the guest bedrooms:

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

ANNEX 3 – 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 Serviced Accommodation Taxi Vehicle Hire VISA Service Other	Yes	Yes
16	Service Provider	Air - Air Carrier Coach Booking - Name of Provider Conference - Name of Provider Currency Service - Name of Provider	Yes	Yes

		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		
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	Yes	Yes

		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		
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	HOTEL - Number of Room Nights Meeting - Number of Conference Days SERVICED ACCOMMODATION - Number of Room Nights Vehicle Hire & coaches - Number of Rental Days	Yes	Yes

	days	Please enter 0 for all other service descriptions.		
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 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	Yes	Yes
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 within the Customer that the transaction is for.	Yes	Yes
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 amendment /cancellation		No	Yes
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		No	Yes
72	Accommodation		No	Yes

	Address			
73	Special Requirements		No	Yes
74	Tax classification		No	Yes