

Schedule 2: Services Part B SPECIFICATION OF REQUIREMENTS – RM6016

Solution 5 - Venue Find, Group Accommodation and Supporting Services

1 INTRODUCTION

- 1.1** Crown Commercial Service (the Authority) is entering into the 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 shall for the provision of the Services comply with DEFCON 129J for the Ministry Of Defence which is a mandatory requirement. This requirement enables electronic trading, transacting and payment.
- 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 supplier 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 Customer Enabling

Agreements is outlined below:

- 2.2 Provision of venue finding services for meetings, booking of group accommodation and supporting services.** “Group Booking” is an accommodation booking made for 9 delegates or more. Group Bookings are in scope of both Solutions 4 and 5.
- 2.3** The online booking process for requesting group accommodation or venue booking shall enable the user to submit an online booking request form detailing the particulars of the request. On receipt of a completed booking request form, the Supplier shall send the user an instantaneous email acknowledging receipt of the booking request form.
- 2.4** 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.
- 2.5** 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.
- 2.6** The Supplier shall ensure that the online booking process and Offline Booking Services data capture are not materially different across spend categories (e.g. venue find, group accommodation) and across provision to different Customers.
- 2.7** The Supplier shall deliver the Services at the defined levels of performance included in the Service Level Agreement (SLA).
- 2.8** The Supplier shall identify and perform any additional work required to meet the SLA requirements whether or not specifically identified in this Specification.
- 2.9** 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.
- 2.10** 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.
- 2.11** 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).
- 2.12** 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.
- 2.13** 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.

- 2.14** 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.
- 2.15** 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.
- 2.16** 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 l) 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 n), excluding a) and l), 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) Service(s) Access and Capability and Service Development Requirements** - The Supplier shall provide venue finding services for meetings, booking of group accommodation and supporting services for Customer(s). The Supplier shall also make available online booking process for (a) requesting a group accommodation or venue booking.
- d) Venue Management Requirements** – The Supplier shall provide venue management services to the Customer(s).
- e) Booking Confirmation Requirements** – The Supplier shall provide booking confirmations to the Customer(s).
- f) Booking Amendments, Cancellations and Refunds Requirements** – The Supplier shall make amendments, and cancellations to bookings and where applicable to this Commercial Agreement, 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.
- g) 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.

- h) 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.
- i) 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.
- j) 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.
- k) 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.
- l) 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.
- m) Assurance Management System Requirements** – The Supplier shall have Assurance Management Systems as set out in paragraph 14 of this Specification of Requirements.
- n) 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/Attachment_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 all 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 all security incidents or breaches directly to the Authority and the Customer. The Customer will decide the reporting chain of all 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 all 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 process 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 provide a test version of the online booking process to allow Customer(s) to test and to ensure compatibility with the Customer systems during the Implementation period within 5 working days of request.

5.5 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 all reasonable adjustments to ensure that Bookers have access to the online booking process and that this meets the Customer(s)’s requirements including in relation to accessibility and security.

5.6 During implementation the Supplier shall provide training to Customer(s) on the use of the online booking process, 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 process.

5.7 At Implementation stage, the Supplier shall work with the Customer(s) to refine their specific requirements and complete the Customer Enabling Agreement. The Customer(s) and Supplier will both sign the Customer Enabling Agreement.

6 SERVICE(S) ACCESS AND CAPABILITY AND SERVICE DEVELOPMENT REQUIREMENTS

- 6.1** This section describes the Service(s) requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Services.
- 6.2** The Customer(s) require consistent adherence to the service response times as per agreed Key Performance Indicators (KPIs) as prescribed in Schedule 9 (Key Performance Indicators) of the Commercial Agreement.
- 6.3** The Supplier shall charge for the Services as detailed in Schedule 4 (Pricing and Invoicing) of the Commercial Agreement.
- 6.4** **BOOKING SERVICE ACCESS**
- 6.4.1** The Core Working Hours of service for offline (telephone or email) bookings and services shall be as a minimum 08:00 – 20:00 GMT (or BST as appropriate) Monday to Friday including UK bank holidays. The Supplier shall provide a telephone service for offline booking via a dedicated telephone number, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code. The calls to this number shall cost no more than calls to numbers beginning with 01, 02 or 03.
- 6.4.2** If required by the Customer, the Supplier shall provide a non-Core Working Hours service, 7 days a week, for offline enquiries, amendments, cancellations and bookings. The Supplier shall provide telephone service during non-Core Working Hours via a dedicated telephone number, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code. The calls to this number shall cost no more than calls to numbers beginning with 01, 02 or 03.
- 6.4.3** The Supplier and the Customer(s) shall agree the wording for all proposed / available automated attendant model and/or interactive voice response telephone script, which is clear, efficient and used when processing offline bookings by telephone. Answer machines and/or automated attendant model shall be kept to 1 level of the call tree
- 6.5** **BOOKING SERVICE(S) CAPABILITY**
- 6.5.1** The Supplier shall provide each Customer(s) with an Offline Service for venue find and supporting services (including providing a mechanism for the Customer(s) to make amendments to and or cancel a booking).
- 6.5.2** The Supplier shall highlight all additional charges applicable to the booking including, but not limited to, transaction fees and provide advice to Delegates and / or Bookers in order to minimise these charges.
- 6.5.3** 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 all requirements relating to disability are to be catered for in accordance with the Equality Act 2010.
- 6.5.4** The Supplier shall arrange, FOC, all supporting services required by Delegates with Protected Characteristics, for example assistance upon arrival at a venue. Details of all such requirements will be provided by the Booker at the time of booking.

6.5.5 Non-Mandatory Requirements - Online Booking System

6.5.6 The Supplier shall provide each Customer with an Online Booking System for venue find where venues make Inventory available online (including providing a mechanism for the Customer(s) to make amendments to and or cancel a booking).

6.5.7 The Online Booking System shall be available 24 hours, 7 days a week, and 365 days per year (or 366 in a leap year) throughout the entire duration of the Customer Enabling Agreement. This excludes any mutually agreed scheduled outages for system maintenance and/or system upgrades.

6.5.8 In the event that the Online Booking System is unavailable to the Customer(s) and the outage has not been mutually agreed and the outage is attributable to the Supplier, the Supplier shall apply Online booking fee(s) to bookings that would otherwise have been made Online to bookings made Offline for the duration of the outage. This includes but is not limited to Offline bookings, enquiries, amendments, exchanges, cancellations. The Supplier shall log all such instances and ensure they are auditable, and share with the Customer(s) and/or the Authority (as applicable).

6.5.9 Booker access to the Online Booking System shall be via an individual's secure username and password in accordance with the requirements of the Data Security Policy. The password should be a minimum of 9 characters, comprising of alpha and numeric characters. The Supplier shall be prepared to allow password changes every 45 days as a minimum if required by the Customer. Some Customers may prefer password expiry to be at longer periods i.e. 90 days and this will be detailed in the Customer Enabling Agreement. The Booker shall only need to sign into the Online Booking System. one to access all the modes of travel available for booking

6.5.10 Requests for forgotten passwords and requests to change password should be facilitated online at any time and offline during Core Working Hours and shall be FOC.

6.6 NON-MANDATORY REQUIREMENTS - ONLINE BOOKING SYSTEM MAINTENANCE AND UPGRADES

6.6.1 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:

6.6.2 They shall be provided by the Supplier FOC.

6.6.3 They shall occur outside Core Working Hours.

6.6.4 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.

- 6.6.5** 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.
- 6.6.6** 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.

6.7 NON MANDATORY - ONLINE BOOKING SYSTEM CAPABILITY

- 6.7.1** As part of the Implementation and Go Live stage the Customer(s) shall provide the Supplier with a list of Super Users/Administrators who the Supplier will enable with the appropriate system access and training FOC to undertake the following activities details of which will be agreed between the Supplier and Customer during implementation stage:
- 6.7.1.1** Adapt the Online Booking System to reflect the Customer(s) Travel and/or Meeting Policy(s).
 - 6.7.1.2** Allow bookings outside of the Customer(s) Travel and/or Meeting Policy(s) subject to Customer(s) internal controls.
 - 6.7.1.3** Create and amend Booker profiles.
 - 6.7.1.4** Delete Booker profiles, in accordance with the data security requirements
 - 6.7.1.5** Add Customer-specific messages to their tailored booking portal where technology exists
 - 6.7.1.6** 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(s).
 - 6.7.1.7** This exercise shall be run, where appropriate, in parallel with any applicable testing specified in the Digital Service Standard.
- 6.7.2** The Supplier shall ensure a booking cannot be made via the Online Booking System unless a valid cost centre code is provided by the Booker (unless the Customer's travel and/or Meeting Policy states otherwise). The cost centre code 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).
- 6.7.3** 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 meeting 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 meeting rates, offers and promotional meeting rates and all CCS Public Sector Negotiated Programme 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.

- 6.7.4** 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.
- 6.7.5** The Online Booking System should provide Bookers with access to all published meeting space hire rules, restrictions, terms and conditions including, but not limited to, the rules for penalty clauses, amendment, and exchange and cancellation periods.
- 6.7.6** The Online Booking System shall prioritise meeting rates by price, from lowest to highest, highlighting those that are within policy as defined in the Customer(s) Travel and/or Meeting 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.
- 6.7.7** The Supplier shall ensure the Online Booking System captures the Reasons for booking out of the Customers Travel and/or Meeting 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.
- 6.7.8** The Online Booking System shall have the capability to distinguish the CCS Public Sector Negotiated Programme rates from all 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 and Offline equivalent systems.
- 6.7.9** The Supplier shall be required to disable all Service(s) which are not included in the scope of the Commercial Agreement and the Customer Enabling Agreement.
- 6.7.10** The Supplier shall ensure a history of confirmed bookings is available to Bookers of the Customer(s). The Online Booking System shall allow Bookers to save frequently used requirements as a template for future reference to enable efficient processing of bookings for frequently used requirements.

- 6.7.11** 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 Enabling Agreement whichever terminates last.
- 6.7.12** 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.
- 6.7.13** The Online Booking System shall support the OData v4.0 data standard and support either a SOAP or REST API.
- 6.7.14** The Online Booking System shall have the facility to import the meeting itinerary details into the calendar that is linked to the Traveller's registered email address.
- 6.7.15** The Online Booking System should display meeting rates and availability on the day before and the day after the dates selected by the Booker.
- 6.7.16** The Supplier shall provide solutions to prevent Bookers from viewing meeting rates that are (a) out of the Customer(s)'s Travel and/or Meeting Policy limits and (b) meeting rates that are unavailable to book as requested by the Customer.
- 6.7.17** 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, postcode, radius, or specific venue name and hotel group (if applicable), to provide the most efficient search results using a quick list, or equivalent if required by the Customer.
- 6.7.18** The Supplier shall provide an Online Booking System with sufficient functionality to display all meeting rates whether Commissionable or Non-Commissionable, in accordance with the venue providers standard position, including last minute offers, advance booking promotions, Supplier-negotiated meeting rates and CCS Public Sector Negotiated Programme rates without exception or limitations. The Supplier shall not restrict the content and inventories to their own preferred partners and/or to rates that give the Supplier a greater financial return or other benefits. The requirements shall also apply to the Offline Service.
- 6.7.19** The results of the search shall provide maps and directions which display the distance, depending on the location search criteria and mode of transport (for example, driving, walking, near rail and / or tube station).
- 6.7.20** The Online Booking System shall have the facility for Bookers to input or view peer reviews of the venues.

6.8 MEETING BOOKING SERVICE

- 6.8.1** The Supplier shall deliver the Services using the following three tier approach:
- 6.8.2 Tier 1:** The Shared Facilities Register, which shall be provided to successful suppliers, shall be the first consideration for fulfilling all venue finding

requirements from each Customer(s). If a suitable venue is identified, either by the Supplier or the Customer(s) directly, then the Supplier shall seek confirmation of suitability before booking the venue and sending a confirmation to the Booker via email. The Shared Facilities Register is a list of meeting space across the Government Estate which can be used FOC. The register is owned and managed by the Government Property Unit (GPU) within Cabinet Office and provides the host departments' contact details of the local administrator that will book the rooms subject to availability. The GPU shall provide the successful Supplier with a list of venues which are registered on the Shared Facilities Register, and provide details of any changes to this list to the supplier on a regular basis. The Supplier shall ensure that their list of venues is available to Bookers and Delegates to provide the best FOC opportunities to the Customer(s). The Shared Facilities Register is not a comprehensive list of all meeting space available and the successful Supplier shall liaise with the GPU to identify opportunities where free Government Estate can be added to the Shared Facilities Register.

- 6.8.3** Booking and usage of government space is at the discretion of the government entity that is responsible for that space and, unless indicated otherwise, it should not be assumed that non-government bodies would be accommodated in these facilities.
- 6.8.4 Tier 2:** In the event that the Customer(s)'s requirement cannot be fulfilled from Tier 1, then the Supplier's second consideration shall be the paid government estate and the voluntary and community sector, for example, but not limited to:
- Queen Elizabeth II Conference Centre
 - No 1 Victoria Street
 - Government departmental training centres
 - University post graduate centres
 - Local Government town halls, community centres, etc.
 - Voluntary and community sector providers of meeting space
- 6.8.5 Tier 3:** In the event that the Customer(s)'s requirement cannot be fulfilled from Tier 1 or 2, then the third consideration shall be the paid commercial providers, for example, but not limited to:
- Meeting venues
 - Hotels
 - Conference and Meeting Centres
- 6.8.6** Volume data is included in the Data Set. The Data Set outlines a historical split of bookings of which the higher proportion is currently serviced by Tier 3 venues.
- 6.8.7** CCS will provide the Supplier with Preferred Venue Terms and Conditions (previously agreed with CCS) that they shall present to the venues with every enquiry, and encourage compliance. Where the venue will not comply, the

Supplier shall advise the Booker and provide a copy of the venue Terms and Conditions prior to the booking being confirmed in writing. The Supplier will be acting as the Agent and not the Principal.

- 6.8.8** The Supplier shall work with the venue to manage all requirements including but not limited to food and beverage, audio-visual, internet, room set-up, timings, liaison with venue staff.
- 6.8.9** The Supplier shall highlight to the Customer(s) the most cost-effective choices when presenting available venue options. The Supplier shall provide the facility for the Customer(s) to select a reason (from a predetermined and pre-populated standard list of reason codes Annex 1: Reason Codes) where the most cost-effective option is not booked. When required with the Customer(s), the Supplier shall provide the facility to refer such bookings for pre-authorisation before the booking is confirmed. Details of such pre-authorisation shall be agreed with the Customer(s) at the Implementation and Go Live stage and reflected in the Customer Enabling Agreement.
- 6.8.10** The Supplier shall provide the facility to record pre-confirmation approval information (at a minimum, a field that captures a typed response by the Booker to indicate approval has been given) e.g. the name of the approver and date. Details of requirement will be included within the Customer Enabling Agreement.
- 6.8.11** The Supplier shall provide the Booker(s) with a minimum of three venue options and provide a quotation detailing the following:
- Name and location of the venue, with directions
 - 24 hour meeting rate and / or day delegate meeting rate
 - Room hire rate with refreshments comparison, if applicable
 - Best value for money / most cost-effective option
 - Syndicate rooms requested and any additional cost
 - Additional equipment requested and any additional cost
 - Cancellation policy (particularly cut off dates for FOC cancellation)
 - Detailed specification relevant to the Booker's requirement e.g. menus, room layout, additional equipment, dietary requirements, Meeting arrangements to the venue e.g. car parking, locality to public transport etc.
- 6.8.12** The Supplier shall seek to achieve best value for money and present the same to the Customer(s) by considering day delegate meeting rate(s) against room hire and refreshment individual pricing.
- 6.8.13** The Supplier shall during the lifetime of this Commercial Agreement, seek to increase the number and range of discounted Tier 2 and Tier 3 venues available to the Customer(s) over the life of this Commercial Agreement to generate improved savings and choice when Tier 1 options are not available.
- 6.8.14** Where catering is booked it must be in compliance with the Government Buying Standard for Food and Catering or equivalent. The Government

Buying Standard for Food and Catering may be accessed here:
<http://sd.defra.gov.uk/advice/public/buying/products/food/>

- 6.8.15** The Supplier shall communicate this requirement as set out in 6.8.14 above to the meeting venue provider where catering is requested, and obtain and collate any verification evidence and pass the same to the Customer(s) and the Authority on request.
- 6.8.16** For meetings and conference venue finding invoices, the Supplier shall be able to provide a choice of payment options to the Customer(s) to allow the Customer(s) to determine the most effective invoicing options.
- 6.8.17** The Supplier shall provide a comprehensive and cost effective service to provide full facilities for meetings, conferences, interviews and training courses on a residential and non-residential basis throughout the United Kingdom and overseas to the Customer(s) and other nominated individuals.
- 6.8.18** When booking group accommodation in association with the meeting or conference, the Supplier shall ensure that the accommodation venue meets the minimum standard as defined in Annex 2: Accommodation Minimum Standards.
- 6.8.19** The Supplier shall ensure that the Customer(s) can clearly notify the Supplier at the time of booking whether the Attendee(s) are lone and/or vulnerable attendee(s) OR have any special requirements, either by phone, email, enquiry form or the booking system.
- 6.8.20** The Supplier shall be able to exclude specific venues, as defined by the Customer(s) or Authority, to ensure they are not made available to book, either by phone, email, enquiry form or the booking system (when this becomes available).
- 6.8.21** The Customer(s) will require pricing (if not cost effective to package as a 24 hour Rate) for single rooms, as this is the Travel and/or Meeting Policy(s) for some Customer(s). The Supplier shall also make available all other Inventory, for example double rooms for sole occupancy, that accommodation venues may have available at the time of booking the meeting.
- 6.8.22** The Supplier shall ensure that the booked accommodation is available to Delegates who may be arriving late in the evening or at night, and the venue does not reallocate the booked accommodation to other meeting delegates/organisers without approval. The Supplier shall ensure that confirmations clearly make this point to the venue provider hosting the meeting. 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.
- 6.8.23** The Supplier shall be able to deal with complex requirements including, but not limited to, requirements of delegates with Protected Characteristics, secure parking, specific room requirements.
- 6.8.24** 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 or the date of the meeting.

6.9 VENUE MANAGEMENT MANDATORY REQUIREMENTS

- 6.9.1** When required, the Supplier shall provide the Customer(s) with a liaison service with the venue and or any other necessary third parties to ensure that the venue layout and correct audio and or visual and or presentation aids are provided, prior to the start of the meeting. The Supplier shall also ensure that any refreshments booked are available at the times requested, to ensure that meetings or conferences run promptly to time.
- 6.9.2** When required by the Customer(s), and allowed by the venue, the Supplier shall arrange refreshments/catering through a third party provider on a standalone basis. The Supplier shall ensure that these refreshments/catering services are purchased in the most cost effective way.
- 6.9.3** When required by the Customer(s), the Supplier may need to sub-contract certain elements of the meeting where additional expertise may be needed. If this is the case, the Customer(s) will have final approval on the sub-contractors proposed.
- 6.9.4** If required by the Customer(s), the Supplier shall provide an onsite single point of contact to the Customer(s) for venue liaison purposes.
- 6.9.5 Transportation of Equipment**
- 6.9.5.1** When required by the Customer(s) the Supplier shall arrange for transportation from a third party provider to and from the venue, display stands, equipment and or other materials for the meeting. The Supplier shall ensure that this service is provided FOC where the venue is within 10 miles of the third party provider's distribution/operating site.
- 6.9.5.2** The Supplier must ensure that such transportation is carried out in a safe and secure manner, with the items arriving or leaving at the time agreed with the Customer(s). The Supplier shall ensure that sufficient insurance cover is in place to cover any risk to the materials transported.
- 6.9.6 Delegate Registration and Management**
- 6.9.6.1** If required by the Customer, the Supplier shall provide delegate management service(s) incorporating registration, provision of information, reception and management e.g. facilitating delegates around the meeting / event during the meeting. The specific needs of delegates with Protected Characteristics shall be addressed within this provision in terms of access to the registration service and recording of any special requirements, including, but not limited to, access and dietary requirements.
- 6.9.6.2** If required by the Customer, the Supplier shall provide the Customer(s) with a delegate registration service. The delegate registration service includes but is not limited to pre-registration of delegates, onsite registration and administration support, provision

of name badges and provision of approved delegate packs.

6.9.6.3 If required by the Customer, the Supplier shall provide the Customer(s) with secure access to the full list of all registered delegates attending the event at least 24 hours prior to the start of the event.

6.9.6.4 If required by the Customer, the Supplier shall provide any approved delegate packs to all registered delegates at least 24 hours prior to the start of an event (48 hours in the case of delegates travelling from outside the UK). The Supplier shall liaise with the Customer(s) and where necessary with third parties to co-ordinate the pack. The delegate pack must be approved by the Customer(s)'s meeting organiser before being issued to delegates.

6.9.6.5 If required by the Customer, the Supplier shall provide the Customer(s), where it has been indicated that a meeting will include attendees designated as VIPs, with appropriate arrangements, which may include increased security arrangements. The exact arrangements shall be agreed between the Supplier and the Booker.

6.10 GROUP ACCOMMODATION BOOKINGS - OFFLINE SERVICE

6.10.1 The Supplier shall ensure that there is an Offline facility to service the Customer(s) requirements for Group Bookings. A "Group Booking" shall be a Booking made for 9 Travellers or more. Group Bookings are within the scope of both Solutions 4 and 5.

6.10.2 The Supplier shall ensure that there is an Offline facility to service the Customer(s) requirements for "long stay" bookings. A "long stay booking" is a booking for Travellers staying more than 9 consecutive nights in the same accommodation. Long stay bookings are in scope of both Solutions 4 and 5.

6.11 BOOKING CONFIRMATION REQUIREMENTS

6.11.1 This section describes the booking confirmation requirements that the Supplier shall be obligated to fulfil as part of the delivery of the Services.

6.11.2 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.

6.12 CONFERENCE BOOKINGS CONFIRMATIONS

6.12.1 The Supplier shall ensure that Bookers receive a confirmation(s) by email or fax once a booking has been confirmed to include, but not be limited to:

- a) Unique meeting ID number
- b) Confirmation number and or reference number
- c) Booker email address
- d) Booker and or organiser name

- e) Venue name
- f) Venue address including postcode and map view
- g) Contact details for the venue and a named contact at the venue
- h) Date of meeting and timings
- i) Itemised pricing for example: room hire, day delegate rate, 24 hour delegate rate, food and beverages, AV equipment, local taxes, room rate. If any items are bundled into a packaged rate, the email or fax must state what is included within the packaged rate.
- j) Payment method, for example payment on departure, bill back and or payment card
- k) Cancellation and amendments terms and conditions in accordance with the CCS Preferred Venue Terms and Conditions or the venue providers' own conditions including, but not limited to, the latest cancellation date and time to avoid all charges
- l) Clear information on how to make cancellations and amendments
- m) The Supplier's out of hour's emergency telephone number
- n) Staff number and or cost centre
- o) Notification of whether any additional documentation i.e. tickets needed prior to the date of the meeting
- p) Accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower)
- q) Rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi)
- r) Accommodation facilities (e.g. gym, parking, restaurant)
- s) Accommodation location (e.g. distance from local transport / nearest station)
- t) Disability access and any access restrictions

7 BOOKING AMENDMENTS, CANCELLATIONS AND REFUNDS REQUIREMENTS

7.1 This section describes the booking amendments, 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 process all requests to amend, cancel or refund a booking from the Customer(s). This shall be undertaken in accordance with CCS Preferred Venue Terms and Conditions or the venue provider's terms and conditions of booking. The Customer(s) shall not incur cancellation or amendment charges that are caused by delays in the Supplier's process.

7.3 All amendments, cancellations and refunds shall be confirmed by the Supplier, by email or by other means of written communication to the Booker. The confirmation shall clearly show the booking detail so that the Customer(s) can accurately match, monitor and track all requests.

7.4 Where a confirmed booking is cancelled with charges, the Supplier shall have a process in place to ensure that, wherever possible, such bookings are offered to other pending Booker enquiries to avoid the cancellation charges being incurred.

7.5 The Supplier shall provide an instant cancellation or amendment reference number (if made by telephone) or an immediate acknowledgement of receipt of request (if made by email) for any amendment and/or cancellation.

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 Implementation and Go Live stage. The Supplier's Service(s) shall have the ability to support payment options as directed by Customer(s) including, but not limited to:

- a) corporate payment cards;
- b) billing to project and or cost centre codes;
- c) lodge cards;
- d) consolidated invoice accounts, for example 7 or 30 days;
- e) individual and or single bill back (for example not consolidated); and
- f) Payment on departure by delegate for accommodation bookings.

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 The Supplier shall ensure that all invoice shall contain the following information (the minimum standard is Level 3 data); details to be agreed with the Customer(s) at Go Live stage:

- a) Purchase Order number;
- b) Invoice number;
- c) Venue name;
- d) Booker and or organisation's name;
- e) Title of meeting;
- f) Date of meeting and duration;
- g) Date of booking;
- h) Location of meeting and or venue;
- i) Number of attendees;
- j) Whether free or paid government estate, voluntary and community sector, or commercial venue;
- k) Total cost (inclusive and exclusive of local taxes);
- l) Cost breakdown by element (for more complex bookings outside the free

government estate), (for example venue, catering, audio and or audio visual, delegate management);

- m) Organiser cost centre code;
 - n) Unique meeting ID number (to remain the same throughout the life of the booking);
 - o) Invoice date.
- 8.5** The Supplier shall cross check invoicing from each venue against each element of the original booking to ensure no overcharging has taken place by the venue, prior to submitting to the Customer(s) for payment.
- 8.6** Prior to invoice payment the Supplier shall investigate any discrepancies with the Customer(s) and either:
- a) obtain any relevant authorisation from the Customer for approval of additional charges; or
 - b) Challenge any unauthorised additional charges with the venue and, where possible, ensure these are removed from the invoice.
- 8.7** The Supplier shall determine at the Customer Enabling Agreement stage solutions that have the capability interface with the Customer(s)'s e-Commerce (Purchase2Pay) system.
- 8.8** Where the Customer(s) does not require a full end-to-end e-Commerce (Purchase2Pay) system, the Supplier shall provide an alternative solution as agreed at the Customer(s)'s Implementation and Go Live stage.
- 8.9** 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.
- 8.10** The Supplier shall be able to identify invoice detail by any of the data set definitions, defined at Annex 3 (MI Reporting Fields) of this Schedule 2 (Services) of the Commercial Agreement.
- 8.11** When required by the Customer(s), the Booker's staff number, service number, name, (UIN) and or email address shall be recorded for each booking and will be agreed with the Customer(s) during implementation.
- 8.12** 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.
- 8.13** If required by the Customer, the Supplier shall use their own card solution to facilitate all bookings that require pre-payment. The above paragraph of this Specification of Requirements applies no matter whether the card account belongs to the Customer or the Supplier.

- 8.14** The Authority reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
- 8.15** The Supplier shall provide an assurance to the Customer(s) that the lowest available price is always offered to Bookers to make a booking. If a Booker gets a cheaper quote for the same meeting than that presented by the Supplier, the Supplier shall action a “Price Match”.
- 8.16** 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.
- 8.17** For the purposes of Price Match, the meeting scope and requirements need to be ‘like for like’, e.g. equipment required, catering required, timings, dates, room layout, number of delegates. The enquiry has to have been made on the same day/date and the venue specific terms and conditions have to be the same (e.g. full prepayment at the time of booking, etc.).
- 8.18** Price Match meeting cost proposals are those that are available to the general public. This does not include meeting cost proposals offered on membership only websites, reward programs, incentives, via a consolidator or cost proposals 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 on the same day when receiving the Supplier’s quote by email. No additional transaction or amendment fees shall be applied when a Price Match is implemented. Price Match shall not apply in situations where the Customer has requested that Inventory channels and availability displays be limited to exclude meeting venues being challenged under Price Match.
- 8.19** The Supplier shall pay any agreed Commissions to the Customer unless the Authority confirms otherwise.
- 8.20** Transient Accommodation Programme Administration Requirements
- 8.20.1** The Supplier shall provide an online RFP Management Tool at no extra cost to the Authority and administer the CCS Public Sector Negotiated Programme for accommodation in the RFP Management Tool. This includes, but may not be limited to,
- a) Transfer the current list of CCS Public Sector Negotiated Programme rates to the RFP Management Tool
 - b) Invite accommodation providers to submit rates in the online RFP Management Tool
 - c) Submit received bids to the Authority for review
 - d) Action negotiations/declines/acceptances in line with Authority’s instructions in the online RFP Management Tool.
 - e) The Authority require administrative rights to access and administer the online RFP Management tool directly.
 - f) The online RFP Management tool as well as the administrative resource have to be available immediately upon award of the framework to administer the 2018 global accommodation RFP. The

Authority reserves the right to set up a meeting after the Intention of Award has been issued to examine the online RFP Management Tool and its capabilities.

- 8.20.2** The Supplier shall make the facility to submit rates available to all accommodation providers free of charge.
- 8.20.3** The Supplier shall provide access to the online RFP Management Tool to the Authority at all times and grant administrative rights to the Authority.
- 8.20.4** The Supplier shall administer the Authority's accommodation allocation requirements. The Authority will negotiate the allocations including the split by booking provider. The Supplier shall confirm the allocations and split of the allocations to the accommodation providers when advised to do so by the Authority.
- 8.20.5** The Supplier shall check rate availability of accommodation providers added, through quarterly rate audits
- 8.20.6** The Supplier shall not negotiate accommodation rates on behalf of the Authority or any of the Customers for transient accommodation. The Supplier shall not make GDS rate loading instructions available to accommodation providers outside of the overall Authority's rate loading instructions without the Authority's express written permission to do so.
- 8.20.7** The title/name of the CCS Public Sector Negotiated Programme, to be used for rate loading, will be determined by the Authority and the Supplier will be advised of the title/name and any changes to the title/name by the Authority as appropriate.

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. Paragraphs 9.2 to 9.6 below set out the Authority's requirements for account management support to be provided by the Supplier and paragraphs 9.7 and 9.8 below set out the Customer(s)'s requirements for account management support to be provided by the Supplier.
- 9.2** The Supplier shall provide the Authority with a named Commercial Agreement Manager, by email, within 5 working days of signing the Commercial Agreement. The nominated Commercial Agreement Manager shall have a minimum of two years industry experience in a similar role.
- 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 Supplier shall provide the Customer(s) with a named Relationship Manager, with a minimum of two years industry experience in a similar role. The amount of account management provided by the Supplier shall be proportionate to the size and requirements of the Customer(s). This will be agreed at the Implementation and Go Live stage.
- 9.8** The Relationship Manager shall hold (as a minimum) quarterly strategic and operational service management review meetings with the Customer(s). The Authority may join these quarterly service review meetings to avoid duplication for the Supplier.
- 9.9** The Supplier Commercial Agreement Manager and the Relationship Manager shall promote, deliver and communicate transparency of pricing, savings, Commissions to the Authority and the Customer(s) respectively.
- 9.10** The Authority and the Customer 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** 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.
- 10.3** 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.
- 10.4** The Supplier shall provide a secure, central portal to enable the Customer, and Authority if requested, to self-access their Management Information and reports, or shall agree an alternative secure communication method as specified by the Customers at the Commencement Date of the Customer Enabling Agreement. The portal shall offer the capability to customise reports and access raw data.
- 10.5** The Supplier shall provide timely, full, accurate and complete reports to the Authority and Customer which incorporates the data, in the correct format, as required.
- 10.6** By the 12th of the first month of each quarter, and for the duration of the Commercial Agreement the Supplier shall provide the Authority with the following completed reports:
- 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 Month; 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 (rail, air, accommodation and other services), by reason code, by Customer by quarter baselined against the lowest cost option. 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** The Supplier shall provide the Authority with a minimum of one case study per quarter 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 providers in relation to government business. This report will also be required at Customer level.
- 10.7** The Supplier shall arrange and attend one 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 Management Information reported to the Authority must not include personal

sensitive data of Delegates.

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

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 all complaints received directly from Delegates who are encountering problems at their meeting are dealt with as a matter of priority and the Supplier shall seek to minimise any disruption caused to the meeting by the specific cause of complaint.

- 11.3** The Supplier shall ensure that all complaints received from Customer(s) and/or the Authority shall be acknowledged by the Supplier within 4 Core Working Hours of the details of the complaint being received by the Supplier. 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.

- 11.4** The Supplier shall provide the Authority with one consolidated report per Month capturing all customer complaints detailed by Customer(s). These reports shall include the dates the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint. The Customer(s) will define any additional requirement in relation to providing information about complaints with the Supplier during implementation.

- 11.5** The Supplier shall have a process in place to direct complaints (including those from third party providers (e.g. venue) against a Delegate to the relevant Customer(s) for investigation and resolution.

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 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 including, but not limited to, communication to Customers, Bookers and Delegates

13.2.2 detail the processes by which Delegates 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/Delegates, the Supplier shall notify the Authority and Customer(s) immediately and, provide in real-time a full list of Travellers potentially impacted in accordance with the Customer duty of care policy provided to the Supplier at the Customer(s)'s Implementation and Go Live stage.
- 13.6** The Supplier must make every reasonable effort to assist the Customer(s)'s Delegates/Organiser with alternative accommodation. The Supplier shall provide a robust process for the Authority and Customer(s) to record Delegates movements. The Customer(s) will require:
- 13.6.1** Immediate visibility on the Delegate identity, disabilities if previously notified in the event the delegate has to move to another location.
- 13.6.2** Provision of data relating to bookings at venues, during a major disruption.

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 the Services.
- 14.2** The Supplier shall at all times during the term 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:
- (a) 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.
 - (b) An Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent.
 - (c) 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 for the Customer(s). The exit strategy shall be agreed in writing with the Authority prior to any transitioning of the Customer(s). In implementing the exit strategy the Supplier shall ensure that a smooth transition is effected for all Customers from their Commercial Agreement with the Supplier across to new Commercial Agreement with any new supplier, and that the Supplier shall work collaboratively with any new supplier appointed.
- 15.3** To ensure a smooth transition onto this Commercial Agreement the Supplier shall liaise with each Customer to, as a minimum:
- a) arrange an introductory meeting with the Customer(s) to establish and identify their refined requirements and agree implementation timescales;
 - b) obtain annualised spend/volume information;
 - c) confirm Travel and/or Meeting Policy details;
 - d) confirm booking method(s) required;
 - e) refine Management Information requirements;
 - f) confirm payment method(s) required; and
 - g) Complete and sign Customer Enabling Agreement.
- 15.4** At the end of the term of the Customer Enabling Agreement, to effect a smooth exit for each Customer(s) onto any new Commercial Agreement the Supplier shall provide the following information, as a minimum, to any new supplier appointed:
- a) a full list of Bookers including up to date contact details;
 - b) spend volume and transaction levels (previous 12 Months);
 - c) frequently used locations/venues (previous 12 Months);
 - d) agreed payment method(s);
 - e) Customer's Travel and/or Meeting Policy(ies); and
 - f) Booking method(s).
- 15.5** At the end of the term of the Commercial Agreement, the Authority shall require all data to be cleansed and transferred by the Supplier to any new supplier and shall maintain and destroy data in accordance with Schedule 17 (Exit) of the Commercial Agreement. The Supplier shall confirm in writing when all data has been destroyed.
- 15.6** Upon expiry of this Commercial Agreement, 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).
- 15.7** The Supplier shall work with the Customer(s)'s incumbent supplier to effect a systematic, planned and robust transfer of bookings and management information to ensure continuity of service. Where the meeting is to take place within 12 weeks of the Commencement Date of the Customer Enabling Agreement, the bookings shall remain with the incumbent supplier, to avoid the need to cancel bookings and transfer enquiries that are in mid completion. However the Supplier will give consideration to bookings which are over 12 weeks and conclude with the Customer(s) if the event provider's financial penalties associated with cancelling the booking and re-book with

the new supplier is less than retaining the booking with the current Supplier.

16 NON-MANDATORY REQUIREMENTS - FEEDBACK

16.1 The Booking Service shall provide access to the Services booking 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 Services delivered must adhere to the service standard (<https://www.gov.uk/service-manual/service-standard>), and pass the necessary assessments for internal meeting services.

17 COMMERCIAL AGREEMENT ACCESS

17.1 The Supplier shall note that the Services provided under this Commercial Agreement are purely for authorised use only. Under no circumstances shall Delegate(s)/Organisers of the Authority, the Customer(s), other Government Departments, 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 Delegates through benefits acquired as a consequence of meetings undertaken as part of this Commercial Agreement. Therefore the Supplier shall not facilitate the collection of an individual's loyalty card points or other benefits awarded by third party providers. However, the Supplier is required to deliver corporate schemes and / or charity donation schemes where requested by the Customer(s) and approved by the Authority.

ANNEX 1 – REASON CODES

1. REASON FOR MEETING 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:

- 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

If a meeting has an overnight accommodation requirement then 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

If a meeting has an overnight accommodation requirement then 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 3829	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	Yes	Yes

		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		
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	Yes	Yes

		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		
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	Meeting - Number of Night Delegates	Yes	Yes

	Delegates	Please enter 0 for all other service descriptions.		
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 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	Yes	Yes

		<p>Serviced Accommodation - Date of check out</p> <p>Taxi - Date of Return</p> <p>Vehicle Hire - Date of Check out</p> <p>VISA Service - Date of Delivery</p> <p>Other - Date of Other Service</p>		
39	Miles Travelled	<p>RAIL - Number of Miles Travelled</p> <p>AIR - Number of Miles Travelled</p> <p>FERRY - Number of Miles Travelled</p> <p>Please enter 0 for all other service descriptions.</p>	Yes	Yes
40	Location/Route Details	<p>RAIL - Route code e.g. LIV-CRE-EUS</p> <p>AIR - Route Code e.g. MAN-NRI-AMS</p> <p>HOTEL - Accommodation Town/City</p> <p>FERRY - Route Code e.g. DOV-CAL</p> <p>Meeting - Conference Town/City</p> <p>SERVICED ACCOMMODATION - Accommodation Town/City</p> <p>Please enter 0 for all other service descriptions.</p>	Yes	Yes
41	Location Post Code	<p>HOTEL - Accommodation Postcode (First Part)</p> <p>Meeting - Conference Postcode</p> <p>SERVICED ACCOMMODATION - Accommodation Postcode (First Part)</p> <p>Please enter 0 for all other service descriptions.</p>	Yes	Yes
42	Service Country	<p>Air - Destination Country</p> <p>Coach Booking - Destination Country</p> <p>Conference - Conference Country</p> <p>Currency Service - Country of Currency</p> <p>Eurostar - Destination Country</p> <p>Ferry - Destination Country</p> <p>Hotel - Accommodation Country</p> <p>Meeting - Conference Country</p> <p>Meeting Facilities - Conference Country</p> <p>Rail - Destination Country</p> <p>Serviced Accommodation - Accommodation Country</p> <p>Taxi - Destination Country</p> <p>Vehicle Hire - Destination Country</p> <p>VISA Service - N/A</p> <p>Other - N/A</p>	Yes	Yes
43	Dispatch Method	<p>RAIL - Ticket Dispatch Method</p> <p>AIR - Ticket Dispatch Method</p> <p>FERRY - Ticket Dispatch Method</p> <p>EUROSTAR – Ticket Dispatch Method</p> <p>Please enter 0 for all other service descriptions.</p>	Yes	Yes
44	Rate Agreement	<p>Indicate if the rate applied is either;</p> <p>Supplier negotiated</p> <p>CCS Public Sector Negotiated Programme - Air</p> <p>CCS Public Sector Negotiated Programme - Accommodation</p>	Yes	Yes
45	Cost Centre	<p>Where available, please record the cost centre within the Customer that the transaction is for.</p>	Yes	Yes
46	Commercial Agreement Number	<p>Please record the Commercial Agreement number between you and the Customer (i.e. the customer).</p>	Yes	Yes
47	Air Fare Booking Class	<p>A, B, C, D</p>	Yes	No
48	Point to Origin	<p>RAIL - Point of Origin e.g. LHR</p>	Yes	Yes

		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.		
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 Address		No	Yes
73	Special Requirements		No	Yes
74	Tax classification		No	Yes